

CITIZEN'S CHARTER

LEGAL UNIT-OFFICE OF THE REGIONAL DIRECTOR

SPECIFIC FUNCTIONS:

1. Provide legal advice and render legal opinions to the Regional Director and officials of the region.
2. Draft actions/endorsements on complaints and letters for signature of the regional director in accordance with the provisions of the law and DepEd rules and regulations.
3. Evaluate complaints and conducts preliminary or fact-finding and formal investigations in administrative cases against teaching/teaching-related personnel within the region and employees of the regional office.
4. Conduct investigations of complaints as may be delegated by the Central Office.
5. Act as prosecutor in motu proprio administrative cases.
6. Prepares decisions and resolutions in administrative cases.
7. Prepare/Review of contracts, MOAs/MOU and other instruments to which the region is a party.
8. Represent the region in court cases, when deputized by the OSG.
9. In coordination with the FTA Division, provide technical assistance to the division offices and schools.
10. Perform such other functions as may be delegated by the Regional Director.

SERVICES:

A. FILING OF ADMINISTRATIVE COMPLAINTS/APPEALS/MOTIONS FOR RECONSIDERATION

Schedule of Service:

Monday-Friday
8:00am - 5:00pm- NO noon break

Who may avail of the Service:

Any person who has a cause of action may file an administrative complaint against any teaching personnel, supervisors or Regional Office personnel from the different Divisions of the National Capital Region.

FILING OF COMPLAINTS

What are the Requirements:

A. Verified Affidavit Complaint in 4 copies containing the following:

- a. Full name and address of the complainant
- b. Full name and address of the person complained of, as well as his position and office in the Department of Education
- c. A narration of the relevant and material facts which show the acts or omissions as allegedly committed by the person
- d. Certified true copies of documentary evidence and affidavits of his witnesses, if any.
- e. Certificate or Statement of Non-Forum Shopping

FILING OF MOTIONS FOR RECONSIDERATION

What are the Requirements:

1. Formal Motion for Reconsideration containing the arguments/discussions and newly discovered evidence, if any.

FILING OF APPEALS

What are the Requirements:

1. Notice of appeal
2. Appeal Memorandum (3 copies)

3. Proof of payment of the appeal fee (P300.00)

PROCESS FLOW:

FILING OF COMPLAINTS

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the complaint along with the requirements at Office of the Regional Director through the RECORDS SECTION	Receive the complaint and other documents, if any.	Within 10 minutes	Receiving clerk/ authorized employee (Records Section)	N/A	-
2	Received the copy of documents/complaint filed	Issue the receiving copy of the client and forward the complaint to the Regional Directors Office for proper endorsement.	Within 30 minutes	Receiving clerk/ authorized employee (Records Section)	-	-
3	-	Legal Unit prepares actionable document	Within 1 day	Atty. IV	-	-
4	-	Forward to the ARD's Office for review and initial and to the office of the RD for signing of endorsement/actual signing	Within 2 days	Legal Assistant	-	-
5	-	Return to the Legal Unit for photocopying and to complete attachments, if any	Within 1 day	ADAS 1	-	-
6	-	Forward to Records Section for releasing	Within 1 day	Records Officer/ In-Charge	-	-

FILING OF APPEALS

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the appeal along with the requirements at Office of the Regional Director, thru the RECORDS SECTION	Receive the notice of appeal/appeal memorandum and other documents, if any, and require the client to pay the filing fee	Within 10 minutes	Receiving clerk/ authorized employee (Records /Legal)	-	-
2	Pay to the cashier	Process payment and issue Official Receipt (O.R.)	Within 10 minutes	Cashier	P300	-
3	Return to the receiving office. Present O.R. and provide photocopy for inclusion in the record	Receive Proof of Payment (O.R.) and the appeal	Within 5 minutes	Receiving clerk/ authorized employee (Records Section)	-	-
4	Receive the receiving copy of the appeal	Issue copy of the appeal filed to the client	Within 5 minutes	Receiving clerk/ authorized employee (Records Section)	-	-

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
5	-	Forward to the Appeal filed to the Office of the Regional Director	Within 30 minutes	Authorize employee (Records Section)	-	-
6	-	Endorse to Legal Unit for appropriate action	Within 1 day	ADAS 1 (Director's Office)	-	-
7	-	Legal Unit prepares actionable document	Within 3 days	Atty. IV	-	-
8	-	Forward to the ARD's Office for review and initial and to the office of the RD for signing of endorsement/actual signing	Within 2 days	Legal Assistant	-	-
9	-	Return to the Legal Unit for photocopying and to complete attachments, if any, then forward to Records Section	Within 1 day	ADAS 1	-	-
10	-	Releasing of action	Within 1 day	Records Officer/ In-Charge	-	-

FILING OF MOTION FOR RECONSIDERATION

Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Person in Charge	Fees	Form
1	File the motion for reconsideration at Office of the Regional Director, thru the RECORDS SECTION	Receive the motion for reconsideration and issue the receiving copy to the client	Within 10 minutes	Receiving clerk/ authorized employee (Records Section)	N/A	-
2	-	Forward the Motion for Reconsideration filed to the Office of the Regional Director	Within 10 minutes	Authorized employee (Records Section)	-	-
3	-	Endorse to Legal Unit for appropriate action	Within 1 day	Authorized employee (Director's Office)	-	-
4	-	Legal Unit prepares actionable document	Within 3 days	Atty. IV	-	-
5	-	Forward to the ARD's Office for review and initial and to the office of the RD for signing of endorsement/actual signing	Within 2 days	Legal Assistant	-	-
6	-	Return to the Legal Unit for photocopying and to complete attachments, if any, then forward to the Records Section	Within 1 day	ADAS 1	-	-
7	-	Releasing of action	Within 1 day	Records Officer/ In-Charge	-	-

B. APPLICATION FOR CORRECTION OF ENTRIES OF SCHOOL RECORDS

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. -NO noon break

Who May Avail of the Service?

Individuals who studied in the Elementary and Secondary Schools in the National Capital Region

What are the Requirements?

1. Original Birth Certificate issued by the **Philippine Statistics Authority (PSA)**, formerly known as the *National Statistics Office (NSO)*, or if there is no Certificate of Live Birth, proof of loss or non-availability thereof duly attested by the Local Civil Registrar concerned and/or the Civil Registrar General must be submitted together with the Baptismal Certificate of the student.
2. Joint Affidavit of two (2) disinterested persons attesting to the fact/among others, that the assumed name(s)/entries and the legal name of the student refer to one and the same person.
3. Affidavit of the student if of legal age, or that of the parents or guardian, if still a minor, explaining the circumstances that led to use of the assumed /erroneous name or alias/ entries, attesting the same fact as called for in No.2 hereof.
4. Letter-request for correction of school record addressed to the Regional Director specifying the schools attended/graduated from Elementary to Secondary, as the case maybe, and the name(s)/entries used.
5. School records bearing the erroneous name: e.g. Diploma, Transcript of Record or Registration Card (any one of these school records will suffice except that when there are several name(s) appearing in the school records, each school record bearing different names must be submitted for purposes of different names must be submitted for purposes of different names must be submitted for purposes of verification and identification of the student requesting for correction of his/her name/entries)
6. Certification from the School Head justifying the incorrect name/entries.
7. PSA Negative Result, when warranted.

Additional Requirement for "Late/Delayed Registration"

8. Certification from the PSA that no record of such name exists or registered and Baptismal Certificate.

Addition Requirements for Foreign Students

9. Certification from the Bureau of Immigration and Deportation of the Correct Name.
10. Photo copy of Passport and Alien Certificate of Registration.

DURATION:

Within three (3) days

PROCESS FLOW:

Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit the letter-request and the requirements needed	Stamp receive the letter application and the requirements submitted by the applicant	Within 10 minutes	Receiving clerk/ (Records Section)	N/A	-

Step	Applicant/Client	Service Provider	Duration (Under Normal Circumstances)	Person in Charge	Fees	Form
2	Forward the letter application to the Legal Unit	Receive application/request	Within 5 minutes	Legal Administrative Asst. / authorized employee	-	-
3	-	If requirements are complete; Prepare Resolution	Within 30 minutes	Legal Administrative Asst. / authorized employee	-	-
4	-	Review and Affix initials on the draft Resolution	Within 1 day	Attorney IV	-	-
5	-	Forward the Resolution to the Office of the Assistant Regional Director for review and initials	Within 1 day	Legal Administrative Asst. / authorized employee	-	-
6	-	Forward to the Office of the Regional Director	Within 1 day	Administrative Aide (Asst. Regional Director's Office)	-	-
7		Approval/Signing of the Resolution	Within the day	Regional Director		
8	-	Forward to Records Section for releasing	Within the day of Actual Signing	Administrative Aide (Regional Director's Office)	-	-
8	Get photocopy of the signed Resolution	Release the signed Resolution to the concerned school	Within 1 day	Releasing Clerk/ Records Section	-	-

FOR DEPED-NCR ONLY: APPLICANTS MAY DIRECTLY FILE APPLICATIONS FOR CORRECTION OF ENTRIES IN THE SCHOOL RECORDS BEFORE THE OFFICE OF THE SCHOOL PRINCIPAL. (Regional Memo. No. 23, s. 2016)

Effective: April 1, 2016

Schedule of Availability of Service:

Monday – Friday

8:00 a.m. – 5:00 p.m. -NO noon break

Who May Avail of the Service?

Private individuals who studied in the Elementary and Secondary Schools

Particular Circumstances when School Heads may Effect Corrections:

1. When students are currently enrolled in their school and under the following circumstances:

- a. Typographical Error in the school records which were committed by school personnel;
- b. Changes or spell out abbreviations in the names as well as inclusion of "Jr." or "II", "III" and the like, as reflected in the PSA Birth Certificate;
- c. Change of name/inclusion/ deletion of name based on court decisions or corrections annotated in the PSA Birth Certificate;
- d. Correction of place of birth and date.

What are the Requirements?

Same Requirements as Regular Correction of Entries

Duration:

Within 1 day under normal circumstances

Fees:

No fees shall be collected by school authorities for correction of entries

Steps:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit the letter-application and the requirements needed for correction of names	Receive the letter application and the requirements submitted by the applicant	Within 10 minutes	School Receiving clerk	N/A	-
2	-	Receiving Clerk forwards the records to the designated personnel who reviews compliance with Regional Memorandum No. 23, s. 2016	Within 20 minutes	Schoolauthorized employee	-	-
3	-	If requirements are complete: Prepare necessary report and forward findings to the School Head	Within 30 minutes	Schoolauthorized employee	-	-
4	-	School Head effects correction by reissuance of corrected School Records	Within 1 day	School Head	-	-

C. DESIGNATION OF BENEFICIARIES

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. - NO noon break

Who May Avail of the Service?

Heir or authorized representative of deceased personnel

What are the Requirements?

1. Original and authenticated copies issued by the **Philippine Statistics Authority (PSA)**, formerly known as the *National Statistics Office (NSO)*, of the following:

- a. Death Certificate of the deceased
- b. Birth Certificate of the deceased
- c. Marriage Contract of the deceased
- d. Birth Certificates of death beneficiaries
- e. Marriage Contract of the married beneficiaries
- f. Death Certificate of death beneficiaries

2. Waiver of the rights of the other beneficiaries in favor of the other/s (This can be optional.)

Duration

Within three (3) days

Process Flow:

STEP	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees	Form
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1	Submit the letter-application and the requirements needed for the designation of beneficiaries	Receive the letter application and the requirements submitted by the applicant	Within 10 minutes	Receiving clerk(<i>Records or Legal</i>)	n/a	-
2	-	Forward the letter application and the attached documents to the designated employee	Within 10 minutes	Legal Administrative Asst. or authorized employee	-	-
3	-	If requirements are complete: Prepare Resolution	Within 30 minutes	Legal Administrative Asst. / authorized employee	-	-
4	-	Review and Affix initials on the draft Resolution	Within 1 day	Attorney IV	-	-
5	-	Forward the Office of the Assistant Regional Director for review and initials	Within 1 day	Legal Administrative Asst. / authorized employee	-	-
6	-	Forward to the Office of the Regional Director for signature of Resolution/actual signing	Within 1 day	ADAS	-	-
7	-	Forward to Records Division for releasing	Within 1 day	ADAS	-	-
8	Get photocopy of the signed Resolution	Release the signed Resolution to the concerned party	Within 1 day	Releasing Clerk/ Records Officer	-	-

D. REQUEST FOR INDORSEMENT OF ARTICLES OF INCORPORATION TO THE SECURITIES AND EXCHANGE COMMISSION (SEC) BY PRIVATE SCHOOLS

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. - NO noon break

Who May Avail of the Service?

Private school concerned

Duration

Within five (5) days

What are the Requirements?

A. Articles of Incorporation (including amendment)

1. Cover Sheet;
2. Reservation Notice (If amendment is for the name of the school);
3. Recently notarized and duly-filled Articles of Incorporation;

4. By-Laws;
5. List of Contributions as attested by the Treasurer (Treasurer's Certificate) or Bank Certificate (old);
6. Favorable Indorsement from the Schools Division Office which has jurisdiction over the place where the school will operate
7. Latest General Information Sheet submitted to the Securities and Exchange Commission

B. New School Applicant

1. Cover Sheet;
2. Reservation Notice;
3. Notarized and duly-filled Articles of Incorporation;
4. By-Laws;
5. List of Contributions as attested by the Treasurer (Treasurer's Certificate) or Bank Certificate;
6. Affidavit of Attestation to be executed by the member of the board of trustees
7. Favorable indorsement from the Schools Division Office which jurisdiction over the place where the school will operate.

Process flow:

STEP	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees	Form
1	Submit the letter-application and the requirements needed for the request for Indorsement to the SEC	Receive the letter application and the requirements submitted by the applicant	Within 10 minutes	Receiving clerk (<i>Records or Legal</i>)	n/a	-
2	-	Forward the letter application and the attached documents to the designated employee	Within 10 minutes	Legal Administrative Asst. or authorized employee	-	-
3	-	If requirements are complete: Prepare Indorsement	Within 30 minutes	Legal Administrative Asst. / authorized employee	-	-
4	-	Review and Affix initials on the draft Indorsement	Within 1 day	Attorney IV	-	-
5	-	Forward the Office of the Assistant Regional Director for review and initials	Within 1 day	Legal Administrative Asst. / authorized employee	-	-
6	-	Forward to the Office of the Regional Director for signature of Resolution/actual signing	Within 1 day	ADAS	-	-
7	-	Forward to Records Division for releasing	Within 1 day	ADAS	-	-
8	Get photocopy of the signed Resolution	Release the signed Indorsement to the concerned party	Within 1 day	Releasing Clerk/ Records Officer	-	-

E. REQUEST FOR CERTIFICATION OR ADMINISTRATIVE CLEARANCE

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. - NO noon break

Who May Avail of the Service?

Teachers and Non-Teaching Personnel

Duration

Within 1 day under normal circumstances

What are the Requirements?

Given out after evaluation

Process Flow

STEP	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees	Form
1	Submit the letter-application needed for the request for Certification of Administrative Clearance	Receive the letter-application for evaluation submitted by the applicant	Within 10 minutes	Receiving clerk (Records or Legal)	-	-
2		Drafting of Certification of Administrative Clearance	1 day	ADAS	-	-
3		Issuance of Certification or Administrative Clearance	1 day	ATTY IV	-	-
		Forward the Certification to Personnel Section for releasing	Within date of signing			