



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

January 16, 2026

OFFICE MEMORANDUM

AD-2026- **33**

**SUBMISSION OF LIST OF SERVICES FOR INCLUSION IN THE
CITIZEN'S CHARTER**

To: Chief, Regional Functional Division
Heads of Section and Unit
All Others Concerned

1. In compliance with Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Service Delivery Act of 2018 and consistent with the agreements reached during the Workshop on Citizen's Charter conducted in December 3-4, 2025, all concerned Functional Division Chiefs are hereby directed to submit a completed list of office services and transactions for inclusion in this Office's Citizen's Charter.
2. The submission shall be in soft copy and must be uploaded on or before **February 6, 2026** using the Google link provided through the DepEd Convergence Messenger account.
3. To ensure alignment with the Central Office's Citizen's Charter, the attached List of External and Internal Services may be used as reference in the crafting of the Citizen's Charter by the Functional Divisions including the Sections and Units. The official template provided during the workshop shall be strictly used for uniformity and facilitate efficient consolidation by this Office's Committee on Anti-Red Tape (CART).
4. For information, guidance and strict compliance.

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Annex
Office Memorandum AD-2026-

LIST OF EXTERNAL AND INTERNAL SERVICES

A. External Services

CASH SECTION

1. Payment of External and Internal Claims
2. Payment of Obligation

CLMD

1. Access to LRMDs Portal
2. Procedure for the Use of LRMDs Portal

LEGAL UNIT

1. Legal Assistance to Walk-In Clients
2. Request for Correction of Entries in School Records

NEAP

1. Recognition of Professional Development Programs/Courses

PERSONNEL SECTION

1. Acceptance of Employment Application (Walk-In)
2. Acceptance of Employment Application (Online)

PPRD

1. Generation of School IDs for New Schools and/or Adding or Updating of SHS program Offering (Public/Private and SUC/LUC)
2. Request for Reversion

PAU

1. Public Assistance (email)
2. Public Assistance (Hotline and Walk-In)
3. Standard Freedom of Information Request through Walk-In Facility and Mail

QAD

1. Application for the Opening/Additional Offering of SHS Program for Private Schools
2. Application for Tuition and Other School Fees, No Increase and Proposed New Fees of Private Schools
3. Issuance of Special Order for Graduation of Private School Learners

RECORDS SECTION

1. Certification, Authentication and Verification (CAV)
2. Issuance of Requested Documents (CTC and Photocopy of Documents)
3. Issuance of Requested Documents (Non-CTC)
4. Receiving of Communications
5. Receiving of Complaints
6. Document Routing and Tracking using Document Management System

B. Internal Services

ORD

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

ACCOUNTING SECTION

1. Certification as to Availability of Funds
2. Endorsement of Request for Cash Allocation from SDOs

BUDGET SECTION

1. Disbursement Updating
2. Downloading/Fund Transfer of SAROs received from Central Office to SDO and IUs
3. Letter of Acceptance for Downloaded Funds
4. Obligation of Expenditure (Issuance of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)
5. Processing of Budget Utilization Request and Status (BURS)

CASH SECTION

1. Handling of Cash Advances

LEGAL UNIT

1. Processing of Communication Received through the PAAC
2. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case

PERSONNEL SECTION

1. Application for Leave
2. Application for Retirement/Survivorship/Disability Benefit
3. Issuance of Certificate for Remittances
4. Issuance of Certificate of Employment/and/or Service Record
5. Issuance of Certificate of Foreign Travel Authority
6. Issuance of Official Foreign Travel Authority
7. Issuance of Personal Foreign Travel Authority
8. Processing of Equivalent Record Form (ERF)
9. Processing of Study Leave
10. Processing of Terminal Leave Benefits
11. Request for Transfer from Another Region
12. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

QAD

1. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools