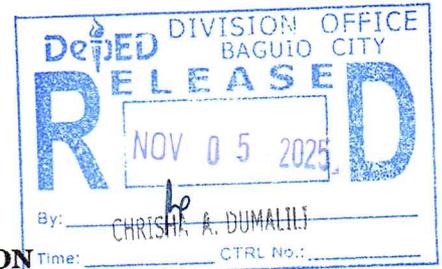




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OFFICE OF BAGUIO CITY



November 04, 2025

OFFICE MEMORANDUM

No. 088, 2025

UPDATING OF THE DIVISION OFFICE'S CITIZEN'S CHARTER

To: Chief Education Supervisors
Public School District Supervisors
Education Program Supervisors
Section and Unit Heads
All Others Concerned

1. In compliance with Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which mandates all government agencies to set up their most current and updated service standards, this Office directs **all 3 Functional Divisions (CID, OSDS, and SGOD) to review and update the existing SDO's 2025 Citizen's Charter 1st Edition** in preparation for the submission of updated 2025 Citizen's Charter to ARTA this December.
2. Office/Section/Unit Heads are instructed to refer to Enclosure No. 1 of this memorandum, which outlines the list of SDO services published in the latest DepEd 2025 Citizen's Charter. Each Office/Section/Unit is responsible for localizing the relevant service standards to align with the specific processes and requirements applicable to their respective operations. Concerned offices are required to include any other current services that are not listed in Charter.
3. All concerned offices must be guided with the writing format from ARTA (see *Enclosure No. 2*). For uniformity, access: <https://tinyurl.com/SDOBaguioCCmaterials1> for the materials and download the template for updating. All declared services including its processes shall be checked first by the Office/Section/Unit heads before dropping to <https://tinyurl.com/SDOBaguioCCDroppingFolder> with *File Name Format: Functional Division-Section-Unit-Name of Services* **on or before November 20, 2025**. Failure to submit updates/revisions by the deadline means the existing Citizen's Charter of the Office/Section/Unit will remain in effect as is.
4. Immediate and wide dissemination of this Memorandum is desired.

SORAYA T. FAGULO PhD, CESO V
Schools Division Superintendent

OSDS/NDE/acb



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**List of SDO Services Based on DepEd's 2025 Citizen's Charter
(External and Internal Services)**

External Services:

I. Office of the Schools Division Superintendent

A. Legal

1. Request for Correction of Entries in School Records

B. Administrative Services

B.1. Personnel Unit

1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)
2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching Teaching-Related Positions both Promotion and Entry)

C. Property and Supply

1. Inspection, Acceptance, and Distribution of Textbooks, Supplies and Equipment

D. Records Unit

1. Issuance of Requested Documents (Non-CTC)
2. Issuance of Requested Documents (CTC and Photocopy of Documents)
3. Certification, Authentication, Verification (CAV)
4. Receiving and Releasing of Communication and Other Documents
5. Receiving of Complaints against Non-Teaching Personnel
6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

II. Curriculum and Implementation Division

A. Learning and Resource Management and Development System (LRMDS)

1. Accessing Available Learning Resources from LRMDS Portal
2. Borrowing of Learning Materials from Libraries

B. Alternative Learning System (ALS)

1. Alternative Learning System (ALS) Enrollment

III. School Governance and Operations Division

A. Planning and Research Section

1. Request for Basic Education Data (External Stakeholders)

B. School Management, Monitoring and Evaluation Section

1. Issuance of Government Permit, Renewal, Recognition of Private Schools
2. Issuance of Special Orders for Graduation of Private School Learners
3. Application for Senior High School (SHS) Additional Track/Strand
4. Application for Summer Permit for Private Schools
5. Application for No Increase in Tuition Fee
6. Application for Increase in Tuition Fee

Internal Services:

I. Office of the Schools Division Superintendent

1. Issuance of Foreign Official Travel Authority
2. Issuance of Foreign Personal Travel Authority

B. Budget Unit

1. Processing of ORS
2. Posting/Updating of Disbursement

C. Cash Unit

1. Handling of Cash Advances

D. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems
2. Troubleshooting of ICT Equipment
3. Uploading of Publications

E. Legal Unit

1. Issuance of Certificate of No Pending Case

F. Personnel Unit

1. Application for Leave
2. Application for Retirement
3. Issuance for Certificate of Employment
4. Issuance of Service Record
5. Loan Approval and Verification
6. Processing of Appointment (Original, Reemployment, Reappointment, Promotion, and Transfer)
7. Processing of Terminal Leave Benefits
8. Request for Correction of Name and Change of Status

G. Property and Supply Unit

1. Requisition and Issuance of Supplies
2. Property and Equipment Clearance Signing

II. Curriculum Implementation Division

A. Learning and Resource Management and Development System (LRMDS)

1. Program Work Flow of Submission of Contextualized Learning Resources
2. Quality Assurance of Supplementary Learning Resource

III. School Governance and Operations Division

A. Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)
2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

Step-by-Step Guide on Updating the Citizen’s Charter by ARTA

SERVICE INFORMATION

SERVICE INFORMATION
SERVICE INFORMATION

SERVICE NAME/DESCRIPTION

Service Name

Description of the Service

Office/Division:	
Classification:	
Type of Transaction:	

SERVICE NAME

- Official Name of the Service
- Shall be numbered

SERVICE DESCRIPTION

- Tells the clients the purpose of the service as well as other pertinent information about the service

SERVICE INFORMATION

SERVICE INFORMATION

SERVICE INFORMATION
SERVICE INFORMATION

OFFICE OR DIVISION

Service Name

Description of the Service

Office/Division:	
Classification:	
Type of Transaction:	

OFFICE OR DIVISION

- Tells the clients which office or division offers the service

SERVICE INFORMATION

CLASSIFICATION

# Service Name	Description of the Service	
Office/Division:		
Classification:		
Type of Transaction:		

CLASSIFICATION

- 3 classifications of services:
 - Simple
 - Complex
 - Highly Technical
- Make sure to classify each transaction properly as this will signal the clients on both the intricacy and the length of the process

TYPE OF TRANSACTION

# Service Name	Description of the Service	
Office/Division:		
Classification:		
Type of Transaction:		

TYPE OF TRANSACTION

- There are 3 types of transactions:
 - G2C – for services whose client is the transacting public
 - G2B – for services whose client is a business entity
 - G2G – for services whose client is another government agency, government employee or official
- One government service may fall under more than one (1) type of transaction

1. Mayor's Clearance, Job Recommendations and Certifications

The Mayor's Office Clearance is issued to individuals needing this document that states that he/she has no pending case filed with the Office of the Mayor. Certifications are issued to affirm the validity of information. Job recommendations are issued for job seekers.

Office/Division:	Office of the Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government

EXAMPLES

2. Processing of Scholarship Application

The Agency recognizes the right of each child to education thus the Scholarship Program. In the month of April, scholarship applications are accepted and processed. The qualifying examination and interview by the scholarship board are held on May. Qualifiers are given certificates of scholarship for enrolment.

Office/Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen

WHO MAY AVAIL

Service Name
Description of the Service

Who may avail:	

MANNER OF WRITING:

- For services where any citizen is eligible, write "All."
- For services that are aimed for a specific group or type of people, list them down one-by-one

EXAMPLE

- Who may avail:** Overseas Filipino Workers and Migrants, Remittance Beneficiaries of legal age, able to read and write, and not suffering from any legal disability
- Who may avail:** All
- Who may avail:** Person with Disability, Solo Parent, Senior Citizens, Indigent Residents, Unemployed people and sick people who are undergoing long term medication
- Who may avail:** Students and out-of-school youth from ages 15-30 years old
- Who may avail:** All who is 18 years and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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**COMMON REQUIREMENTS FOR ALL
(MANNER OF WRITING)**

Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 4 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

**SITUATIONAL REQUIREMENTS
(MANNER OF WRITING)**

Type of Case	
Document 1 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Document 2 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk
Type of Case	
Document 3 (# of copies needed per type of copy)	Agency/Mother Office – Specific Office/Division/Desk

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------



REMINDERS/POINTERS

- ALL requirements should be completely listed in the Complete Checklist of Requirements
 - Any requirement not written in the checklist will be invalid and will be considered as additional requirements
- Be specific as possible in stating where each requirement can be secured. Point out the specific government office, division, and desk, if possible
- For requirements needing one (1) copy, please indicate the number "one (1)" after the requirement as well as specify if it is an original copy or photocopy
- For services that do not need requirements, write "None"
- Do not leave anything blank

EXAMPLE

Barangay Clearance (1 original, 2 photocopy)	Barangay Hall – Window 1
Seedlings (10 grams)	Farm of the Applicant
Police Clearance (1 photocopy)	Local Police Station – Window 1
Order of Payment (1 original)	Office of the Mayor – Cashier Section/Division/Desk
Official Receipt (1 photocopy)	City Treasury Office – Accounting Section

Principal	
Government Issued Identification Card (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Form 1, 1(1 photocopy)	Records Office – Window 18
Soil Sample (100 grams)	Land Area of the Applicant
Representative	
Special Power of Attorney (1 photocopy)	Person being Represented
Government Issued Identification Card of the person being represented (1 Original and 1 Photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
Government Issued Identification Card of the Representative (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
Soil Sample (100 grams)	Land Area of the Applicant

MANNER OF WRITING:

- Action – Location of Action – Reminder, if any
- Number each client step – should be parallel with the Agency Actions

CLIENT STEPS	AGENCY ACTION

MANNER OF WRITING:

- Describe the actions taken
- For agency actions that are more than 1, use the numbering scheme: 1.1, 1.2, 1.3, 2.1, 2.2, 2.3 etc.



REMINDERS/POINTERS

- ALL steps to be completed by the Citizen and the Agency should be listed in the designated field
 - Any additional step demanded from the citizen that is not listed in the Citizen's Charter is not allowed
 - Government employees and officials shall not deviate from the specified actions in the Citizen's Charter
- Situational actions from both the client and the agency should be listed in the Citizen's Charter
- Government services sometimes have 1 Client Step and multiple Agency Actions



EXAMPLE

Client Steps	Agency Actions
1. Sign in the Client Log Book in the office lobby	1. Give the Log Book to the client
2. Submit the required documents to Counter 1 for initial assessment and verification <i>*Make sure to secure the Order of Payment that will be issued</i>	2.1 Receive the required documents and check for completeness 2.2 Issue the Order of Payment if all required documents were given 2.3 Start processing the request
3. Pay the required fees at the City Treasury Office by showing the Order of Payment. <i>*Make sure to secure Official Receipt that will be issued upon payment</i>	3.1 Accept the payment based on the Order of Payment 3.2 Issue the Official Receipt
4. Return to the Mayor's Office for the processing and release of Clearance or Certification	4.1 Check the Official Receipt 4.2 Issue the Certificate or Clearance to the client



FEES TO BE PAID

01

For standard fees:

Type of Fee – Type of Currency (Acronym in all capitals) Amount

02

For fees varying case to case:

Enumerate the breakdown or list the amount to be paid instead

03

For fees in tabular form:

Put the table of fees right after its corresponding Service Specification Table

04

For fees that vary due to an equation:

Write the equation

05

If fees are not required:

Write "None"

FEES TO BE PAID



REMINDERS/POINTERS

- ALL fees to be paid by the client should be listed in the designated field
 - Any additional fee demanded from the citizen that is not listed in the Citizen's Charter is not allowed
- For other currencies and denomination, please follow the prescribed manner of writing
- Be specific as possible when indicating the amount to be paid
- **RANGING OF FEES IS NOT ALLOWED**
 - Write the equation instead
- **DO NOT LEAVE ANYTHING BLANK**

EXAMPLE

Of service with formula

Fees to be paid	
None	
Tax payment – AV x 1% x 10 years x 2 (Basic & SEF)	
Secretary's fee – PHP 50/page	
Job recommendation - None	
None	
Total	AV x 1% x 10 years x 2 (Basic & SEF) + PHP 50/page (if applicable)

Other Examples

Fees to be paid	
None	
Registration Fee - PHP 500	
None	
Total	PHP 500

EXAMPLE

Of "see table below"

Residential Structure, single detached, the project cost of which is:	
1. PHP 100,000.00 and below	PHP 150,000.00
2. Over PHP 100,000.00	150.00 + 1/10 of 1% in excess of PHP 100,000.00
Apartments	
1. PHP 100,000.00 and below	PHP 750.00
2. Over PHP 100,000.00	750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of doors
Dormitories	
1. Project Cost of PHP 500,000.00 and below	PHP 750.00
2. Project cost over PHP 500,000.00	750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of rooms
Institutional (Private), the project cost of which is	
1. PHP 100,000.00 and below	PHP 1,000.00
2. over PHP 100,000.00	1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00
Commercial/ Industrial/ Special Uses/ Special Project s/ the project cost of which is	
1. PHP 100,000.00 and below	PHP 1,000.00
2. Over PHP 100,000.00	1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00

Fees to be paid	
None	
Inspection fee – PHP 75.00	
Subscription fee – PHP 37.50	
Secretary fee – PHP 37.50	
Zoning/localational clearance fee (see table below)	
None	
Total	PHP 150 + Type of Zoning/Localational Clearance

Residential Structure, single detached, the project cost of which is:	
1. PHP 100,000.00 and below	PHP 150,000.00
2. Over PHP 100,000.00	150.00 + 1/10 of 1% in excess of PHP 100,000.00
Apartments	
1. PHP 100,000.00 and below	PHP 750.00
2. Over PHP 100,000.00	750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of doors
Dormitories	
1. Project Cost of PHP 500,000.00 and below	PHP 750.00
2. Project cost over PHP 500,000.00	750.00 + 1/10 of 1% in excess of PHP 500,000.00 regardless of the number of rooms
Institutional (Private), the project cost of which is	
1. PHP 100,000.00 and below	PHP 1,000.00
2. over PHP 100,000.00	1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00
Commercial/ Industrial/ Special Uses/ Special Project s/ the project cost of which is	
1. PHP 100,000.00 and below	PHP 1,000.00
2. Over PHP 100,000.00	1,000.00 + 1/10 of 1% in excess of cost in excess of PHP 100,000.00

PROCESSING TIME

01 Manner of writing:
of Day/s, # of Hour/s, # of Minute/s

02 For services covered by special laws or constitutional bodies:
of Day/s, # of Hour/s, # of Minute/s and state the sentence citing the special law "Service is covered under RA ####" at the bottom of the Service Specification Table

03 For services under multi-stage processing:
of Day/s, # of Hour/s, # of Minute/s and state the sentence "(Service Name) qualified for multi-stage processing" at the bottom of the Service Specification Table

PROCESSING TIME

 **REMINDEES/POINTERS**

- The Total Processing Time should be within the timeframe set by the law for the different classifications of government services and transactions:
 - Simple Transactions should not take more than 3 days to process.
 - Complex Transactions should not take more than 7 days to process.
 - Highly Technical Transactions should not take more than 20 days to process.
 - Different types of citizens may take different steps to complete the same transactions (i.e. enrollment between a new student, an old student, a transfer, and a foreign student).

PROCESSING TIME

REMINDERS/POINTERS

- For government services under multi-stage processing, the total processing time may exceed 20 days.
- For government services covered by special laws, the 3-7-20 rule may not apply.
- The waiting time in processing or completing the requested government service shall be included in the Total Processing Time.
- The indicated total processing time shall cover the **end-to-end process** of the service.

EXAMPLE

Processing Time
5 Hours
5 Days
3 Days
4 Hours
9 Days, 1 Hour

Total 

Processing Time
5 Hours
15 Days
3 Days
3 Hours
10 Days
5 Minutes
29 Days, 5 Minutes

 Total

(Service Name) is covered under R.A. ####

PERSON RESPONSIBLE

01

If the person responsible is not changing daily:
Write the Designation and Office

02

If the person responsible are frequently changing or are under contract of service:
Write the Designation and Office of the **IMMEDIATE SUPERVISOR**



EXAMPLE

INFORMATION BILLBOARD

Person Responsible
Lyla Santos Supervising Officer, MMVM
Carl Ramos Division Chief, LGPMD
Carl Ramos Division Chief, LGPMD
Althea Dela Torre Director II, LGPMD



Person Responsible
Administrative Aide II Mayor's Office Or Communication Equipment Operator I Mayor's Office
Administrative Aide II Mayor's Office Or Communication Equipment Operator I Mayor's Office
Local Treasury Operations Officer II Office of the Municipal Treasurer
Administrative Aide II Mayor's Office Or Communication Equipment Operator I Mayor's Office



HANDBOOK

