



SCHOOLS DIVISION OF ISABELA

Citizen's Charter

UPDATING GSIS STATUS USING ARA FORMS

Schedule of Availability of Service

Monday – Sunday
8:00 AM – 8:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

ARA Forms (Soft Copy)

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1		Receives ARA Form thru email	1 minute	Susan Marie P. Bartolome, PhD-AO V	None	ARA Form (Soft Copy)
2		Reviews ARA Form (Soft Copy)	2 minutes	Susan Marie P. Bartolome, PhD-AO V	None	
3		Uploads/Emails ARA Form (Soft Copy) to GSIS	1 minute	Susan Marie P. Bartolome, PhD-AO V	None	
End of Transaction						



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APPROVAL OF LOANS AT GSIS

Schedule of Availability of Service

Monday – Sunday
8:00 AM – 8:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Clear Picture of Latest Pay slip (FB Messenger)
Pay slip

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1		Receives and Reviews Payslip (Hard Copy or thru Online) from employee	2 minutes	Susan Marie P. Bartolome, PhD-AO V	None	Payslip
2		Acts on/Confirms Loan Application	2 minutes	Susan Marie P. Bartolome, PhD-AO V	None	
3		Informs (thru SMS or Online) the employee on action taken	1 minute	Susan Marie P. Bartolome, PhD-AO V	None	
End of Transaction						



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APPLICATION FOR RETIREMENT

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Letter of Intent, GSIS Retirement Form, School Clearance, Service Record, Certification of Leave of Absence Without Pay, SALN, Affidavit of No Authority to Deduct, Affidavit of No Administrative Case

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in-charge	Fees	Required Documents
1	Submits all the required documents	Receives and Forwards documents	5 minutes	Records Officer (AO-IV) – Records	None	Letter of Intent, GSIS Retirement Form, Approved Clearances, Service Record, Certification of Leave of Absence Without Pay, SALN, Affidavit of No Authority to Deduct, Affidavit of No Administrative Case
2		Evaluates Documents Submitted	5 minutes	Lou Jane Nicolas/ HR Staff	None	
3		Prepares Certifications, Notice Salary Adjustment and Indorsement	5 minutes	Lou Jane Nicolas/ HR Staff	None	
4		Signs Clearances and other documents and Initials Indorsement	5 minutes	Susan Marie P. Bartolome		
5		Signs indorsement and other documents	5 minutes	SDS	None	
6		Transmit Documents to Region Office	5 minutes	Lou Jane M. Nicolas/Staff	None	
End of Transaction						



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REQUEST FOR CERTIFICATE OF EMPLOYMENT

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Accomplished Request Slip

Copy of Appointment/certificate of employment from previous employment / data sheet request form

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits Request Slip with attached pay slip	Receives and Forwards submitted documents	5 minutes	Records Officer (AO- IV) - Records	None	Copy of Request Slip and Pay Slip/Appointment
2		Verifies Documents Submitted	10 minutes	Lou Jane Nicolas - Personnel / Staff	None	
3		Prepares and Signs Certificate of Employment	5 minutes	Lou Jane Nicolas - Personnel / Staff	None	
4		Releases Certificate of Employment to Client	5 minutes	Lou Jane Nicolas – Personnel/Staff	None	Certificate of Employment
End of Transaction						



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APPLICATION FOR LEAVE

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Letter of Intent, Form 6, DSO, clearance, Approved Form 6

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits documents	Receives and Forwards Documents	2 minutes	Records Officer (AO-IV) - Records	None	Letter of Intent, Form 6, DSO, Approved clearance
2		Evaluates supporting documents	5 minutes	Maria Cleofe Combis / Olivia Lasam	None	
3		Updating of Leave Cards	10 minutes	Maria Cleofe Combis / Olivia Lasam	None	
4		Forwards Documents to AO for Signature	2 minutes	Susan Marie P. Bartolome/HR	None	
5		Approves Application for Leave and other documents	2 minutes	Madelyn L. Macalling (OIC-SDS)/ASDS	None	
6	Receives copy of approved leave form	Releases copy of Approved Leave Form	2 minutes	Records Officer (AO-IV) – Records	None	Approved Form 6
End of Transaction						



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APPLICATION FOR LEAVE (TRAVEL ABROAD)

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Letter of Intent, Form 6, DSO, clearance, Approved Form 6

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits documents	Receives and Forwards Documents	5 minutes	Records Officer (AO-IV) - Records	None	Letter of Intent, Form 6, DSO, Approved clearance
2		Evaluates supporting documents	5 minutes	Maria Cleofe Combis / Olivia Lasam	None	
3		Updating of Leave Cards	10 minutes	Maria Cleofe Combis / Olivia Lasam	None	
4		Forwards Documents to AO for Signature	5 minutes	Susan Marie P. Bartolome	None	
5		Approves Application for Leave and other documents	5 minutes	Madelyn L. Macalling (OIC-SDS)/ASDS	None	
6		Prepares Transmittal for Submission to Regional Office	5 minutes	Lou Jane M. Nicolas	None	
7	Receives copy of approved leave form	Releases copy of Approved Leave Form	5 minutes	Records Officer (AO-IV) – Records	None	Approved Form 6
End of Transaction						



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REQUEST FOR COPY OF SERVICE RECORD

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Request Letter/Request Slip/Previous service record

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits documents	Receives and Forwards required documents from client	5 minutes	Records Officer (AO- IV) – Records	None	Request Letter/Request Slip/Previous service record
2		Reviews submitted documents	5 minutes	Personnel Section	None	
3		Prepares Service Records	10 minutes	Lou Jane Nicolas – Personnel/Staff	None	
4		Forwards Service Record to AO office for Signature	5 minutes	Susan Marie P. Bartolome/HR Staff	None	
5	Receives Service Record	Releases Service Record to Records Section	5 minutes	Records Officer (AO- IV) – Records	None	
End of Transaction						



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PROCESSING OF SALARIES

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1		Receives and Forwards Required Documents	1 minute	Records Officer (AO- IV)	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service
2		Reviews and Prepares Payroll with Disbursement Voucher (DV) and Obligation Request and Status (ORS)	20 minutes	Maricar Pentinio / HR Staff	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS)
3		Certifies the validity of claims	1 minute	Susan Marie P. Bartolome	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS)
4		Certifies Availability of Allotment	1 minute	Rhodora L. Pascua	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS)
5		Reviews Accuracy and Completeness of Documents, Prepares Authority to Debit Account (ADA),	15 minutes	Karren Pearl C. Sampang	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request



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		Tax Certificates and Certifies Availability of Funds				and Status (ORS), Authority to Debit Account (ADA), BIR Certificates
6		Approves Payment of Claims	5 minutes	SDS	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS), Authority to Debit Account (ADA), BIR Certificates
7		Prepares Financial Data Entry System (FinDES), Advice of ADA Issued and Certifies that Each employee whose name appears on the payroll has been paid the amount as indicated opposite his/her name	10 minutes	Joanna Liza L. Ramirez - Cash Section	None	Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS), Authority to Debit Account (ADA), BIR Certificates, FinDES, Advice
8		Approves FinDES and Advice of ADA Issued	2 minutes	SDS		FinDES, Advice of ADA issued
9		Submits ADA, FinDES and Advice of ADA Issued to Government Servicing Bank	20 minutes	Joanna Liza L. Ramirez		Copy of Appointment, DTR, Accomplished Form 7, Certification of First Day of Service with Payroll, Disbursement Voucher and Obligation Request and Status (ORS), Authority to Debit Account (ADA), BIR Certificates, FinDES, Advice
End of Transaction						



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CAV- CERTIFICATION, AUTHENTICATION AND VERIFICATION OF SCHOOL DOCUMENTS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Form 137, Diploma, Certification of Graduation

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submit the accomplished request form with complete required information	Checks as to the completeness of the requirements submitted	2 minutes	Records Officer (AO-IV) - Records Section	None	Form 137, Diploma, Certification of Graduation
2		Verifies information	2 minutes	Records Officer (AO-IV) - Records Section	None	
3		Prepares CAV Certification	5 minutes	Records Officer (AO-IV) - Records Section	None	
4		Certifies CAV Certification	2 minutes	Susan Marie P. Bartolome - AO-V	None	
5		Approves CAV Certification	2 minutes	Madelyn L. Macalling (OIC-SDS)	None	
6		Releases CAV Certification	2 minutes	Records Officer (AO-IV) - Records Section	None	
End of Transaction						



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RECEIVING OF INCOMING COMMUNICATION AND REPORTS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

Step	Applicant/ Client	Service provided	Duration of Activities	Person- in- charge	Fees	Required Documents
1		Receives communication/ report	2 Minutes	Records Officer (AO-IV) - Records Section	None	Letters/Reports/Inco ming communication
2		Records Letters/Reports/ Communication	2 Minutes	Records Officer (AO-IV) - Records Section	None	
3		Forwards Letters/Reports/ Communication to the Office of the SDS/Concerned Units	3 Minutes	Records Officer (AO-IV) - Records Section	None	
End of Transaction						



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RELEASING OF OUTGOING COMMUNICATION AND REPORTS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1		Receives communication/ report from the Office of the SDS / Other Units/Sections	1 Minute	Records Officer (AO- IV) - Records Section	None	
2		Records Communication/ Report	2 Minutes	Records Officer (AO- IV) - Records Section	None	
3		Informs Concerned Client	2 Minutes	Records Officer (AO- IV) - Records Section	None	
4		Releases Communication/ Reports	2 Minutes	Records Officer (AO- IV) - Records Section	None	
5		Delivers Communication/ Report to Concerned Office	10 Minutes	Liaison Officer	None	
6		Files Communication	2 Minutes	Records Officer (AO- IV) - Records Section	None	
End of Transaction						



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PRE-AUDIT SERVICES OF LIQUIDATION REPORTS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

Step	Applicant/ Client	Service provided	Duration of Activities	Person -in- charge	Fees	Required Documents
1	Submits Liquidation reports	Receives and Forwards Liquidation Reports	2 minutes	Record s Officer (AO- IV)	None	Liquidation Report (LR) Cash Disbursement Report (CDR) and supporting documents
2		Reviews and Certifies the Liquidation Reports and Records Journal Entry thru EFRS	5 minutes	Karren Pearl C. Sampan g	None	Liquidation Report (LR) Cash Disbursement Report (CDR) and supporting documents
3		Transmit documents to COA	2 minutes	Karren Pearl Sampan g – Accoun tant	None	Liquidation Report (LR) Cash Disbursement Report (CDR) and supporting documents
End of Transaction						



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PROVIDENT FUND LOAN

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Application form with latest pay slip of borrower and co-maker

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits Provident Fund loan application documents	Receives and Forwards Application	1 minute	Records Officer (AO- IV) - Records Section	None	Application form with latest pay slip of borrower and co-maker
2		Verifies Eligibility of Borrower, Checks completeness of documents and Prepares Disbursement Vouchers	2 minutes	Karren Pearl C. Sampang	None	Application form with latest pay slip of borrower and co-maker, Disbursement Voucher
3		Certifies validity of the application	2 minutes	Susan Marie P. Bartolome- AO V	None	Application form with latest pay slip of borrower and co-maker, Disbursement Voucher
4		Approves Loan Application	2 minutes	SDS	None	Application form with latest pay slip of borrower and co-maker, Disbursement Voucher
5		Prepares Check	2 minutes	Joanna Liza L. Ramirez	None	Application form with latest



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						pay slip of borrower and co-maker, Disbursement Voucher and Check
6		For Approval and Signature of Check	5 minutes	SDS and Joanna Liza L. Ramirez	None	Application form with latest pay slip of borrower and co-maker, Disbursement Voucher and Check
End of Transaction						



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APPROVAL OF THE REQUEST FOR CHANGING AND UPDATING OF LIS/LRN DATA and REQUEST FOR RESETING OF EBEIS/LIS PASSWORDS

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Application Form (FM-SDO-PLA-003,005)

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits Letter Request	Receives and Forwards Request to the Planning Unit	2 minutes	Records Officer (AO-IV) - Records Section	None	Letter Request and required attachments
2		Evaluates the Documents required	2 minutes	Timoteo Bahiwal / Tirso Reyes	None	
3		Acts request through LIS system	5 minutes	Timoteo Bahiwal / Tirso Reyes	None	
4		Informs the Client on the action taken	2 minutes	Timoteo Bahiwal / Tirso Reyes	None	
End of Transaction						



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DATA REQUEST/S IN BASIC EDUCATION

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Application Form (FM-SDO-PLA-002)

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits Letter Request	Receives and Forwards Request to the SDS	1 minute	Records Officer (AO- IV) - Records Section	None	Letter Request
2		Approves the request and Routes to Planning and Research Unit	2 Minutes	Madelyn L. Macalling (OIC-SDS)	None	
3		Assesses the Data required	2 minutes	Timoteo Bahiwal / Tirso Reyes	None	
4		Generates data per request through the EBEIS & LIS System	5 minutes	Timoteo Bahiwal / Tirso Reyes	None	
5		Forwards the Generated Data requested to Records Section	2 minutes	Timoteo Bahiwal / Tirso Reyes	None	
6	Receives data per letter request	Releases the requested documents to Client	1 minute	Records Officer (AO- IV) - Records Section	None	
End of Transaction						



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REQUEST FOR CREATING AND RESETTNG DEPED EMAIL ACCOUNT

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

ICTU TA Form 02 & copy of Latest Appointment

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1		Receives request from Client	1 minute	Records Officer (AO-IV) - Records Section	None	ICTU TA Form 02 & copy of Latest Appointment
2		Forwards request to the Office of the SDS	2 minutes	Records Officer (AO-IV) - Records Section	None	
3		Approves the request and routes to IT Officer	3 minutes	Madelyn L. Macalling (OIC-SDS)	None	
4		Validates the request	2 minutes	Orlando L. Nicolas, Jr. - ITO	None	
5		Creates/Resets Email Account	5 minutes	Orlando L. Nicolas, Jr. - ITO	None	
6		Informs the client through SMS	5 minutes	Orlando L. Nicolas, Jr. - ITO	None	
End of Transaction						



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REQUESTING OF TECHNICAL SUPPORT & ASSISTANCE ON DCP PACKAGES

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

ICTU TA Form 02 & copy of Delivery Receipt

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Accomplishes and submits IT Repair Service Request Form	Receives request from Client	1 minute	Records Officer (AO- IV) - Records Section	None	ICTU TA Form 02 & copy of Delivery Receipt
2		Forwards request to the Office of the SDS	2 minutes	Records Officer (AO- IV) - Records Section	None	
3		Approves the request and routes to IT Officer	5 minutes	Madelyn L. Macalling (OIC-SDS)	None	
4		Diagnoses the ICT Equipment	1 day	Orlando L. Nicolas, Jr. - ITO	None	IT Equipment Service Maintenance History Record
5		Conducts repair: Simple repair (1 day) / Complex (3-5 days)	5 days	Orlando L. Nicolas, Jr. - ITO	None	ICTU TA Form 02 & copy of Delivery Receipt
6		Informs client the result of repair made	5 minutes	Orlando L. Nicolas, Jr. - ITO	None	
7		Releases and records	5 minutes	Orlando L. Nicolas, Jr. - ITO	None	IT Repair Logbook
End of Transaction						



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RESOLVING GRIEVANCES LODGED AT THE DIVISION OFFICE

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Written complaint, documents and pieces of evidence supporting allegation, certificate of non-forum shopping

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits written grievance concern	Receives written complaint with required attachments	1 minute	Records Officer (AO-IV) - Records Section	None	Written complaint, documents and pieces of evidence supporting allegation, certificate of non-forum shopping
2		Forwards written complaint with attachments to the Office of the SDS	2 minutes	Records Officer (AO-IV) - Records Section	None	
3		Endorses written complaint to ASDS	5 minutes	Schools Division Superintendent	None	
4		Records the complaint	2 minutes	ASDS Clerk	None	
5		Informs disputing parties of the schedule of oral dialogue	1 day	Grievance Committee Secretariat	None	
6		Submits minutes of oral dialogue to the SDS	1 day	Assistant Schools Division Superintendent	None	
7		Analyzes and prepares recommendation whether subjected to Formal Investigation Committee or immediate dismiss/cease the complaint	2 days	Schools Division Superintendent	None	Minutes of Oral Discussion



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8		Informs both parties on the given decision/recommendation of the SDS	5 days	Schools Division Superintendent	None	
End of Transaction						

APPROVAL OF DOCUMENTS

Sa SDO ISABELA, at home ka.



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Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM

Who May Avail of the Service?

Officers/Teachers and Employees of Schools Division

What are the Requirements?

Documents for approval

Step	Applicant/ Client	Service provided	Duration of Activities	Person-in- charge	Fees	Required Documents
1	Submits Documents	Receives the documents	1 minute	Records Officer (AO- IV) - Records	None	Documents for approval
2		Forwards the document to the Office of the SDS	2 minutes	Records Officer (AO- IV) - Records	None	Documents for approval
3		Routes the document to the concerned office/unit	1 minute	Madelyn L. Macalling (OIC-SDS)	None	Documents for approval
4		Reviews/acts on the request/documents	10 minutes	Concerned Unit/section	None	Documents for approval
5		Recommends for approval/disapproval of the document to the Office of the SDS	1 minute	Concerned Unit/section	None	
6		Approves or disapproves document/request	3 minutes	Madelyn L. Macalling (OIC-SDS)	None	
7		Releases the documents to Client	1 minute	Records Officer (AO- IV) - Records	None	Documents taken action by the Superintendent
End of Transaction						