

## ADMINISTRATIVE OFFICER V CITIZEN'S CHARTER

### 1. Processing of Request for Authentication of Documents

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

<b>Office or Division:</b>	Administrative Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Digos City Division Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Documents and its Photo Machine Copies		Office of the Administrative Officer V		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the Office of the AO V and submits the original copy/ies of the document/s together with photo machine copy/ies to be authenticated	1.1. Receives documents	None	1 minute	<b>Francis Jude D. Alcomendras, JD, MPA</b>
2. Client/s is properly advised to sit down and wait until the whole process is done	2.1. Examine and verify the authenticity of the documents submitted subject for authentication	None	3 minutes	<b>Francis Jude D. Alcomendras, JD, MPA</b>
3. Client receives the authenticated copy/ies of the documents	3.1. Signs and releases the original copy/ies of the documents and the photo machine copy/ies of the documents subject for verification	None	1 minute	<b>Francis Jude D. Alcomendras, JD, MPA</b>
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	

## 2. Issuance of Certificate of Employment, Compensation, No Pending Case and Service Record

Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provides a document history of a personnel's activities and accomplishments while serving as an employee of the Department.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of Client's Service Records		Office of the Administrative Officer V		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client proceeds to the HRMO and request for the issuance of Service Record	1.1 Issues Service Record for signature of the AO V	None	1 minute	Office of the HRMO
2. Client proceeds to the Office of the AO V and submits the Service Record for purposes of issuing Certification of Employment, Compensation and No Pending Case	2.1. Receives document and advise client to sit down and wait for the whole process is done	None	3 minutes	Office of the Administrative Officer V
3. Client is properly advised to sit down and wait until the whole process is done	2.2. Examines the date of appointment and promotion of the client and her/his present salary and drafts the Certification	None	5 minutes	Office of the Administrative Officer V

4. Client is requested to review the draft Certification and to return the same to the AO V for finalization	4.1. Finalize the Certification and signs the same	None	5 minutes	Office of the Administrative Officer V
5. Client receives the Certificate of Employment, Compensation and No Pending Case to Client	5.1. Releases the requested Certification to Client	None	1 minute	Office of the Administrative Officer V
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

### 3. Preparation of the Reply Letter of the Client's Intent to Retire and Resign

Any DepEd personnel can optionally retire at the age of 60. Officials or employees who have reached the compulsory retirement age of 65 years shall not be retained in the service, except for extremely meritorious reasons in which case the retention shall not exceed six months.

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Client's letter intent to retire / resign routed from the Office of the SDS		Office of the Administrative Officer V		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives the routed letter through the Data Tracking System	1.1 Reads the letter intent and determines the last day of service and effective date of retirement/resignation	None	5 minutes	Office of the Administrative Officer V
2. Draft the letter reply	2.1 Finalizes the letter reply and signs the same	None	5 minutes	
3. Forwards the finalized copy of the letter to the office of the SDS	3.1 Forwards the finalized copy of the letter reply to the Office of the SDS through the Data Tracking System	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

#### 4. Approval of the Client's Permit to Study

This office would also like reiterate that employees/officials who are undergoing post graduate studies shall secure permit to study and submit at the office of the Human Resource Development Unit at least a week after enrolment in the institution he/she will study, duly signed and approved by his/her School Head for teachers and Section Heads for non- teaching personnel for approval.

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<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
The Permit to Study Form accompanied by the draft filled-up enrollment form in that semester or summer term duly signed by the Registrar or Dean of the College/University.		Office of the Administrative Officer V		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of the Permit to Study Form with the attached class schedule and its enrollment summary to HRMO	1.1 Receives client's copy of the Permit to Study Form with the attached class schedule and its enrollment summary	None	3 minutes	Office of the HRMO
	1.2 Checks and records the clients' enrollment assessment for	None	5 minutes	Office of the HRMO

	monitoring purposes			
	1.3 HRMO countersigns the Permit to Study Form and forwards to the Office of the AO V for approval	None	5 minutes	Office of the HRMO
	1.4 Receives the recorded Client's Permit to Study Form with the attached Enrollment Assessment	None	3 minutes	Office of the Administrative Officer V
	1.5 Approves the Client's Permit to Study	None	2 minutes	<b>Francis Jude D. Alcomendras, JD, MPA</b>
	1.6 Forwards the approved Permit to Study to HRMO for Release	None	1 minute	Office of the Administrative Officer V
	1.7 Releases the Approved Permit to Study to the Client	None	1 minute	Office of the HRMO
	<b>TOTAL</b>	<b>None</b>	<b>20 minutes</b>	

## 5. Preparation of Reply Letter of the Client's Permit to Teach

Employees/officials applying for permission to teach shall write a letter to the Schools Division Superintendent (SDS) thru the Office of the Administrative Officer V accompanied by a statement of his/her official load with the schedule, signed by the School Head/Section Head.

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Client's letter indicating permit to teach to the Office of the SDS accompanied by a statement of his/her official load with the schedule, signed by the School Head/Section Head.		Office of the Administrative Officer V		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receives the routed letter through the Data Tracking System	1.1 Reads the letter indicating permit to teach	None	5 minutes	Office of the Administrative Officer V
2. Draft the letter reply	2.1 Finalizes the letter reply and signs the same	None	5 minutes	
3. Forwards the finalized copy of the letter to the office of the SDS	3.1 Forwards the finalized copy of the letter reply to the Office of the SDS through the Data Tracking System	None	5 minutes	
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	