



REGION VIII - EASTERN VISAYAS

CITIZEN'S CHARTER

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ABOUT THE ORGANIZATION

Organization Information

The Department of Education (DepEd) Regional Office VIII is one of the field offices of the Department of Education of the Republic of the Philippines. Its mandate is consistent with the national educational policies, plans and standards of the Department of Education.

April 2, 1975 marked the birth of the Regional Office VIII, then known as Ministry of Education, Culture, and Sports (MECS). Its first Office was located at the area where Leyte National High School now stands, near the grandstand in Tacloban City. On July 7, 1990, its official location was transferred to the current office at the Government Center, Candahug, Palo, Leyte, during the time of Regional Director Dr. Eladio C. Dioko. The date marked the commemoration of the region's founding anniversary.

Its land status is under the Contract of Usufruct with the Province of Leyte as the legal and absolute owner of the said parcel of land with an area of Thirteen Thousand, One Hundred Eighty-Four (13,184) Square Meters particularly described in the sketch plan which is a portion of Lot No. 10950, Palo Cad. 407-D for a period of twenty-five (25) years commencing from the signing of the Contract of Usufruct and automatically renewable thereafter for every twenty-five (25) years unless expressly terminated by both parties.

For almost 43 years, this regional education sector has been headed by 13 Regional Directors, starting with Dr. Pedro B. Esperat, followed by Dr. Aurelio A. Juele, Dr. Natividad M. Herella, Dr. Servillano C. Dela Cruz, Jr., Dr. Eladio C. Dioko, Dr. Teofilo E. Gomez, Dr. Venancio R. Nava, Dr. Cirila V. Villegas, Dr. Celedonio I. Layon, Jr., Dr. Sol F. Matugas, Dr. Rose Marie Felicidad V. Saet, Dr. Luisa B. Yu, and currently, Dr. Ramir B. Uyico.

As indicated in Section 2 of the Republic Act 9155 also known as Governance of Basic Education Act of 2001, the governance of basic education shall begin at the national level. The regions, divisions, schools and learning centers shall be its field offices where the policy and principle for the governance of basic education shall be translated into programs, projects and services developed, adapted and offered to fit local needs.

In December 2011, DepEd embarked on the review and revision of its Rationalization Plan based on RA 9155. On November 15, 2013, the DepEd Rationalization Plan was approved by the Department of Budget and Management (DBM). Subsequently, the new organizational structure of the Central, Regional and Schools Division Offices of the Department of Education took effect through DepEd Order No. 52, series of 2015.

As reflected in the DepEd New Rationalization Organizational Structure, the regional office shall have eight (8) functional divisions namely:

Regional Office Functional Division
Curriculum and Learning Management Division
Learning Resource Management and Development Section



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Human Resource Development Division
Policy, Planning and Research Division
Quality Assurance Division
Education Support Services Division
Education Facilities Section
School Health Section
Special Programs and Projects Section
Field Technical Assistance Division
Finance Division
Accounting Section
Budget Section
Administrative Division
Asset Management Section
Cashier Section
General Services Unit
Personnel Section
Payroll Services Unit
Records Section

Under the Office of the Regional Director, there are three (3) units and the Office of the Assistant Regional Director.

Functional Division
Office of the Regional Director-Proper
Office of the Assistant Regional Director
Bids and Awards Committee
Legal Unit
Information and Communications Technology Unit
Public Affairs Unit

Each Functional Division is headed by Division Chiefs, and Unit Heads and has identified office functions and key result areas. See Section 1.3 of this document for the organizational structure and details of each functional division. Detailed processes are included in each functional divisions' and units' operations manual.

Regional Office VIII covers thirteen (13) Schools Division Offices.



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Organization Vision, Mission and Core Values

The Department of Education crafted its Vision, Mission and Core Values which was communicated to the region in the year 2013. Since then, the regional office has adopted to ensure alignment to the Central Office direction. In the installation of the Region's Quality Management System (QMS), it crafted its core values inspired by the DepEd Core Values. This provided further guidance as to the implementation of the QMS. *See Section 5.0 of this manual.*

DepEd Vision

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

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

DepEd Mission

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where: Students learn in a child-friendly, gender-sensitive, safe, and motivating environment;

Teachers facilitate learning and constantly nurture every learner;

Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen;

Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

Core Values

Maka-Diyos
Makatao

Makakalikasan
Makabansa

Below are the approved and communicated Quality Management System (QMS) aspiration, quality policy, and core values of DepEd Regional Office VIII.

Aspiration

The LEADing institute of world-class services and transactions and a PARAGON of customer delight producing SELF-PROPELLED learners .



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Quality Policy

We are committed to satisfy our school heads and teachers, partner agencies, and other external stakeholders by:

- providing culture-based contextualized CURRICULA, highly competent, empowered, and innovative DIVISION PERSONNEL, and prompt, responsive, and customer-friendly EDUCATIONAL SUPPORT SERVICES;
- instituting efficient, effective, and technology-based PROCESSES, with value-laden, service-oriented, and technically-competent EMPLOYEES in an environment of continuous improvement; and
- following government laws, statutory rules and regulations, and operating with utmost transparency, excellent performance, and dedicated service with character, courage and compassion.

Core Values

<i>Love</i>	We express our LOVE for service as we profess to cherish a caring and nurturing attitude for our people and clients.
<i>Excellence</i>	We contrive to the highest standards for ourselves and our work as we always strive to attain EXCELLENCE in everything we do.
<i>Accountability</i>	We espouse ACCOUNTABILITY for all our actions to exhibit a shared responsibility of the outcomes.
<i>Dedication</i>	We demonstrate DEDICATION in our work by extending extra mile in the service to accomplish the desired measure of our efforts and success.
<i>Empowerment</i>	We believe in the EMPOWERMENT of our people through demonstrating their capability and ability to make sound decisions that contribute to the attainment of the organizational goals.
<i>Respect</i>	We RESPECT the cultural diversity, individuality, and dignity of our people and clients and appreciate these differences to establish a mutually caring and supportive environment where each one takes pride in one's work.
<i>Safety</i>	We establish a mechanism of a safe, conducive and healthy working environment for the SAFETY and welfare of our people.
<i>Honesty</i>	We profess the value of HONESTY in the workplace, in our dealings with our clients, employees, and management and constantly strive to do better.
<i>Innovation</i>	We constantly create INNOVATIONS in our work to achieve a more effective, more efficient and better service and operations in our organization.
<i>Passion</i>	We are obsessed by the PASSION of achieving our goals and aspirations toward becoming a leading paragon of excellence in civil service.



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FEEDBACK MECHANISM

To our Valued Clients:

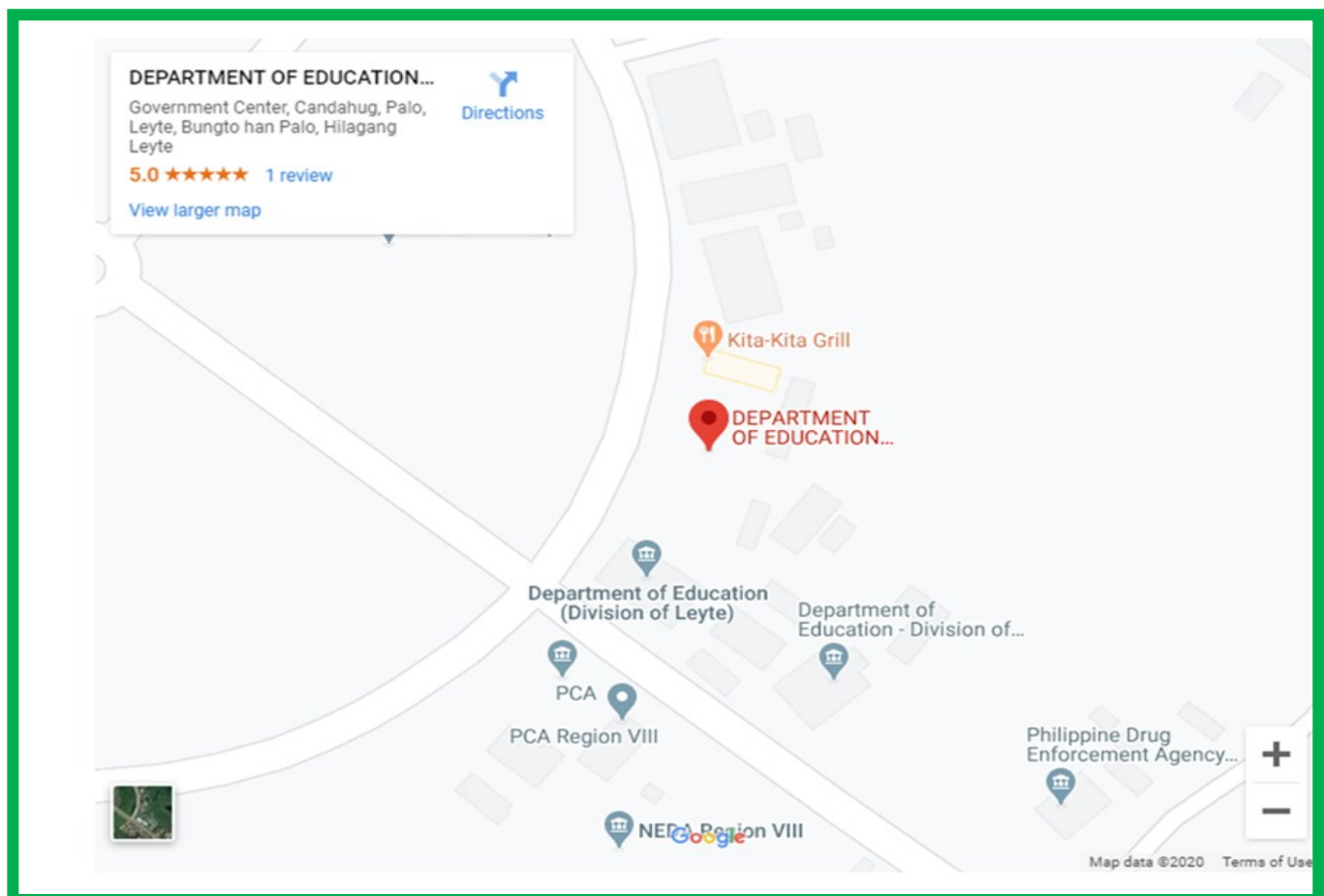
Your opinion is of great importance to us. You may send us your suggestions, queries, complaints , or any concern through:

DepEd Regional Office VIII

Government Center, Candahug, Palo, Leyte, 6501

Telephone Number: (053) 323-3156

Email Address: region8@deped.gov.ph





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REGIONAL OFFICE VIII FRONT-LINE SERVICES



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Title of Service: APPLICATION FOR RETIREMENT/SURVIVORSHIP/DISABILITY BENEFIT

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00 am to 5:00 pm **WITHOUT** noon break

Who may avail of the Service?

Retirees, Representative or Heirs of Claimant

What are the Basic Requirements?

- Indorsement of the SDS
- Accomplished Application for Retirement from GSIS
- Clearance from Money Accountability or Overpayment of Salary
- Clearances (Division/District/School)
- Statement of Assets, Liabilities, and Net Worth of the preceding year
- Service Record
- Ombudsman Clearance

Additional requirement for Disability Benefit

- Doctor's Certificate

Additional requirement for Survivorship Benefit

- Proof of Legal Heirs for Survivorship (Marriage Contract for married employees and Birth Certificate)

For Representatives:

- Authorization Letter
- Photocopy of 1 valid ID of the applicant and the representative with signature

Duration: 2 hours



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How to Avail of the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Nor- mal Circum- stances)	Person In-charge	Fee	Form
1	<i>For walk-in clients:</i> Submit require- ments	Receive require- ments	5 minutes	Payroll Re- ceiving Officer	None	None
	<i>Alternative Online Procedure:</i> Submit requirements through the Schools Division Office via email: rec- ords.region8@deped	Receive require- ments	5 minutes	Payroll Re- ceiving Officer	None	None
2	<i>For walk-in clients:</i> Wait while request is being processed	Issue payment Order Form (for those with salary overpayment)	5 minutes	Payroll Re- ceiving Of- ficer	None	None
	<i>Alternative Online Procedure</i> Wait for update through the SDO	Issue payment Order Form (for those with salary overpayment)	5 minutes	Payroll Re- ceiving Of- ficer	None	None
3	<i>For walk-in clients:</i> Pay to the Cashier	Wait for the Official Receipt	10 minutes	Cash Person- nel	As computed by the en- coder	Official Re- ceipt
	<i>Alternative Online Procedure:</i> Pay to the Division Cashier	For those with salary overpayment, pre- pare indorsement to the SDO with the computation and send to their official email address through the Records Section.	10 minutes	Payroll Re- ceiving Of- ficer	As computed by the en- coder	Official Re- ceipt



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4	<i>For walk-in clients:</i> Submit Official Receipt	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None
	<i>Alternative Online Procedure:</i> Send the Official Receipt through the email of the payroll services: payroll.region8@deped.gov.ph	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None
5	<i>For walk-in clients:</i> Wait while request is being processed	Initial/Sign Clearance	10 minutes	Attorney IV, AO V, CAO	None	Clearance from Money Accountability or Overpayment of Salary
	<i>Alternative Online Procedure:</i> Wait for update from the SDO	Initial/Sign Clearance	10 minutes	Attorney IV, AO V, CAO	None	Clearance from Money Accountability or Overpayment of Salary
6	<i>For walk-in clients:</i> Wait while a request is being processed	Receive documents with the accomplished clearance	5 minutes	HR Personnel	None	Clearance with the requirements as stated above
	<i>Alternative Online Procedure:</i> Wait for update from the SDO					



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7	<i>For walk-in clients:</i> Wait while request is being processed	Check completeness of the requirements	15 minutes	HR Personnel	None	Checklist of Requirements
	<i>Alternative Online Procedure:</i> Wait for update from the SDO	Check completeness of the requirements	15 minutes	HR Personnel	None	Checklist of Requirements
8	<i>For walk-in clients:</i> Wait while request is being processed	Prepare indorsement to GSIS	20 minutes	HR Personnel	None	Indorsement
	<i>Alternative Online Procedure:</i> Wait for update from the SDO	Prepare indorsement to GSIS	20 minutes	HR Personnel	None	Indorsement
9	<i>For walk-in clients:</i> Wait while request is being processed	Sign Indorsement and Clearance	25 minutes	AO V, CAO, ARD, RD	None	Indorsement Clearance
	<i>Alternative Online Procedure:</i>	Sign Indorsement and Clearance	25 minutes	AO V, CAO, ARD, RD	None	Indorsement Clearance
10	<i>For walk-in clients:</i> Receive approved Indorsement with Clearance and the requirements submitted	Release approved indorsement with clearance and the requirements submitted	10 minutes	Records Personnel	None	Indorsement with clearance and the requirements submitted



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	<i>Alternative Online Procedure:</i> Receive approved Indorsement with Clearance and the requirements submitted through the SDO	Release approved indorsement with clearance and the requirements submitted	10 minutes	SDO Personnel	None	Indorsement with clearance and the requirements submitted
END OF TRANSACTION						



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CITIZEN'S CHARTER

Title Type of Service: PAYMENT OF VARIOUS SERVICES

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00am to 5:00pm **WITHOUT** noon break

Who may Avail of the Service?

Walk-in Clients, NEAP-R Staff, & DepEd Region VIII Employees

What are the Basic Requirements?

Registration Form/Application Form

Payment Order Form

Duration: 30 minutes

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Nor- mal Circum- stances)	Person In-charge	Fee	Form
1	Fill-out Regis- tration/ Applica- tion Form & Payment Or- der Form	Receive accom- plished forms	5 minutes	Cashier III/ Cash Per- sonnel	None	Payment Order Form
2	Wait while the request is being processed	Process the request	10 minutes	Cashier III/ Cash Per- sonnel	Inspection Fee and DST: Php2,000.00 & Php30.00 School Bond & DST: Php1,000.00 & Php30.00	Registration Form/ Application Form/ Payment Order Form/ Occupancy Bill



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					Loss of Visitor's ID: Php50.00 Provident Loan Balance; Disallowance; Registration Fee; Refund of Overpayment; Financial Assistance; Donors: Amount Varies Lodging Fee: Ordinary room: Php300.00 Executive room: Php1,700.00 Rental of Facilities: Training Hall 1 Php3,000.00 Conference Hall: Php5,000.00	
3	Pay to the Cashier	Issue Official Receipt	10 minutes	Cashier III/ Cash Personnel	None	None
4	Receive the Official Receipt	Release the Official Receipt	5 minutes	Cashier III/ Cash Personnel	None	Official Receipt
END OF TRANSACTION						



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Title of Service: **ISSUANCE OF CLEARANCE FROM MONEY ACCOUNTABILITY OR OVERPAYMENT OF SALARY**

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00am to 5:00pm **WITHOUT** noon break

Who may Avail of the Service?

Retirees, Transferees, Resigned Employees

What are the Basic Requirements?

Indorsement of the Schools Division Superintendent

Copy of the Latest Pay Slip

Division Clearance

Updated Service Record

Duration: 30 minutes

How to Avail of the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person In-charge	Fee	Form
1	<i>For walk-in clients:</i> Submit requirements	Receive requirements	3 minutes	Payroll Receiving Officer	None	None
	Alternative Online Procedure: Submit requirements through the Schools Division Office via email: records.region8@deped.gov.ph	Receive requirements	3 minutes	Payroll Receiving Officer	None	None



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2	<i>For walk-in clients:</i> Wait while request is being processed	Issue payment Order Form for those with salary overpayment. For those without salary overpayment, proceed to Step 6	5 minutes	Payroll Receiving Officer	None	None
	<i>Alternative Online Procedure</i> Wait for update through the SDO	Issue payment Order Form Form for those with salary overpayment and For those without salary overpayment, proceed to Step 6	5 minutes	Payroll Receiving Officer	None	None
3	<i>For walk-in clients:</i> Pay to the Cashier	Wait for the Official Receipt	10 minutes	Cash Personnel	As computed by the encoder	Official Receipt
	<i>Alternative Online Procedure:</i> Pay to the Division Cashier	For those with salary overpayment, prepare indorsement to the SDO with the computation and send to their official email address through the Records Section.	10 minutes	Payroll Receiving Officer	As computed by the encoder	Official Receipt
4	<i>For walk-in clients:</i> Wait while request is being processed	Issue payment Order Form (for those with salary overpayment)	5 minutes	Payroll Receiving Officer	None	None



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5	<i>Alternative Online Procedure</i> Wait for update through the SDO	Issue payment Order Form (for those with salary overpayment)	5 minutes	Payroll Receiving Officer	None	None
	<i>For walk-in clients:</i> Pay to the Cashier	Wait for the Official Receipt	10 minutes	Cash Personnel	As computed by the encoder	Official Receipt
	<i>Alternative Online Procedure:</i> Pay to the Division Cashier	For those with salary overpayment, prepare indorsement to the SDO with the computation and send to their official email address through the Records Section.	10 minutes	Payroll Receiving Officer	As computed by the encoder	Official Receipt
6	<i>For walk-in clients:</i> Submit Official Receipt	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None
	<i>Alternative Online Procedure:</i> Send the Official Receipt through the email of the payroll services: payroll.region8@deped.gov.ph	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None



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7	For walk-in clients: Wait while request is being processed	Initial/Sign Clearance	10 minutes	Attorney IV, AO V, CAO	None	Clearance from Money Accountability or Overpayment of Salary
	Alternative Online Procedure: Wait for update from the SDO	Initial/Sign Clearance	10 minutes	Attorney IV, AO V, CAO	None	Clearance from Money Accountability or Overpayment of Salary
8	<i>For walk-in clients:</i> Submit Official Receipt	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None
	<i>Alternative Online Procedure:</i> Send the Official Receipt through the email of the payroll services: payroll.region8@deped.gov.ph	Prepare Clearance from Money Accountability or Overpayment of Salary	10 minutes	Payroll Encoder	None	None
9	<i>For walk-in clients:</i> Receive signed Clearance	Release signed Clearance	2 minutes	Payroll Releasing Officer	None	Signed Clearance
	<i>Alternative Online Procedure:</i> Release signed Clearance through the official email address of the Division concerned.	Release signed Clearance	2 minutes	Payroll Releasing Officer	None	Signed Clearance
END OF TRANSACTION						



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Title of Service: RECRUITMENT- ONLINE SCREENING PROCESS

Classification of Transaction: (Highly Technical Transaction)

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00 am to 5:00 pm **WITHOUT** noon break

Who may avail of the Service?

Job Applicant/s

What are the Basic Requirements?

- Desktop or a laptop with a camera, microphone, and speaker or a smartphone with Google Meet Application and strong internet connection
- Active Gmail account or messenger account

Duration: 2 months (60 calendar days)

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Nor- mal Circum- stances)	Person In-charge	Fee	Form
1	Alternative Online Procedure: (Before)Pre- screening Prepare a desktop or laptop with a camera, micro- phone, and speaker or a smartphone with Google Meet application and a strong internet	Inform the appli- cants through text, call, or email at least three (3) days before the schedule	3 days	HRMPSB Secretariat	None	None



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	Provide Gmail address and the complete name associated with the account/Facebook messenger account					
2	<p>Screening Proper: Click the link provided to be admitted by the Host.</p> <p>Put on video their surroundings and share their screens.</p>	<p>Send the meeting link to all the applicants and HRMPSB Members through the email address or messenger accounts provided</p> <p>Request to put on video the applicants' surroundings and to share their screens</p>	1 day	<p>HRMPSB Secretariat</p> <p>HRMPSB</p>	<p>None</p> <p>None</p>	<p>None</p> <p>None</p>
3	Wait for the online screening process to start	Start with Preliminaries and Presentation of HRMPSB Internal Guidelines	1 day	HRMPSB	None	None
4	Answer the questionnaire through the link provided by the HRMPSB Secretariat	Conduct the written examination	1 day	HRMPSB Chairman	None	None



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5	Review and assess the points assigned to their documents in each of the criteria Raise their hand for questions/ clarifications or send the message in the Chat-box	Send the pre-evaluation sheet to the applicants based on the documents submitted	1 day	HRMPSB Secretariat	None	None
6	Oral Examination (Interview) Answer the question by citing/using the STAR approach within 2-3 minutes	Give the Behavioral Event Interview (BEI) while other members may raise follow up questions	1 day	HRMPSB Chairman	None	None
7	After (Post Screening) Accomplish the link provided for the feedback on the conduct of the screening process Wait for the results of the evaluation	Send the link to the applicants Inform the applicants on the results of the evaluation	1 day	HRMPSB Secretariat HRMPSB Secretariat	None None	None None
END OF TRANSACTION						



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Title of Service: CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00am to 5:00pm **WITHOUT** noon break

Who may Avail of the Service?

Graduates, OFWs, and other clients

What are the Basic Requirements?

For Graduates

- Student Permanent Record (Form 137)
- Diploma
- Certification of Graduation or Completion (CAV Form 4)
- Certificate of English as Medium of Instruction
- Special Order (if graduate of private school)
- Transmittal
- ALS/A&E/PEPT Rating/Certificate from BEA
- Certification from the Division Office
- Picture Passport size (1) One
- Documentary Stamp (1) One

For Undergraduates:

- Indorsement from the school
- Student Permanent Record (Form 137)
- Certification of Enrollment/Completion/Graduation (CAV Form 4)
- I.D. Picture (1) One (with white background)
- Documentary Stamp (1) One

For Representative:

- Authorization Letter / Special Power of Attorney
- Photocopy of 1 valid ID of the applicant and the representative with signature

Duration: 30 minutes



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How to Avail of the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Nor- mal Circum- stances)	Person In-charge	Fee	Form
1	<p>Fill-out CAV Appli- cation form and submit required documents. In case a representative processes the ap- plication, he/she must submit an authorization letter.</p> <p>Walk- In Applicants: Fill out CAV Appli- cation and submit to Records Section.</p> <p>Alternative Online Procedure: Fill out CAV Appli- cation and submit to Division Record's Section. *</p> <p>The Division Office Record's Section sends the applica- tion to the Regional Office through cou- rier. *</p>	Receive and validate the veracity of en- tries and signatures.	5 minutes	Records Of- ficer III or Records Per- sonnel	None	Application form



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2	<p>For Walk-In Applicants: Wait while the request is being processed</p> <p>Alternative Online Procedure: Wait for the notice from the Division Office*</p>	Process CAV	10 minutes	Records Officer III or Records Personnel	
3	<p>For Walk-In Applicants: Wait for the approval of the CAV.</p> <p>Alternative Online Procedure: Wait for the Notice from the Division Office *</p>	Approve CAV.	10 minutes	RD, ARD, Chief AO	
4	<p>For Walk-In Applicants Receive approved CAV</p> <p>Alternative Online Procedure: Receive approved CAV from the Division Office*</p>	Release of approved CAV, and send advance copy of approved CAV to DFA through e-mail.	5 minutes	Records Officer III or Records Personnel	
END OF TRANSACTION					



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Title of Service: **REQUEST FOR CORRECTION OF ENTRIES OF PERSONAL INFORMATION INFORMATION IN THE SCHOOL RECORDS**

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of the Availability of the Service:

Monday to Friday from 8:00am to 5:00pm **WITHOUT** noon break

Who may Avail of the Service?

Learners of Elementary and Secondary Schools or their Authorized Representatives

What are the Basic Requirements?

- Indorsement Letter from the concerned Schools Division Superintendent or School Head/Principal
- ORIGINAL COPY of Certificate of Live Birth issued by PSA in a security paper
- Affidavit of Two Disinterested Persons
- Affidavit of Discrepancy executed by the applicant or parent/s, if still a minor
- Certified True Copy of School Record/s INCORRECT INFORMATION
- Photocopy of valid ID of the applicant/representative
- Special Power of Attorney/Proof of Guardianship (if request is being made through a representative/guardian, except to father or mother if the applicant is still a minor)

For Representatives:

- Authorization Letter / Special Power of Attorney
- Photocopy of 1 valid ID of the applicant and the representative with signature

Duration: 1 hour and 30 minutes



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	Applicant/ Client	Action Officer	Duration of Activity (Under Nor- mal Circum- stances)	Person In-charge	Fee	Form
1	Submit requirement	Receive require- ments	15 minutes	Legal Unit Personnel	None	Require- ments as stated aboye
2	Fill-out Application Form	Evaluate require- ments submitted	15 minutes	Legal Unit Personnel	None	Application Form
3	Wait while request is being processed	Prepare resolution	25 minutes	Legal Unit Personnel	None	Resolution
4	Wait while request is being processed	Sign resolution	35 minutes	Attorney IV, ARD, RD	None	Resolution
5	Receive resolution	Release Resolution	5 minutes	Legal Unit Personnel	None	Approved Resolution
END OF TRANSACTION						