



Republic of the Philippines
Department of Education

GREGORIA MILAN MEMORIAL ELEMENTARY SCHOOL

CITIZEN'S CHARTER

In compliance with the requirements of Republic Act No. 9485,
otherwise known as the Anti-Red Tape Act of 2007



HISTORICAL BACKGROUND

The Department of Education in its effort to provide “Quality Basic Education for All” leads to the creation of the new K to 12 Curriculum for better education. In response to this challenge, additional buildings, better and more conducive learning areas were given emphasis.

Established in early 2011, the Counter Parting for Classroom-Construction Program calls on Local Government Units to participate in the provision of new classrooms. The priority program is to establish “School for Every Barangay”.

In response to this, Barangay Marcelo Green headed by Barangay Chairman Christopher V. Aguilar acquired a parcel of land at UPS IV Subdivision with a total land area of 1365 square meters through the Sangguniang Barangay with Resolution No. 09 Series of 2013 which was reclassified from industrial to institutional land. On June 3, 2013, a groundbreaking ceremony took place which was followed thereafter by the construction of 4-storey building with 33 classrooms. After almost a year, it was turned over to Department of Education headed by Dr. JOEL T. SAN LUIS, CESO V, Schools Division Superintendent with MARITES A. COBALLES, appointed as Master Teacher II/OIC of *Marcelo Green Elementary School-Fourth Estate Extension*.

Initially, it caters 2187 pupils from Kinder to Grade Six since its opening on June 2, 2014. They were carefully nurtured by forty (40) teachers and twelve (12) support staff. Through the formation of the Homeroom Parent Teacher’s Association (HRPTA) and the General PTA, harmonious relationship with other stakeholders was maintained to ensure that maximum participation is gained that will lead to the realization of the



common goal of the school-community, that is, to provide quality educational services to our indispensable constituent, *the learners*.

The leadership of the school's pioneering principal has brought numerous awards and recognitions with the help of all stakeholders and prime movers of the school from 2014 until June 2019.

In July 2019, Dr. VIRGINIA V. RAMOS, Principal III, was appointed as the new face of leadership in Fourth Estate Elementary School – Marcelo Green. From then, the school's dynamic educational environment has continued to evolve reflecting the commitment in delivering quality and relevant basic education.

It is also evident that the institution, through the leadership of Dr. Ramos, has continued to progress and expand by applying for the establishment of Marcelo Green Elementary School as an independent school. The said major move would provide several benefits to better serve the school community.



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 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.



OUR CORE VALUES

Maka–Diyos
Maka–tao
Makakalikasan
Makabansa

SERVICE PLEDGE

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsible relevant curriculum
- Highly competent and committed officials, teaching and non-teaching personnel
- An enabling learning environment



Feedback and Redress Mechanism

(Based on CSC Citizen's Charter Feedback and Redress Mechanism)

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

- ☐ Accomplish our Feedback Form available in the offices and put this in the drop box at the Public Assistance and Complaints Desk.
- ☐ Send your feedback through e-mail (mges.pque@deped.gov.ph) or call us at 8889-09-00
- ☐ Talk to our Officer of the Day:



Monday	–	NEILSOR RAY GONZALEZ
Tuesday	–	NEILSOR RAY GONZALEZ
Wednesday	–	NEILSOR RAY GONZALEZ
Thursday	–	NEILSOR RAY GONZALEZ
Friday	–	NEILSOR RAY GONZALEZ

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.

**GREGORIA MILAN MEMORIAL
ELEMENTARY SCHOOL**



FRONTLINE SERVICES

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DEFINITION OF ACRONYMS

ACRONYM

DEFINITION

BELCP

Basic Education Learning Continuity Plan



CSC	Civil Service Commission
CTC	Certified True Copy
COMELEC	Commission on Elections
DFA	Department of Foreign Affairs
DSWD	Department of Social Welfare and Development
ECCD	Early Childhood Care and Development
e-SAT	Electronic-Self Assessment Tool
FB	Facebook
G2C	Government to Citizen
G2G	Government to Government
IATF	Inter – Agency Task Force
INSET	In-Service Training
IPCRF	Individual Performance Commitment and Review Form
LESF	Learner’s Enrolment Survey Form
LET	Licensure Examination for Teachers
LIS	Learner’s Information System
NBI	National Bureau of Investigation
NSBIF	National School Building Inventory Form
OTG	On The Go
PBET	Professional Board Examination for Teachers
PDS	Personal Data Sheet
PEPT	Philippine Educational Placement Test
PRC	Professional Regulation Commission
PSA	Philippine Statistics Authority
PVT	Philippine Validating Test
SDO	Schools Division Office
SLAC	School Learning Action Cell
SLM	Self – Learning Module





1. SCHOOL LEARNING AND DEVELOPMENT

The strategic initiative of the school is based on the result of electronic-Self Assessment Tool (e-SAT) and other similar needs assessments to address any competency gap or gaps that affect or contribute to the school's performance. This could be done through School Learning Action Cell (SLAC), Coaching and Mentoring, In-Service Training (INSET), Work Immersion, or Team Development.

Office or Division	GREGORIA MILAN MEMORIAL ELEMENTARY SCHOOL	
Classification	Simple	
Type of Transaction	G2G – Government to Government	
Who may avail?	Teachers or Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. School Action Plan Form -1 copy		LAC Coordinator
2. Accomplished Individual Performance Commitment and Review Form (IPCRF) – 1 Photocopy		Client
3. Accomplished e-SAT		Client
4. Accomplished Development Plan		Client
5. Project Proposal – for INSET		Client
6. Monitoring & Evaluation Form		LAC Coordinator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Submit the complete requirements	1.1. Receive complete requirements	none	none	5 minutes		School Training Coordinators & School Head
	1.2. Identify the strengths and needs of teachers	None	None	1 day		School Training Coordinators & School Head
	1.3. Craft an action plan	None	None	1 day		School Training Coordinators & School Head
	1.4. Implement SLAC	None	None	4 hours		School Training Coordinators & School Head
	1.5. Monitoring and Evaluation	None	None	30 minutes		ICT Coordinator and School Head
Total:		None	None	2 days, 4 hours, 35 minutes		



2. ENROLMENT (Default)

The process of registering learners into the Learner Information System (LIS) upon the submission of required supporting documents and the first date of attendance. Learners are officially enrolled if all required documents are submitted.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail?	Kinder-Gra de VI (5-11 years old)	Transferees	Balik-Aral	ALS (Out of school youth and adult)
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Basic Education Enrollment Form/ Learner’s Enrollment Survey Form (LESF) -1 original, 1photocopy			Guidance Office	
2. Affidavit of Undertaking - 1 copy				



3. Learner's Credentials (Form 138 and Form 137)	
4. PSA Birth Certificate - 1 photocopy Philippine Statistics Authority	
<i>Eligibility Standards from DepEd Order 03, s. 2018</i> Kinder Children aged five years old by October 31st of the school year they enroll. Grade 1 a. Children who have completed Kindergarten programs in DepEd Accredited schools b. Certificate of Completion and Progress Report Card c. Children who are six (6) years old and above by October 31st of the school year they will enroll in and who have completed Kindergarten. d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	Bureau of Education Assessment, DepEd Central Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Legibly fill out the Basic Education Enrollment Form, Affidavit of Undertaking (For Transferees)	1.1 Check the completeness of information in the Basic Education Enrollment Form and other relevant requirements. Accomplished needed information in the forms for DepEd Personnel In-Charge	none	none	15 minutes	1	Guidance Teachers Teachers assigned in Enrolment
2. Submit complete requirements for enrollment per grade level	2.1. Receive and log complete requirements per grade level. If incomplete, tag as Temporary enrolled &	None	None	15 minutes		Teacher-in-Charge



	required to submit Affidavit of Undertaking					
	2.2. Approval of transfer by School Head	None	None	15 minutes		School Head
	2.3. Endorsement and Submission of list of enrollees to the Records/ Registrar	None	None	1 day		Teacher-In-Charge
	2.4. Listing of Enrollees for Sectioning	None	None	1 Hour	1	Teacher/ Adviser
	2.5. Post List of Learner's Sections	None	None	1 Hour		Teacher/ Adviser
	2.6.(For transferees from Private Schools) Temporary enroll learners with incomplete credentials/	None	None	30 minutes		Teacher/ Adviser



	requirements: Endorsement to LIS Coordinator					
Total:		None	None	1 Day, 3 hour s, 10 minutes	1	

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

3. ENROLMENT (ONLINE)

School caters enrollment of learners using different web-based platform such as social media (school official Facebook account and Messenger), school email address and Google form link to efficiently register students. Learners are officially enrolled if all required documents are submitted online using the stated platforms.



Office or Division	GREGORIA MILAN MEMORIAL ELEMENTARY SCHOOL	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail?	All Learners with Access to Internet	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Basic Education Enrollment Form/ Learner’s Enrollment Survey Form (LESF) -1 original, 1photocopy		Guidance Office
2. Affidavit of Undertaking - 1 copy		
3. Learner's Credentials (Form 138 and Form 137)		
4. PSA Birth Certificate - 1 photocopy Philippine Statistics Authority		Philippine Statistics Office
<i>Eligibility Standards from DepEd Order 03, s. 2018</i> Kinder Children aged five years old by October 31st of the school year they enroll. Grade 1		



- a. Children who have completed Kindergarten programs in DepEd Accredited schools
- b. Certificate of Completion and Progress Report Card
- c. Children who are six (6) years old and above by October 31st of the school year they will enroll in and who have completed Kindergarten.
- d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist
- e. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)

Bureau of Education
Assessment, DepEd Central
Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Message the School-in-Charge for Enrollment for the digital Basic Education Enrollment	1.1 Send the digitized Basic Education Enrollment form and the other relevant requirements needed to the most preferred	none	none	5 minutes		Student/ Parent/ Teacher-in-Charge



Form, Affidavit of Undertaking (For Transferees)	online platform of the enrollee					
2. Access the online enrollment form provided by the school per grade level and fill-in the pertinent data required in the form (Google forms/ docs, FB messenger, school email address)		None	None	5 minutes		Student/ Parent
3. Submit the form online and other	3.1 Access, download and print the	None	None	5 minutes		Student/ Parent



documents required by the school.	received documents and log the requirements per grade level. If incomplete, tag as temporary enrolled and required to submit online the Affidavit of Undertaking					Adviser/ ICT Coordinator
4. Leave personal message to the school FB Account/ Email to notify the school LIS Coordinator about the student's enrollment status.	4.1. Give response to the enrollee on the status of enrollment process and/or Approval of Transfer (School Head)	None	None	30 minutes		Student/ Parent Adviser/ ICT Coordinator School Head
	4.2. Endorsement and submission of list of enrollees to the	None	None	4 Hour		Teacher/ Adviser



	Records/ Guidance Office					
	4.3. Listing of Enrollees for sectioning	None	None	30 minutes		Teacher/ Adviser
	4.4. Post List of Learner's Sections	None	None	1 Hour		Teacher/ Adviser
	4.5. (For transferees from Private Schools) Temporary enroll learners with incomplete credentials/ requirements: Endorsement to LIS Coordinator	None	None	30 minutes		Teacher/ Adviser
Total:		None	None	6 hours, 20 minutes		

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

4. Issuance of School Forms, Certifications, and other School Permanent Records



This service pertains to the issuance of documents related to the learner such as pertinent school records, certifications and other credentials that are in the custody of the school which maybe requested to release for any legal purpose it may serve to the requesting authorized person.

Office or Division	GREGORIA MILAN MEMORIAL ELEMENTARY SCHOOL	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail?	Learners/ General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Requisition slip – 1 copy		School
2. Valid Identification Card – 1 original copy and 1 photocopy		Requesting person/ client
3. Authorization Letter–1 original copy for Authorized Personnel		
4. Request Letter addressed to School stating the reason for the Request		
5. Requisition slip given by School where the child is presently		School where child is presently enrolled.



enrolled – <i>For Certificate of Good Moral, Certified True Copy of Form 137 and/ or Form 138</i>		<i>(Follow the DO 54 s, 2016 -Guidelines on the Request and Transfer of Learner's School Records)</i>				
6. Request slip given by DSWD – <i>For Certificate of Enrollment needed in 4Ps</i>		DSWD/ Request from guardian				
7. Affidavit of Loss – <i>For duplicate copy of documents</i>		Requesting person/client				
8. List of requirements from Local Civil Registrar – <i>For Late Registration of Birth</i>		Local Civil Registrar				
9. List of requirements from DFA – <i>For Passport Application</i>		Department of Foreign Affairs				
10. Proof of migration from the embassy – <i>For Migration Purpose</i>		Embassy of the country of destination				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Legibly fill up the requisition slip form	1.1. Provide client the requisition slip form	none	none	5 minutes		Clerk



	1.2. Receive and check the completeness of the form. Then search the requested document	None	None	10 minutes		Clerk
	1.3. Print or photocopy the requested documents	None	None	10 minutes		Clerk
	1.4. Once the documents are obtained, Records Officer Designate will review and verify the document and certify true copy	None	None	10 minutes		Guidance Designate
2. Sign the logbook and receive the requested document	2.1 Release the document and ensure client signed the logbook upon receipt	None	None	5 minutes	1	Guidance Designate
Total:		None	None	40 minutes		



Note: The processing is for one client/document being served at one time. The time is extended when there are two or more clients/documents.

5. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy

Certified True Copy and Photocopy of any DepEd official documents that are in the custody of the school may be received and released to the authorized requesting person.

Office or Division	GREGORIA MILAN MEMORIAL ELEMENTARY SCHOOL					
Classification	Simple					
Type of Transaction	G2C – Government to Citizen					
Who may avail?	All Learners/ Transacting Public					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Requisition slip – 1 copy			School			
2. Valid ID (Original ID and 1 Photocopy			Requesting person/client			
3. Authorization Letter - 1 original copy for Authorized Person Authorized Personnel						
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE



1. Fill up the requisition slip form	1.1. Provide client the requisition slip form	None	None	5 minutes		Clerk
	1.2. Receive the form, check the completeness of the information then search for the requested document	None	None	10 minutes		Clerk
	1.3. Print or photocopy the requested documents	None	None	10 minutes		Clerk
	1.4. Once the documents are obtained, Records Officer Designate will review and verify the document and certify true copy	None	None	15 minutes		Guidance Designate
2. Sign the logbook and receive the requested	2.1 Release the document and ensure client signed	None	None	10 minutes	1	Guidance Designate



document	the logbook upon receipt					
Total:		None	None	50 minutes		

Note: The processing is for one client/document being served at one time. The time is extended when there are two or more clients/documents.

6. Borrowing and Returning of Books from and to the School Library

This is the process of borrowing and returning of books from and to DepEd School Libraries by students, teaching, and non-teaching personnel. They are given free access to the materials and could even borrow and bring it home with the agreement to return after usage. However, responsibility and accountability should be properly observed. The school shall monitor the effective and efficient utilization and proper accounting of books as well as other reference materials in the school library.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN
Classification	Simple
Type of Transaction	G2C – Government to Citizen



Who may avail?	Learners, Teaching and Non-teaching Personnel					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Library Card – 1 original copy			School			
2. School Identification Card – 1 original copy			Client			
3. Borrower's Card –1 original copy			School			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Log-in to library's logbook.		none	none	5 minutes		School Librarian
2. Fill-out library card and present to School Librarian.	2.1. Receive and check library card and the name logged in.	None	None	5 minutes		School Librarian
3. Request for the book to borrow	3.1. Check the Card Catalog to look for the books or resources	None	None	10 minutes		School Librarian



	he/she would like to borrow.					
4. Fill-out borrower's Card	4.1. Receive and check borrower's card and clip it with the library card of the borrower then issue the book	None	None	5 minutes		School Librarian
5. Receive the Book	5.1. Remind the borrower of the rules on returning of borrowed books	None	None	5 minutes	1	School Librarian
6. Return the book and present the borrower's Card	6.1. Check the borrowed book/s, sign borrower's card and return the library card of the borrower	None	None	N/A	1	School Librarian



Total:		None	None	30 minutes		
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Note: The processing is for one client being served at one time. The time is extended when there are two or more clients.

7. Distribution and Retrieval of Textbooks

The process of issuance and retrieval of textbooks to parents in school.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN					
Classification	Simple					
Type of Transaction	G2C – Government to Citizen					
Who may avail?	Parents or Guardians Learners/ Students					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Distribution Slip Form – 2 copies			School / Watchman			
Learners Information Form			School / Watchman			
Student Identification Card			Learners/Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Parents report to school for the	1.1. Apply disinfection procedure and	none	none	10 minutes		Security Guard/ School Personnel





distribution of textbooks	Body temperature check at the disinfection booth. Fill-up the Health Declaration Form, Learner's Information Form and 2 copies of Distribution Slip Form					
	1.2. Ask learner's name and release the textbooks at releasing window of the distribution booth. Sign the distribution slip form. Drop a copy of the distribution slip form in the drop box and give the other	None	None	5 minutes	1	School Property Custodian 



	copy to parents. Remind the parents about the proper care of textbooks and their responsibilities.					
2. Parents return the textbooks before the closing of classes	2.1. Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form, Learner's Information Form and 2 copies of Retrieval Slip Form	None	None	10 minutes		Security Guard/ School Personnel
	2.2. Ask learner's name, receive, and check the	None	None	5 minutes	1	School Property Custodian



	textbooks from parents. Sign the retrieval slip form. Drop a copy of the retrieval slip form in the drop box and give the other copy to the parents.					
Total:		None	None	30 minutes	2	

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

8. Distribution of Printed Self-Learning Modules in Distance Learning Modality

The process of distributing Self-Learning Modules to parents in School or in designated Drop-Off Stations. Basic Education-Learning Continuity Plan (BELCP) introduces different Distance Learning Modalities that suit to the learners' present situation in line with COVID 19 pandemic. Using Printed Modular Learning Modality is generally appropriate for learners in most cities and provinces. Learners and parents are being oriented on the learning modality especially on their new roles and how learning at home will be facilitated. Self-Learning Modules will be distributed to each learner.



Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN					
Classification	Simple					
Type of Transaction	G2C – Government to Citizen					
Who may avail?	Parents or Guardians Learners/ Students					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Safety & Health Protocols Guidelines			Barangay/Municipal IATF			
- Disinfection booth at the entrance - Distribution booth with protective plastic Shields - Disinfection supplies, face masks and face shields			Prepared by the School Personnel/ Teachers/ School Supply Office			
Attendance to the Orientation of BELCP and Process of Distribution of Modules			Conducted by the School			
Student Identification Card			Learners/Students			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE



1. Parents report to the Drop-Off Stations for the first distribution	1.1. Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form and Learner's Information Form.	none	none	10 minutes		Security Guard/ School Personnel
	1.2. Ask learner's name and release the module at releasing window of the distribution booth. Remind the parents per grade level about the schedule of distribution and retrieval of SLMs.	None	None	2 minutes		Distribution Team



2. Parents return the module after two weeks with learner's outputs.	2.1 Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form and Learner's Information Form.	None	None	10 minutes		Watch man
	2.2. Assist parents to place the SLMs and answer sheets in the designated/ prepared boxes.	None	None	5 minutes		Watch man
3. Parents receive the new modules	3.1. Release the new module at the releasing window of the distribution	None	None	5 minutes		Distribution Team



	booth.					
4. Deliver Answer Sheets to Teachers	4.1. Deliver the submitted SLMs and answer sheets to the teachers	None	None	2 hours		Non-Teaching Personnel
Total:		None	None	2 Hours and 32 minutes	2	

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

9. Distribution of Laptop, Tablets and OTG

The process of distribution of laptop to teachers, tablets and OTG to pupils.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN	
Classification	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail?	Laptop for Teachers Tablet and OTG for Learners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Laptop Identification Card – 1 photocopy		Teacher School Property Custodian



- Equipment Borrower Agreement Form – 2 copies - Property Acknowledgement Receipt – 2 copies			School Property Custodian			
For Tablets - Identification Card or Birth Certificate – 1 photocopy - Guardian/Parent's Identification Card – 1 photocopy - Mga Gabay at Panuntunan sa Pamamahagi ng Tablet (Form) – 3 copies - Learner's Information Form – 1 copy			Learners Guardian / Parent School / Watchman School / Watchman			
For OTG - Identification Card or Birth Certificate – 1 photocopy - Guardian/Parent's Identification Card – 1 photocopy - Mga Gabay at Panuntunan sa Pamamahagi ng OTG (Form) – 3 copies - Learner's Information Form – 1 copy			Learners Guardian / Parent School / Watchman School / Watchman			
CLIENT STEPS		FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE



	AGENCY ACTION					
Distribution of Laptop to Teachers						
1. Teachers report to school for distribution of laptop.	1.1. Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form.	None	None	10 minutes		Security Guard/ School Personnel
	1.2. Fill out the Equipment Borrower Agreement Form (2 copies), Property Acknowledgment Receipt (2 copies). Submit the filled-out forms together with the photocopy of the teacher's ID.	None	None	10 minutes	1	School Property Custodian



	Wait for the assessment.					
2. Issuance and Inspection of Laptop for Teachers	2.1. The teacher signs the laptop distribution list and receive the laptop. Inspect the completeness of the laptop set (laptop and charger). Check and inspect the laptop. Orient teachers in proper care of laptop and their responsibilities	None	None	15 minutes		School Property Custodian
Distribution of Pupil's Tablet						
1. Online Orientation	1.1 Parents and pupils will attend the online orientation	None	None	1 hour		Adviser/ School Property Custodian
2. Parents report to school for	2.1 Apply disinfection procedure and	None	None	10 minutes		Security Guard/ School Personnel



distribution of tablet.	body temperature check at the disinfection booth. Fill-up the Health Declaration Form, Learner's Information Form and 3 copies of Mga Gabay at Panuntunan sa Pamamahagi ng Tablet (Form)					
3. Validation of Forms and Issuance of Tablet	3.1 The school property custodian will validate the submitted documents and forms. Issuance of tablet.	None	None	15 minutes	1	School Property Custodian
4. Inspection and Orientation in	4.1 The adviser/ teacher will orient the	None	None	15 minutes		Adviser/ Teacher



Using the Tablet	parents in using and proper care of tablet and their responsibilities					
Distribution of Pupil's OTG Flash Drives						
1. Online Orientation	1.1 Parents and pupils will attend the online orientation	None	None	1 hour		Adviser/ School Property Custodian
2. Parents report to school for distribution of tablet.	2.1 Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form, Learner's Information Form and 3 copies of Mga Gabay at Panuntunan sa Pamamahagi	None	None	10 minutes		Security Guard/ School Personnel



	ng OTG (Form)					
3. Validation of Forms and Issuance of OTG Flash drives	3.1 The school property custodian will validate the submitted documents and forms. Issuance of OTG Flash drives.	None	None	15 minutes	1	School Property Custodian
4. Inspection and Orientation in Using the OTG Flash drives	4.1 The adviser/ teacher will orient the parents in using and proper care of OTG Flash drives and their responsibilities	None	None	15 minutes		Adviser/ Teacher
Total:		None	None	30 minutes	2	

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



10. Laboratory and School Inventory

Service provided by the school to properly account its school buildings & facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task is trained on the set of standards being followed on the classification of school buildings.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN					
Classification	Simple					
Type of Transaction	G2G – Government to Government					
Who may avail?	School Head and Teachers					
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
Inventory of Asset Form			School Property Custodian			
National School Building Inventory Form (NSBIF)			School Property Custodian			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Inventory of school laboratories, school offices, classrooms, materials & equipment	1.1 Gather data for inventory	none	none	2 days		Property Custodian, School Inventory Team and School Head



2. Consolidation and creation of new school Inventory	2.1 Consolidate new school inventory	None	None	1 day		
3. Signing of new school inventory	3.1 Submit to the School Head	None	None	10 minutes	1	
4. Submission of copy to SDO	4.1 Submit signed inventory to SDO	None	None	1 hour		
Total:		None	None	3 Days, hour, 10 minutes	2	

11. Public Affairs

Public affairs is essential in the building and development of good relations between the school and its stakeholders. The school needs to work with different agencies, groups, organizations, offices, and individuals to strengthen partnership and work with them from planning, program implementation, assessment & monitoring of results, and up to the celebration of successes. The school recognizes



its responsibility to address concerns with the learners, communicate with various stakeholders and be transparent in all its transactions.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN					
Classification	Simple					
Type of Transaction	G2C – Government to Citizen					
Who may avail?	Learners and Stakeholders					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Complete/Pertinent information of the user (1 original, 1 photocopy)				Public Affairs Officer-in-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Report Concerns	1.1. Receive inquiry or report, message in any form of communication	none	none	10 minutes		School Personnel
	1.2. Coordinate with concerned person	None	None			
	1.3. Provide	None	None		20 minutes	



	feedback on the reported concern, inquiry, or report					
Total:		None	None	30 minutes		

Note: The processing is for one client/document being served at one time. The time is extended when there are two or more clients/documents.

12. Submission of Employment Application for Teacher I Position

Any Licensed Professional Teacher with interest in applying for a teaching position may submit his/her complete credentials at the school level and will be forwarded to division office thru District/Division Screening Committee for evaluation and assessment.

Office or Division	FOURTH ESTATE ELEMENTARY SCHOOL – MARCELO GREEN
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail?	Teachers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of intent addressed to the Schools Division Superintendent	Client/ Applicant



2. Duly accomplished Personal Data Sheet (PDS) w (CS Form No. 212. Revised 2017) with Work Experience Sheet attachment, if applicable and latest 2x2 ID picture	
3. Certified True Copy of Rating	Authorized Personnel in School upon submission
4. Copy of PBET/LET rating and Photocopy of valid and updated PRC License/ID	PRC
5. Authenticated copies of Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average issued by the school for Teacher Applicants	School where Client/Applicant graduated
6. Certificate of Employment, Contract of Service, or Duty signed Service Record with Inclusive Dates and School Clearance, whichever are applicable	Previous Employments/Previous Employers
7. Photocopy of the Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable	Previous Employments/Previous Employers
8. Photocopy of Certificates of related training/seminar/workshop/forum/specialized training, if applicable	Client/ Applicant
9. Original Copy of NBI Clearance	Office of the National Bureau of Investigation



10. Photocopy of Voter's ID and/or any proof of residence acceptable by the School Screening Committee			COMELEC/ Barangay			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	RESPONSIBLE
1. Log in to Visitors Logbook at the guard desk		none	none	1 minute		School Guard
2. Fill out the Health Declaration Form	2.1 Apply disinfection procedure and body temperature check at the disinfection booth. Fill-up the Health Declaration Form and Learner's Information Form.	None	None	5 minutes		Guard On Duty
3. Submit the complete document to	3.1 Receive the complete	None	None	10 minutes		School Head



the school head of preferred school	application form and documents					
	3.2 Verify the accuracy and authenticity of the documents	None	None	3 minutes		School Head
4. Receive one copy of the checklist of requirements duly signed by the school head	4.1 Issue a duly verified and attested checklist of requirement to the applicants	None	None	10 minutes	1	School Head
	4.2 Submit all the pertinent documents with summary of initial evaluation, checklist of requirements, background investigation report and list of applicants to the	None	None	1 Day	4	Schools Selection Committee



	division office.					
Total:		None	None	1 Day and 29 minutes	4	

Note: The processing is for one client/document being served at one time. The time is extended when there are two or more clients/documents.

FEEDBACK AND COMPLAINTS

Feedback and Complaints Mechanism	
How to send feedback	Accomplish the client feedback form that would be given by the stationed guard at the entrance of the premises of the school or scan the QR code posted at the entrance gate.
How feedbacks are processed	Public Affairs Designate will collect the feedback forms every week for recording, and endorsement to concerned offices. Issues and requests shall be addressed by the



	concerned office/s. The public affairs office shall monitor and record the issues and requests.
How to file a complaint	Walk-in: Go to the Public Affairs Office. Discuss the concerns and submit necessary evidence, if applicable. Email/Hotline: Send/Discuss complaint thru the official school email address (mges.pque@deped.gov.ph)

ANTI – RED TAPE FOCAL PERSON

LEAD

NEILSOR RAY GONZALEZ



Principal I

MEMBERS:

LYNDIE C. DE LEON

Faculty President

RUBINITA C. DONASCO

School Clerk