



DIVISION OF SAN PABLO CITY CITIZENS' CHARTER



THE DEPED 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.

THE DEPED VISION

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 the 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

SERVICES	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSONNEL IN CHARGE
1. Issuance of Certification - Certificate of Employment & Compensation - Certificate of Leave Without Pay - Certificate of Philhealth Compensation - Certificate of Last Payment Received - Certificate of No Pending Case	Personnel Personnel Personnel Personnel Personnel	5 - 10 mins 15 - 30 mins 10 - 15 mins 15 - 30 mins	Gino Ramos Gino Ramos Allan Victor Katigbak Jennifer Isleta
2. Issuance of Service Record	Personnel	15 - 30 mins	John Shelver Layag
3. Issuance of NOSI (Notice of Step Increment)	Personnel	5 - 10 mins	Ryan Caligner
4. Issuance of Payslip - Regular Payslip - Supplemental Salary	Records Personnel	10 - 15 mins 10 - 15 mins	Roque Serrano Archie Dela Cruz
5. Issuance of Indorsements - Transfer - Foreign Travel - Travel Order - Indorsement Letter - Landbank Account Opening	Personnel Personnel Records Records Cash	10 - 15 mins 10 - 15 mins 10 - 15 mins 5 - 10 mins 5 - 10 mins	Maria Katrina Capulong Shara Patricia Tanio Allana Maeve Gatchalian Roque Serrano Princess Zacarias
6. Authentication of Documents	Records	15 - 30 mins	Nadeline Anne De Guzman
7. Issuance of Appointments/Designation Order/ Assignment Order/ Advise	Records	15 - 30 mins	Allana Maeve Gatchalian
8. Issuance of Government Receipts	Cash	15 - 30 mins	Walter Albajera
9. Acceptance of Payments	Cash	5 - 10 mins	Walter Albajera
10. Issuance of School / Office Supplies & Instruction Materials	Supply	10 - 15 mins	Juris Samsaman Ranie John Tubigan Jose Romulo Asensi