



Republic of the Philippines
Department of Education

REGION VI - WESTERN VISAYAS
SCHOOLS DIVISION OFFICE OF LA CARLOTA CITY
LA GRANJA NHS - YUBO EXTENSION



DEPED SCHOOLS FRONTLINE SERVICES

ENROLMENT – SECONDARY

Who may avail of the Service?

1. Secondary Age - (11 - 15 years old)

Schedule of Availability of Service:

1. Secondary: April - May

Requirements for Enrollee:

1. Secondary
 - Birth Certificate for first year students
 - Report Card
 - Certificate of good moral conduct
 - 2 ID pictures for first year

2. Transferees

- Certificate of good moral conduct
- Form 137 and 138
- Reading ability Assessment/ Placement test

How to avail of the Service (Enrolment)

Applicant/Client	Service Provider	Duration of Activity	Person in Charge
1. Submit Birth Certificate for first year students; Form 137 & 138 and Certificate of good moral conduct for transferee.	Receive, assess and evaluate Birth Certificate, Forms 137 & 138 and Certificate of good moral conduct	Within 10 minutes	Teacher - In-charge
1. Undergo reading ability assessment/ placement test (for transferee)	Conduct reading ability assessment/ placement test	Within 30 minutes	Teacher - In-charge
1. Enroll and receive books	Accept students and distribute books	Within 30 minutes	Teacher - In-charge

ISSUANCE OF REQUESTED FILES – Form
137, Diploma/Other 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?

Parents, School Principals/authorized individuals

What are the requirements?

- Accomplished Request Slip
- Authorization if the one requesting is another person
- Documentary Stamp

Duration: within 2 days

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person in Charge
1. Accomplish Request Slip and submit the duly filled up form	Receive the duly filled up Request Slip	Within 10 minutes	School Guidance Coord./authorized employee
	Search for the record relative the file	Within 1 day	School Principal
	Approve, review and affix initials to the requested document	Within 40 minutes	School Guidance Coord./authorized employee
	Forward to the releasing clerk	Within 10 minutes	
2. Pick up the requested document	Release the document	Within 10 minutes	School Guidance Coord./authorized employee

END OF TRANSACTION

FILING OF COMPLAINTS

Schedule of Availability of Service:

Monday – Friday
8:00 a.m. – 5:00 p.m. NO Noon Break

Who May Avail of the Service?

Any person may file an administrative complaint against teaching & non-teaching personnel of the schools

What are the requirements?

Filing of Complaint

1. Full name and address of the complainant
2. Full name and address of the person complained of, as well as his position and office in the Department of Education
3. A narration of the relevant and material facts which show the acts or omissions as allegedly committed by the person
4. Certified true copies of documentary evidence and affidavits of his witnesses, if any
5. Complaint shall be under oath

How to avail of the Service?

Applicant/Client	Service Provider	Duration of Activity	Person in Charge
1. File the complaint along with the requirements at the office of the school principal	Receive the complaint and other documents, if any	3 minutes	School Principal/Office Staff
	Issue the receiving copy to the client	1 minute	School Principal/Office Staff
2. Receive the receiving copy of the documents/ complaint	Forward the complaint to the Office of the Schools Division Insp.	8 minutes	School Principal

ENROLMENT – ALTERNATIVE LEARNING SYSTEM (ALS)

Who may avail of the Service?

Out – of – School Youth and Adults

Fees: Free of Charge

Schedule of Availability of Service:

Year Round/Continuing

How to avail of the Service (ALS)

Applicant/Client	Service Provider	Duration of Activity	Person in Charge
Submit name for inclusion	Record name of applicants	10 minutes	School ALS Coordinator
	Refer applicant to ALS Center	10 minutes	School ALS Coordinator

PROVISION OF SPECIAL EDUCATION (SPED)

Who may avail of the Service?

Differently – abled pupils/children with special needs

Fees: None

Schedule of Availability of Service: School Year Round

Requirements:

- Birth Certificate
- Referral from a Physician/Psychologist/School Head/CJWDO
- Medical History (if any)

How to avail of the Service (SPED)

Applicant/Client	Service Provider	Duration of Activity	Person in Charge
Submit requirements for assessment	Refer applicant(s) to La Carlota City SPED Integrated School	5 minutes	School SPED Coordinator