



Department of Education  
**SCHOOLS DIVISION OFFICE OF BATAAN**  
City of Balanga

# **CITIZEN'S CHARTER**

*R.A. 9485 Anti-Red Tape Act 2007*

**January 2018**

## 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  
Maka-tao  
Makakalikasan  
Makabansa

## PERFORMANCE PLEDGE

*[Adopted from the Performance Pledge provided in the CSC Citizen Charter]*

**WE**, the officials, teachers and employees of the Schools Division Office of Bataan, pledge to:

**S**erve you promptly, efficiently, and with utmost courtesy;

**E**nsure strict compliance with service standards;

**R**espond to your complaint about services as soon as possible;

**V**alue every citizen's comments, suggestions, and needs;

**E**mpower the public through 24/7 access to information on our policies, programs, activities and services.

All these we pledge  
Because **YOU** deserve no less.

## **FEEDBACK AND REDRESS MECHANISM**

*[Based on the CSC Citizen's Charter Feedback and Redress Mechanism]*

Please let us know how we have served you by doing any of the following:

Inform us your feedback through the following:

- **Telephone numbers** : 047-791-2102 / 047-237-5222 / 047-791-5093
- **E-mail Address** : [bataan@deped.gov.ph](mailto:bataan@deped.gov.ph)
- **Or visit us at** : Department of Education, SDO Bataan, Provincial Capitol Compound, Balanga City, Bataan 2100

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services.

## **SCHOOLS DIVISION OFFICE OF BATAAN**

### **FRONTLINE SERVICES**

- **ISSUANCE OF CERTIFICATE OF EMPLOYMENT, OTHER CERTIFICATION & SERVICE RECORD**
- **APPLICATION FOR TERMINAL LEAVE**
- **APPLICATION FOR GSIS LOAN**
- **ISSUANCE OF REQUESTED FILES [Service Card & Credit/Ranking Files]**
- **APPLICATION FOR CORRECTION OF NAME**
- **ISSUANCE OF PAYSLIP**
- **ISSUANCE OF PAYROLL**
- **ISSUANCE OF ALL APPROVED DOCUMENTS**
- **ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF PERSONAL FILES AND OTHER MISCELLANEOUS FILES**
- **ISSUANCE OF EMPLOYEE CERTIFICATIONS FOR CONTRIBUTION**
- **ISSUANCE OF CLEARANCE OF PROVIDENT LOAN FOR TRAVEL ABROAD**
- **PROVIDENT FUND LOAN APPLICATION**
- **PROVISIONS ON PAYMENT OF FIRST SALARIES OF TEACHERS AND EMPLOYEES OF DEPED**
- **PROVISIONS ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES**
- **PAYMENT FOR APPLICATION FOR THE PHILIPPINE EDUCATIONAL PLACEMENT TEST [PEPT]**
- **PROVISIONS ON PAYMENT OF SALARIES AND OTHER EMOLUMENTS OF TEACHERS AND EMPLOYEES OF DEPED**
- **PROVISIONS ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES**
- **SDO - MEDICAL AND DENTAL SERVICES**
- **HEALTH APPRAISAL**
- **FILING OF COMPLAINTS**
- **ISSUANCE OF ENGLISH PROFICIENCY TEST (EPT) CERTIFICATE OF RATING (COR) FOR NEW TEACHER I APPLICANT**



- **ISSUANCE OF SBM LEVEL OF PRACTICE**
- **ISSUANCE OF PEPT & NCAE CERTIFICATE OF RATING (COR)**
- **ISSUANCE OF ALS PASSER CERTIFICATION**
- **ENROLMENT AT THE DEPED- ALTERNATIVE LEARNING SYSTEM (ALS)**
- **A&E TEST REGISTRATION**

## ISSUANCE OF CERTIFICATE OF EMPLOYMENT, OTHER CERTIFICATION & SERVICE RECORD

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:

- Officers/Teachers and Employees of SDO BATAAN

### What are the Requirements:

1. Accomplished request slip
2. Authorization Letter and ID of the requesting person *(if not able to come personally)*

### Duration:

90 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish and submit request slip <i>(Present an authorization letter and ID of the requesting person if the not able to come personally)</i>	Receive the duly filled up request slip and forward to the authorized employee	90 Minutes	Authorized Personnel <i>(Frontliner)</i>	None	Request Slip
2	Wait while the certification/service record is being processed	Check the record of the requesting person as to plantilla and service card to prepare the		Authorized Personnel		

		certification/service record			
3		Receive the certification/service record for signature		AO IV or Authorized Officer	Certification/Service Record
4		Forward signed certification/service record for releasing to authorized employee		Unit Head	
5	Get the certification/service record	Release the signed certification/service record		Authorized Personnel	
<b>END OF TRANSACTION</b>					



## APPLICATION FOR TERMINAL LEAVE

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:  
• Officers/Teachers and Employees of SDO BATAAN

### What are the Requirements:

1. Approved Retirement Form
2. Service Record
3. NOSA for Retirement
4. NSO Marriage Certificate
5. GSIS Voucher
6. Form 6

### Duration:

120 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish and submit request slip and submit the complete requirements	Receive the duly filled up request slip and requirements and forward to the authorized employee	120 Minutes	Authorized Personnel ( <i>Frontliner</i> )	None	Request Slip, Retirement Form, Form 6, Nosa

2		Check the completeness of the requirements and the records of the requesting person for the computation of terminal leave		Authorized Personnel	
3		Receive the computation for terminal leave for checking and signature for Form 6		AO IV	Form 6
4		Receive the signed clearance and forward to the Record's Section for proper releasing to the requesting school/employee		Authorized Personnel	
<b>END OF TRANSACTION</b>					

## APPLICATION FOR GSIS LOAN

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:  

- Officers/Teachers and Employees of SDO BATAAN

### What are the Requirements:

1. Original Latest Payslip

### Duration:

20 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submit request slip and present original latest payslip	Receive the request slip and original payslip and forward to the authorized employee	20 Minutes	Authorized Personnel ( <i>Frontliner</i> )	None	Request Slip
	Wait until the authorized personnel confirmed the loan and wait for the cash to be deposited for 3-5 days	Receive the payslip and check/confirm the request online		Authorized Personnel		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF REQUESTED FILES [Service Card & Credit/Ranking Files]

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:  

- Officers/Teachers and Employees of SDO BATAAN

### What are the Requirements:

1. Accomplished request slip

### Duration:

120 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish and submit request slip	Receive the duly filled out request slip and forward to the authorized employee	120 Minutes	Authorized Personnel ( <i>Frontliner</i> )	None	Request Slip
2		Check the file of the employee to prepare the requested file		Authorized Personnel		
3		Receive the requested file for signature		Accountant, Supply Officer, AO V, SDS		Certification

4		Receive the signed clearance and forward to the Record's Section for proper releasing to the requesting school/employee		Authorized Personnel		
<b>END OF TRANSACTION</b>						

## APPLICATION FOR CORRECTION OF NAME

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:  
• Officers/Teachers and Employees of SDO BATAAN

### What are the Requirements:

1. NSO Birth Certificate
2. NSO Marriage Contract (*if married*)
3. Request Letter

### Duration:

60 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish and present NSO Birth Certificate and/or NSO Marriage Contract	Receive the NSO Birth Certificate and/or NSO Marriage Contract and forward to the authorized employee	60 Minutes	Authorized Personnel ( <i>Frontliner</i> )	None	Request Slip
2		Check the Birth Certificate or Marriage Contract of the		Authorized Personnel		



		requesting person to prepare the certification			
3		Receive the requested file for signature		Accountant, Supply Officer, AO V, SDS	Certification
4		Receive the signed clearance and forward to the Record's Section for proper releasing to the requesting school/employee		Authorized Personnel	
<b>END OF TRANSACTION</b>					

## ISSUANCE OF PAYSLIP

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

The following may be allowed access to CSC records:  
a. All SDO Plantilla Personnel

### What are the Requirements:

1. None

### Duration:

10 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	SDO Personnel	Look for the requested payslip	10 Minutes	ADAS II/Clerk	None	
2		Record and release of Payslip				Payslip
<b>END OF TRANSACTION</b>						

## ISSUANCE OF PAYROLL

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

a. SDO Personnel

### What are the Requirements:

1. None

### Duration:

10 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	SDO Personnel	Look for the requested payroll	10 Minutes	ADAS II	None	
2		Record and release of Payroll				Payroll
<b>END OF TRANSACTION</b>						

## ISSUANCE OF ALL APPROVED DOCUMENTS

### S Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

- a. SDO Personnel

### What are the Requirements:

1. None

### Duration:

10 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	SDO Personnel	Look for the Documents	10 Minutes	ADAS II	None	
2		Release of documents		As requested		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF PERSONAL FILES AND OTHER MISCELLANEOUS FILES

---

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service?

Officers/Teachers/Employees of SDO BATAAN

### What are the Requirements?

Accomplished Request Slip

Identification Card

Authorized or Special Power of Attorney-[If the one requesting is another person]

### Duration:

120 Minutes

### How to Avail of the Service?

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish the request form	Classify/prepare the requested documents be it for photocopy or true copy	120 Minutes (except for retiree/ separated employee)	Records Officer/ ADAS II	None	Request Slip

2		Approve, review and affix initials to each actionable document				
3		Stamp release to each document: assigns number to the original		ADAS II/Clerk		
4		Release the requested document		ADAS II/Clerk		
<b>END OF TRANSACTION</b>						



## ISSUANCE OF EMPLOYEE CERTIFICATIONS OF CONTRIBUTION

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

Officers/Teachers/Employees of SDO BATAAN

### What are the Requirements:

Accomplished Request Slip

### Duration:

60 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Forward the request slip to assigned employee	Check the record of Requesting party to prepare the certification	60 minutes	Authorized Employee	None	Certification
2		Receive the certification for signature		Division Accountant		
3	Get the Certification	Release of the signed certification		Authorized Personnel		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF CLEARANCE OF PROVIDENT LOAN FOR TRAVEL ABROAD

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

Officers/Teachers/Employees of SDO BATAAN

### What are the Requirements:

Accomplished Request Slip

### Duration:

120 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Check the record of the employee and prepare the clearance	120 Minutes	Provident Fund Clerk	None	Clearance Form
2		Forward the Clearance for signature		Division Accountant		
3		Release the Clearance		Authorized Personnel		
<b>END OF TRANSACTION</b>						

## PROVIDENT FUND LOAN APPLICATION

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who May Avail of the Service:

Officers/Teachers/Employees of SDO BATAAN

### What are the Requirements:

1. Accomplished Application Form
2. Copy of Pay Slip
3. Letter Stating the Purpose of Loan

### Duration:

5 Working days

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish the Application Form	Receive the duly filed up application form	5 Working days	Provident Fund Clerk	None	Application Form
2		Forward the application form to the Personnel/Legal/Finance for actual signing		Processing Personnel		
3		Prepare the Payroll (Subject to availability of funds)		Provident Clerk/ Authorized Personnel		
4	Receive the proceeds of the loan	Release the proceeds of the loan (subject to availability of funds)				
<b>END OF TRANSACTION</b>						

## PROVISIONS ON PAYMENT OF FIRST SALARIES OF TEACHERS AND EMPLOYEES OF DEPED

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Duration:

10 Working days

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Review and analyze the documents	10 Working days	Clerk I/ Authorized Personnel	None	
2		Check the Computation of First Salary		EPIP Staff/ Clerk I/ Authorized Personnel		
3		Validation of Attachments and certification of completeness		Division Accountant		
4		Preparation of payroll, Encoding of contributions online, Preparation of voucher for payment		EPIP Staff/ Clerk I/ Authorized Personnel		
5		Approval of voucher for payment		Division Accountant		

**END OF TRANSACTION**

## PROVISIONS ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Duration:

180 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Review the documents	180 Minutes	MOOE Clerk/ Authorized Personnel	None	
2		Computation of Travel		MOOE Clerk/ Authorized Personnel		
3		Validation of Attachments and Checking of Computation		MOOE Clerk/ Authorized Personnel		
4		Certification as to correctness of computation and completeness of requirements		Division Accountant		
5		Preparation of voucher for payment		MOOE Clerk/ Authorized Personnel		

**END OF TRANSACTION**

## **PAYMENT FOR APPLICATION FOR THE PHILIPPINE EDUCATIONAL PLACEMENT TEST [PEPT]**

### **Schedule of Availability of Service:**

#### LOCAL REGULAR EXAMINATION:

Registration: September to October  
 Examination: Last Sunday of November  
 Place: Designated Testing Center

#### WALK – IN EXAMINATION:

Monday – Friday  
 8:00 a.m. – 5:00 p.m. without noon break  
 Examination: Per Schedule  
 Place: 2<sup>nd</sup> Floor NETRC, Mabini Bldg., Pasig City

#### FOREIGN SPECIAL EXAMINATION

As requested by the Consular Office concerned

### **Who May Avail of the Service:**

Drop – outs from Elementary and Secondary Schools for at least 1 year have never attended a formal school  
 Are presently employed and need to upgrade their academic level

### **What are the Requirements:**

1. Birth Certificate
2. Latest Card or Form 137 (Original and Photocopy)
3. Registration Fee: Regular (P/ 50.00), Special and Walk – in (P/ 200.00): Foreign (US \$100)

### **Duration:**

15 Minutes

### **How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Action Officer</b>	<b>Total Duration Of Activity (Under Normal Circumstances)</b>	<b>Person In-Charge</b>	<b>Fees</b>	<b>Form</b>
1	Pay to the cashier at the Division Office	Receives payment for registration / examination fee and issue official receipt.	15 Minutes	Cashier	P/ 50 P/ 250	
<b>END OF TRANSACTION</b>						



## PROVISIONS ON PAYMENT OF SALARIES AND OTHER EMOLUMENTS OF TEACHERS AND EMPLOYEES OF DEPED

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Duration:

3 Working days

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Review and analyze the voucher	3 Working Days	Cashier	None	
2		Prepare the fund transfer of salaries and ACIC.		Cashier Clerk		
3		Prepare the FINDES and ADA / LDDAP/ Check for review and signature.		Cashier SDS		
4		Submit the ACIC / ADA / LDDAP / FINDES to the bank.		Cashier		
5	Sign the voucher	Release the Check issued.		Cashier		
<b>END OF TRANSACTION</b>						

## PROVISIONS ON PAYMENT OF TRAVEL EXPENSES TO DEPED EMPLOYEES

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Duration:

3 Working days

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Review the voucher with complete documents from the accounting.	3 working days	Cashier	None	
2		Prepare the FINDES, ACIC, ADA, LDDAP or check.		MOOE Clerk/ Authorized Personnel		
3		Signing of the ADA / LDDAP/ Check/ FINDES by the concerned officials.		MOOE Clerk/ Authorized Personnel		
4		Submit the ACIC / ADA / LDDAP / Check / FINDES to the bank.		Division Accountant		
5	Sign the voucher	Release the Check issued.		Cashier		
<b>END OF TRANSACTION</b>						

## SDO - MEDICAL AND DENTAL SERVICES

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m.

### Who may avail of the Services:

SDO personnel

### What are the Requirements:

Daily Treatment Record  
Referral Slips  
Prescription Slips

### Duration:

2 minutes to 4 hours per patient

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	SDO personnel	Nurse on Duty will take each personnel's BP every Monday	2 minutes per patient	Nurse on Duty	None	Daily Treatment Record
2	SDO personnel	Nurse on Duty will give necessary medicines to personnel seeking consult. Monitor personnel's condition if necessary, NOD may refer personnel to nearby hospital for further evaluation.	4 hours per patient	Nurse on Duty		Daily Treatment Record Referral Slips
<b>END OF TRANSACTION</b>						

## HEALTH APPRAISAL

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. - 5:00 pm

### Who may avail of the Services:

Students / Teaching / Non-Teaching Personnel

### What are the Requirements:

Elementary Health Cards  
Junior High School Health Cards  
Senior High School Health Cards  
Teaching / Non - Teaching personnel  
Daily Treatment Record  
Referral Slips  
Prescription Slips

### Duration:

30 minutes to 4 hours per patient

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Students / Teaching / Non-Teaching personnel	Examine the patient thoroughly from head to foot and ask whatever is necessary for the consult	30 Minutes per patient under normal circumstances push further examination if found to have more medical attention needed	Nurse Dentist Occupational Therapist	None	Health Cards Referral Slips Prescription Slips

2	SDO personnel	Nurse on Duty will give necessary medicines to personnel seeking consult Monitor personnel's condition if necessary, NOD may refer personnel to nearby hospital for further evaluation	4 hrs each personnel to be monitored	Nurse on Duty		Daily Treatment Record Referral Slips
---	---------------	--	--------------------------------------	---------------	--	--

**END OF TRANSACTION**

## FILING OF ADMINISTRATIVE COMPLAINTS

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. - 5:00 pm

### Who may avail of the Services:

Any person may file administrative complaint against non-teaching personnel of the Schools and of the Division office

### What are the Requirements:

#### Filing Complaint

1. Must be in writing and subscribed and sworn to by the complainant.
2. Full name and address of the person complained of as well as his/her position and office of employment
3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed
4. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and
5. Certification or Statement of Non-Forum Shopping duly notarized by a commissioned Notary Public

### Duration:

1 Hour

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	File the complaint along with the requirements at Office of the Schools Division Superintendent	Receive the complaint and other documents, if any	1 hour	Office Staff	None	
2	Receive the copy of the documents/ complaint	Issue the receiving copy of the client		Office Staff		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF ENGLISH PROFICIENCY TEST (EPT) CERTIFICATE OF RATING (COR) FOR



## NEW TEACHER I APPLICANT

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break

### Who May Avail of the Service:

New Teacher I Applicants from SDO BATAAN

### What are the Requirements:

None

### Duration:

15 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Check the record of Requesting party	15 minutes	SEPS-M&E	None	
2		Release the Certificate of Rating		SEPS-M&E		COR
<b>END OF TRANSACTION</b>						

## ISSUANCE OF SBM LEVEL OF PRACTICE

### Schedule of Availability of Service:

Monday – Friday  
8:00 a.m. – 5:00 p.m. without noon break

### Who May Avail of the Service:

School Principal from SDO BATAAN

### What are the Requirements:

None

### Duration:

15 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Total Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Check the record of Requesting party	Within 15 Minutes	SEPS-M&E	None	Certification
2		Release the SBM Level of Practice		SEPS-M&E		
<b>END OF TRANSACTION</b>						

## ISSUANCE OF PEPT & NCAE CERTIFICATE OF RATING (COR)

### Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. without noon break

### Who May Avail of the Service:

Guidance Counselor/Designate from SDO BATAAN

Teachers

Parents

Students

### What are the Requirements:

None

### Duration:

15 Minutes

### How to Avail of the Service:

Step	Applicant/Client	Action Officer	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1		Check the record of Requesting party	15 minutes	SEPS-M&E	None	
2		Release the COR		SEPS-M&E		COR
<b>END OF TRANSACTION</b>						

## ISSUANCE OF ALS PASSER CERTIFICATION

---

### Schedule of Availability of the Service

Monday – Friday  
8:00AM-5:00PM

### Who May Avail of the Service?

ALS A&E PASSERS

### What are the Requirements?

Accomplished Request Slip  
Identification Card  
Authorized or Special Power of Attorney-[If the one requesting is another person]

### Duration:

1 hour and 5 minutes

### How to Avail of the Service?

Step	Applicant/Client	Action Officer	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Accomplish the request form	Receive request slip/ letter request	1 hour and 5 minutes	ADAS-II	None	Request Slip
2		Verification of Records		Education Program Specialist ALS		

3		Prepare the Certificate		Education Program Specialist ALS		
4		Release the Certification		Education Program Supervisor		Quality Form (QF) 09
<b>END OF TRANSACTION</b>						

## **ENROLMENT AT THE DEPED- ALTERNATIVE LEARNING SYSTEM (ALS)**

---

### **Schedule of Availability of the Service**

Monday – Friday  
8:00AM-5:00PM

### **Who May Avail of the Service?**

Out-Of-School Youth and Adults

### **What are the Requirements?**

Photocopy of Birth Certificate (BC) or Baptismal Certificate

### **Duration:**

6 hours and 30 minutes

### **How to Avail of the Service?**

<b>Step</b>	<b>Applicant/Client</b>	<b>Action Officer</b>	<b>Duration Of Activity (Under Normal Circumstances)</b>	<b>Person In-Charge</b>	<b>Fees</b>	<b>Form</b>
1		Conduct information dissemination and advocacy efforts in the different barangays and identify prospective learners	November - December	ALS Implementers District Supervisors ALS Supervisor and Specialist	None	Information Campaign Materials



2	Attend advocacy meeting	Conduct Advocacy Meeting	6 hours and 30 minutes	ALS Implementers		Brochures
3	Submit name for inclusion	Records name of applicant		ALS Implementers		ALS Form (AF) 2
4	Undergo assessment/Screening test to determine entry level	Conduct Assessment/Screening		ALS Implementers		Functional Literacy Test (FLT)
5		Identify the entry level attained and group clientele/learners accordingly to the literacy level		ALS Implementers		ALS Form (AF) 3
6	Secure Schedule of sessions	Schedule the sessions		ALS Implementers		Schedule of Sessions
<b>END OF TRANSACTION</b>						

## A&E TEST REGISTRATION

---

### Schedule of Availability of the Service

Monday – Friday  
8:00AM-5:00PM

### Who May Avail of the Service?

Completers of A&E Program – Elementary and Junior High School Level

### What are the Requirements?

Photocopy of Birth Certificate (BC) or Baptismal Certificate  
1x1 Colored ID Picture  
Certificate of ALS Completers

### Duration:

1 hour and 50 minutes

### How to Avail of the Service?

Step	Applicant/Client	Action Officer	Duration Of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submit A&E Test Requirements	Receive requirements	1 hour and 50 minutes	ALS Implementers	None	Checklist
2		Verification and validation of requirements		Test Registration Officer		
3	Fill-up A&E Registration Forms	Issue A&E Registration Form		Test Registration Officer		A&E Registration Form
4	Submit A&E Registration form	Verification of A&E Registration Form		Test Registration Officer		

5		Include in the list of Registrants		Test Registration Officer		List of Registrants
<b>END OF TRANSACTION</b>						