****

**CITIZEN’S CHARTER**

**INFORMATION BILLBOARD**

|  |
| --- |
| 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)*