



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, Dr. Ramir B. Uytico and currently Dr. Evelyn R. Fetalvero.

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.



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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.*

Vision

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

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

Mission

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

Teachers facilitate learning and constantly nurture every learner;

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

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

Core Values

Maka-Diyos Makakalikasan

Makatao Makabansa



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Quality Policy

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards and programs
- Responsive and relevant curricula
- 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 through continuous improvement of the Quality Management System.



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FEEDBACK MECHANISM

To our Valued Clients:

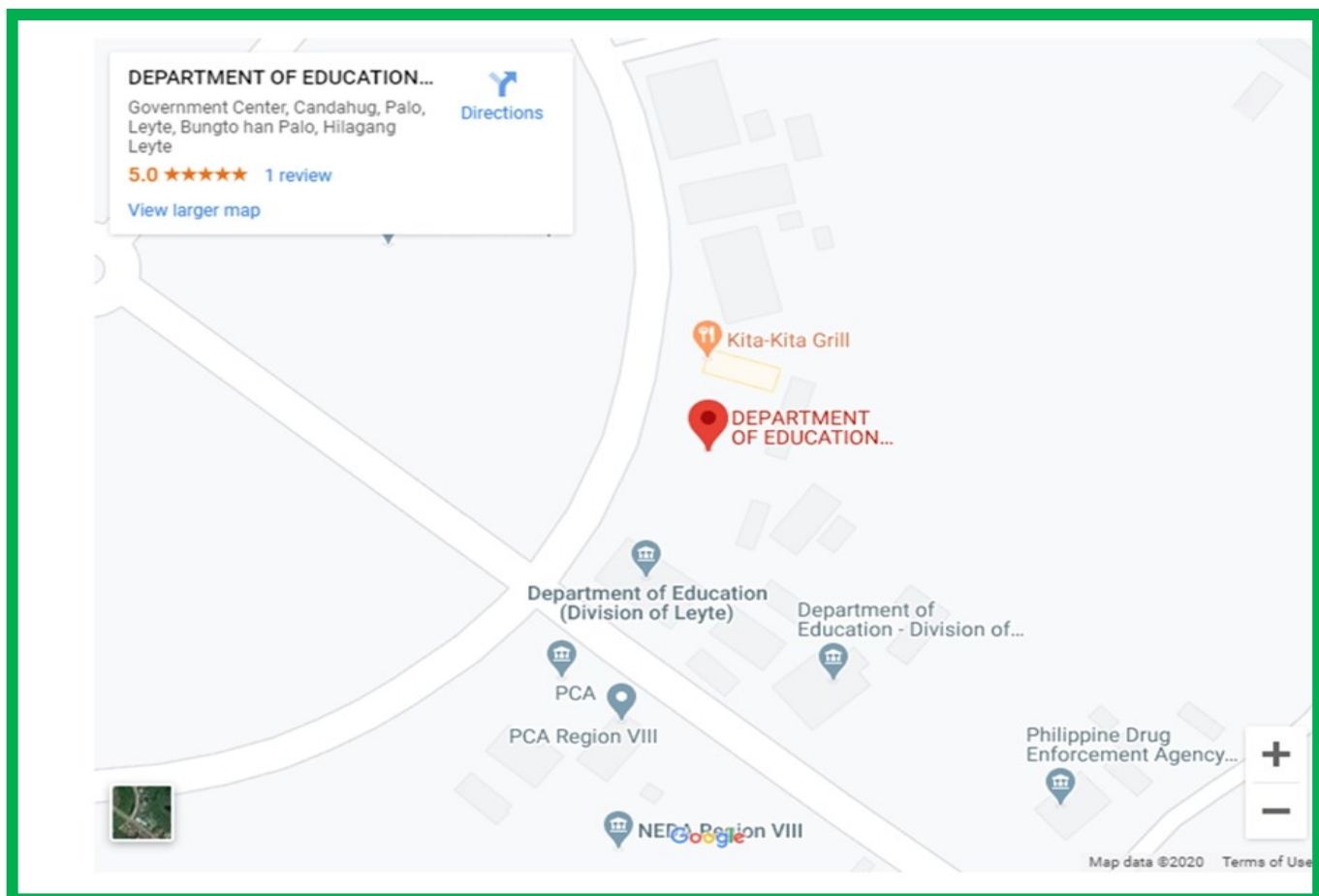
Your opinion is of great importance to us. You may send us your suggestions, queries, complaints, or any concern through:

DepEd Regional Office VIII

Government Center, Candahug, Palo, Leyte, 6501

Telephone Number: (053) 832-5738

Email Address: region8@deped.gov.ph





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REGIONAL OFFICE VIII FRONT-LINE SERVICES



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CITIZEN'S CHARTER

**Title of Service: APPLICATION FOR RETIREMENT/RESIGNATION/SURVIVORSHIP/SEPARATION/
DISABILITY BENEFIT (For Walk-in Clients)**

Classification of Transaction: Simple Transaction

Type of Transaction:: Government to Citizen (G2C)

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

Who may Avail of the Service? Retirees, Resignees, Representative or heirs of Claimant

What are the Basic Requirements?

- Indorsement of the Schools Division Superintendent (1 original copy)
- Certification of Last Salary Received/Clearance from Money Accountability/Overpayment of Salary (1 original & 1 certified photocopy)
- Clearances (Division/District/School) (1 original copy)
- Service Record (3 original copies)
- Statement of Assets, Liabilities, and Net Worth of the preceding year (1 original & 1 certified photocopy)
- Accomplished Application for Retirement from GSIS (1 original copy)
- Ombudsman Clearance (1 original copy)

Additional requirement for Disability Benefit: Medical Certificate (1 original copy)

Additional requirement for Survivorship Benefit: Proof of Legal Heirs for Survivorship (Marriage Contract for married Employees and Birth Certificate for Children) (1 certified photocopy)

For Representatives: Authorization Letter and copy of 1 valid ID of the applicant and the representative with signature(1 original copy)

Duration: 2 hours

How to Avail of the Service?

Step	Applicant/Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person In-charge	Fee	Form
1	Submit requirements	Receive documents	5 minutes	ARIEL CRAIG P. MARTEJA/ BERNARDITA M. DOCENA	None	Requirements as stated above
2	Wait while request is being processed	Check completeness of requirements	25 minutes	ARIEL CRAIG P. MARTEJA/ BERNARDITA M. DOCENA	None	Checklist of requirements
3	Wait while request is being processed	Prepare indorsement to GSIS	35 minutes	ARIEL CRAIG P. MARTEJA/ BERNARDITA M. DOCENA	None	Indorsement
4	Wait while request is being processed	Sign Indorsement	45 minutes	AOV, CAO, ARD, RD or Authorized Representative	None	Indorsement
5	Receive approved Indorsement and the requirements submitted	Release approved Indorsement and the requirements submitted	10 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	Indorsement and the requirements submitted
END OF TRANSACTION						

Note: The 2-hour processing time is for one client being served at one time. The time is extended when there are two or more clients.



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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 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 (for graduates from private school)
- Transmittal
- ALS/A&E/PEPT Rating/Certificate from BEA
- Certification from the Division Office
- One (1) Picture Passport size
- One (1) Documentary Stamp

For Undergraduates:

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

For Representative:

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

Note: Please provide one (1) original copy and two (2) photocopies certified by school

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	Present email confirmation / text message from the Regional Office Records acknowledging the application (<i>pursuant to RM 231 s2021</i>)	Check email/text message to verify <i>Without email confirmation, the application is considered void.</i>	2 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	None
2	Fill out CAV Application Form and submit required documents. (In case of a representative files for the applicant, authorization letter must be submitted.)	Receive and validate the veracity of documents vis-à-vis the one sent via email.	5 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	Application Form
3	Wait while the request is being processed.	Process CAV	10 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	CAV Form and Masterlist
4	Wait for the approval of CAV.	Approve CAV	5 minutes	RD, ARD, Chief AO	None	CAV Form
5	Receive approved CAV	Scan approved CAV, send advance copy to DFA through email, release of approved CAV	8 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	CAV Form with attached documentary requirements
END OF TRANSACTION						

Note: The email confirmation ensures faster transaction. This confirms that the applicant carries the complete and accurate documents. The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.



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

Who may Avail of the Service? Learners/Former Students 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; (1 original copy)
- Affidavit of Discrepancy executed by the applicant or parent/s, if still a minor; (1 original copy)
- Certified True Copy of School Record/s incorrect information;
- Photocopy of valid ID of the applicant/representative; and
- 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). (1 original copy)

Note: Provide one (1) copy each of the needed documents

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

How to Avail of the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person In-charge	Fee	Form
1	Submit requirement	Receive requirements	15 minutes	JILL M. TORMIS	None	Requirements as stated above
2	Fill-out Application Form	Evaluate requirements submitted	15 minutes	JILL M. TORMIS	None	Application Form
3	Wait while request is being processed	Prepare resolution	25 minutes	JILL M. TORMIS	None	Resolution
4	Wait while request is being processed	Sign resolution	30 minutes	Attorney IV, ARD, RD	None	Resolution
5	Receive approved resolution	Release approved Resolution	5 minutes	JILL M. TORMIS	None	Approved Resolution
END OF TRANSACTION						

Note: The 1 hour and 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.



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Title of Service: FILING OF ADMINISTRATIVE COMPLAINTS

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

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

Who may Avail of the Service? General Public

What are the Basic Requirements?

- Letter Complain/Sworn Complaint (1 original copy)
- Supporting Documentary/Testimonial Evidence (1 original copy)

Duration: 20 minutes

How to Avail of the Service?

Step	Applicant/ Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person In-charge	Fee	Form
1	Submits a written complaint and supporting documents	Receives and records the complaint and supporting documents	10 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	None
2	Receive written complaint	Provides client with an acknowledgement receipt	5 minutes	ARIEM V. CINCO/ IRIS N. CORDETA	None	Acknowledgement Receipt
3	Receives the acknowledgement receipt		5 minutes	Client	None	None
Note: The complaint shall be evaluated and resolved following the existing Rules of Procedure in Administrative Cases. Notices shall be sent to parties for any conference/hearings/investigation to be conducted in relation to the complaint.						
END OF TRANSACTION						

Note: The 20-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.



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Title of Service: PAYMENT OF INTERNAL AND EXTERNAL CLAIMS

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

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

Who may Avail of the Service? Walk-in Clients

What are the Basic Requirements? One (1) Valid Identification Card (original)

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	Present Identification Card	Validate identification	2 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	None
2	Wait while request is being processed	Check availability of claim	10 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	None
3	Affix signature in the disbursement voucher	Review the completeness of entries and signature	5 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	None
4	Issue Official Receipt	Receive Official receipt	10 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	Official Receipt, Check, and Certificate of Tax Withheld
5	Receive check with Certificate of Tax Withheld	Release check with Certificate of Tax Withheld	3 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	Check and Certificate of Tax Withheld
END OF TRANSACTION						

Note: The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.



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Title Type of Service: PAYMENT OF VARIOUS SERVICES

Classification of Transaction: Simple Transaction

Type of Transaction: Government to Citizen (G2C)

Schedule of 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 (1 original copy)
- Payment Order Form (1 original copy)

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	Fill-out Registration/ Application Form & Payment Order Form	Receive accomplished forms	5 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	Payment Order Form
2	Wait while request is being processed	Process the request	10 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	Amount Varies for: Bid Documents Provident Loan Balance Disallowance Registration Fee Refund of Overpayment Financial Assistance/Donation Lodging Fee: Ordinary room: Php500.00 Executive room: Php2,000.00 Rental of Facilities: Training Hall 1-Php3,000.00 RELC -Php5,000.00	Registration Form/Application Form/Payment Order Form/ Occupancy Bill
3	Pay to the Cashier	Issue Official Receipt	10 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	None
4	Receive the Official Receipt	Release the Official Receipt	5 minutes	LUCIA B. AGUILA/ ELEZABETH C. CORNITO	None	Official Receipt
END OF TRANSACTION						

Note: The 30-minute processing time is for one client being served at one time. The time is extended when there are two or more clients.