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**CITIZEN’S CHARTER**

**INFORMATION BILLBOARD**

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| DEPED-CENTRAL OFFICE FRONTLINE SERVICES   * Issuance of Certificate of Employment, Certificate of Appearance, Certificate of Appointment & Other Certificates * Update of Employee Records (Form 212, SR and BIR Form) * Issuance of Clearance – Retirement/Resignation/Vacation and Sick Leave/Travel Abroad * Application for Loans/Leave/Claims * Application for Philippine Validating Test * Application for Philippine Educational Placement Test * Issuance of Certified True Copy/Photocopy Personnel Files and Other Miscellaneous Files * Issuance of Certified True Copy/Photocopy Personnel Files and Other Miscellaneous Files * Issuance of Requested Files * Application for Tax Exemption * Application for Correction of Name * Filing of Complaints/Appeals/Motion for Reconsideration |
| DEPED-REGIONAL OFFICE FRONTLINE SERVICES   * Application for Permit and Recognition of Private Schools * Application for Certification, Authentication and Verification (CAV) * Application for Service Records/Certification of Employment * Application for Claims for Vacation/Sick/Maternity Leave/Paternity Leave/Authority to Travel Abroad * Application for Claims for Terminal Leave * Application for Retirement under RA 8291, PD 1146, RA 660 (Pension Plan) and RA 1616 * Filing of Complaints/Appeals/Motion for Reconsideration |
| DEPED-DIVISION OFFICES AND SCHOOLS FRONTLINE SERVICES   * Enrollment (Pre-School, Elementary and Secondary) * Recruitment, Evaluation, Selection, and Appointment for Teacher I Position in Public Elementary and Secondary Schools * Appointment and Promotion of other Teaching, Related Teaching, and Non-teaching Personnel * Selection, Promotion and Designation of Master Teachers * Selection, Promotion and Designation of School Heads * Payment of Salaries and Other Emoluments of Teachers and Employees of DepEd * Payment of Travel Expenses to DepEd Employees * Enrolment at the DepEd-Alternative Learning System * Provisions on Continuing Education-Accreditation and Equivalency System (A& E) * Provision of Special Education * Filing of Complaints/Appeals/Motion for Reconsideration |

*(Pursuant to DepEd Memorandum No. 342, s. 2009 re Adoption and Implementation of a Citizen’s Charter of the Department of Education in Compliance with Republic Act No. 9485 (Anti-Red Tape Act of 2007) and its Implementing Rules and Regulations)*