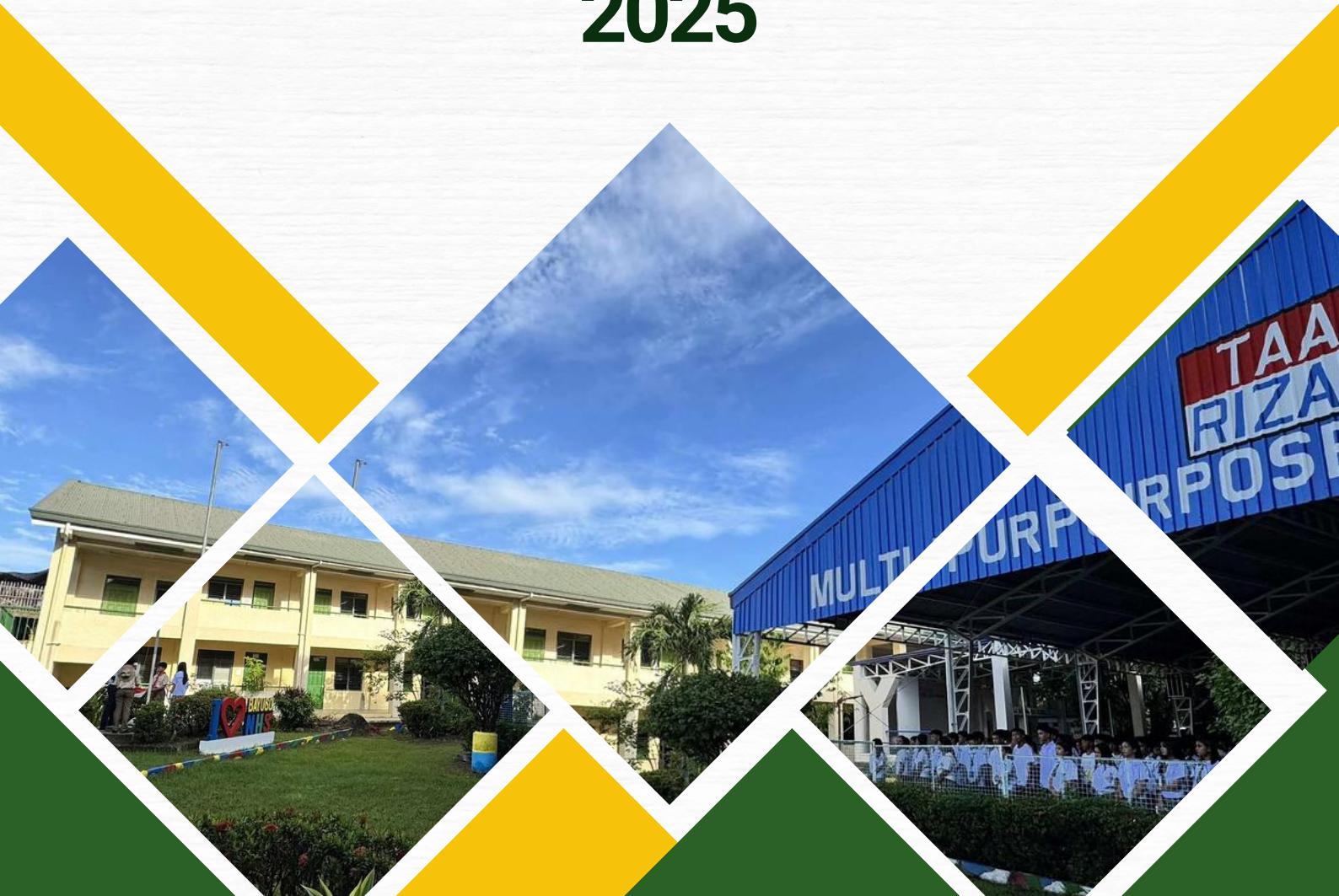




Bayugo National High School
T. Raagas St. Barangay Bayugo Jalajala, Rizal
School ID: 301430

CITIZEN'S CHARTER

2025





Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON
 SCHOOLS DIVISION OF RIZAL
BAYUGO NATIONAL HIGH SCHOOL
 T. Raagas St., Brgy. Bayugo, Jalajala, Rizal

CITIZEN'S CHARTER

1. On-Site Enrollment (Default Mode)

Service Description: The Bayugo National High School's enrollment or admissions process is anchored on DepEd ORDER No. 3, s. 2018 detailing the "Basic Education Enrollment Policy," and DepEd ORDER No. 26, s. 2018 that stipulates the "Learner Information System (LIS) and Enhanced Basic Education Information System (EBEIS) Updating for the Beginning of the School Year (BOSY). Basically, this process establishes the institutionalization of an efficient enrollment process for basic education by registering learners into LIS upon submission of complete requirements.

Office or Division:	BAYUGO NATIONAL HIGH SCHOOL	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Learners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of Basic Education Enrollment Form or Modified Learner's Enrollment Survey Form (MLESF)		Registrar's Office or Administration Office
2. One (1) original copy of Affidavit of Undertaking		
3. One (1) original copy of Pledge of Transferee		
4. One (1) original copy of School Form 9 or Report Card (SF-9)		
5. One (1) original copy of Certificate of Good Moral Character		
6. One (1) original copy of Birth Certificate or Barangay Certification		Philippine Statistics Authority (PSA); Office of the Local Civil Registrar; or Barangay Hall
Eligibility Standards from DepEd Order 03, s. 2018		
Grade 7		Previous school of the enrolling-in/transferring-in learner
a. Grade 6 Graduate		
b. School Form 9 Grade 6 (formerly Form 138)		
c. PEPT Passer or A&E Test Passer		
d. Result of PEPT or A&E Test		BEA, DepEd Central Office



Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form 138) c. PEPT Passer or A&E Test Passer		Previous school of the enrolling-in/transferring-in learner		
d. Result of PEPT or A&E Test		BEA, DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out the prescribed forms legibly.	1.1. Check the veracity, accuracy and legibility of filled-out forms. 1.2. Sign the accomplished form by the Enrollment Officer.	None	5 minutes	School Enrollment Focal Person
2. Submit the credentials and other documentary requirements.	2.2. Receive, check and record the submitted pertinent documents. 2.3. If incomplete, tag as temporary enrolled and require the client to submit an Affidavit of Undertaking.	None	5 minutes	School Enrollment Focal Person
	2.4. Approval of transfer	None	8 minutes	School Principal
	2.5. Endorse list of enrollees to the Registrar	None	1 day	School Enrollment Focal Person
	2.6. Complete the List of Enrollees for sectioning: a. Old learners b. Incoming Grade 7, Grade 11, Balik-Aral and Transferee	None	1 hour	Class Adviser

	2.7. Post List of Learner's Section.	None	1 day	Class Adviser
3. Access List of Learner's Section.	3.1. Post List of Learner's Section.	None	1 hour	Class Adviser
TOTAL:		None	2 days, 2 hours, 18 minutes	

2. Remote Enrollment (Online Mode)

Service Description: Due to geographic conditions and for efficiency, schools began to accommodate the enrollment of learners through different online platforms such as the Official FB Page of the school, the “DepEd Tayo Blue Rizal Bayugo National High School,” the school email address and virtual enrollment forms via Google links. Learners are considered officially enrolled when all the requirements are submitted online.

Office or Division:	BAYUGO NATIONAL HIGH SCHOOL			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of Basic Education Enrollment Form or Modified Learner's Enrollment Survey Form (MLESF)		Registrar's Office or Administration Office		
2. One (1) original copy of Affidavit of Undertaking				
3. One (1) original copy of Pledge of Transferee				
4. One (1) original copy of School Form 9 or Report Card (SF-9)				
5. One (1) original copy of Certificate of Good Moral Character		Philippine Statistics Authority (PSA); Office of the Local Civil Registrar; or Barangay Hall		
6. One (1) original copy of Birth Certificate or Barangay Certification				
<i>Eligibility Standards from DepEd Order 03, s. 2018</i>				
Grade 7		BEA, DepEd Central Office		
a. Grade 6 Graduate				
b. School Form 9 Grade 6 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer				
d. Result of PEPT or A&E Test				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for access of the digital copy of Modified Learner's Enrollment and Survey Form (e-MLESF).	1.1. Send or grant access for the e-forms and the list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Class Adviser or ICT Coordinator
2. Fill-out the online enrollment form and submit complete requirements online.	2.1. Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	8 minutes	Class Adviser or ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	3.1. Provide status of enrollment.	None	4 minutes	Class Adviser or ICT Coordinator
	3.2. Endorse list of enrollees to the Registrar.	None	20 minutes	Class Adviser or ICT Coordinator
	3.3. Complete the List of Enrollees for sectioning: a. Old learners b. Incoming Grade 7, Grade 11, Balik-Aral and Transferee	None	1 day	Class Adviser or ICT Coordinator
4. Access List of Learner's Section.	4.1. Post List of Learner's Section.	None	1 hour	Class Adviser or ICT Coordinator
TOTAL:		None	1 day, 1 hour, 37 minutes	

3. Issuance of School Clearance for different purposes

Service Description: This process involves the release of clearances requested by the client for several purposes: for clearance from money or property accountability,

(maternity, terminal, vacation/sick leave), retirement, travel, or transfer to another school, etc. Schools use CSC Form 7 as the template for the issuance of clearances, and the number of signatories would depend on the purpose of leave applicable to the client. Note that not all kinds of leave requests require clearances.

Office or Division:	BAYUGO NATIONAL HIGH SCHOOL			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	Active, Retired/Resigned DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of Letter addressed to the School Principal (except for emergency leave)		Client		
2. Three (3) copies of CSC Form 7		Admin Office		
3. Other pertinent documents, depending on the purpose of the clearance		Client		
4. One (1) copy of Authorization Letter and valid ID (if applicable)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Review and decide on the request. If approved, refer to the office issuing CSC Form 7. Otherwise, provide further details.	None	8 minutes	School Principal
	1.2. Issue CSC Form 7.	None	5 minutes	Admin Officer or Admin Assistant
2. Fill out form and process clearance by visiting offices of per signatory	2.1. Check applicant records and sign clearance	None	15 minutes	Authorized signatory
3. Upon completion of required signatures, submit form to office that issued the form	3.1. Check form for completeness	None	8 minutes	Admin Officer or Admin Assistant

	3.2 Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide feedback to the school	None	5 minutes	Admin Officer or Admin Assistant
4. Acknowledge message from school	4.1 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	Admin Officer or Admin Assistant
TOTAL:		None	2 days, 41 minutes	

4. Issuance of School Forms, Certifications, and other School Permanent Records

Service Description: This service pertains to issuance of pertinent school records, certifications and other credentials related to the learner that are in the custody of school that may be requested to for any legal purpose it may serve the requestor, as per stipulated in DepEd ORDER No. 54, s. 2016 – Guidelines on the Request and Transfer of Learner’s School Records.

Office or Division:	BAYUGO NATIONAL HIGH SCHOOL		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C)		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) copy of Requisition slip	Client		
2. One (1) original and photocopy of valid ID			
3. One (1) original copy of Authorization Letter for Authorized Personnel			
4. Request letter addressed to the school stating the reason for the request			
5. Requisition slip given by the school where the child is presently enrolled – For Certificate of	School where child is presently enrolled		

Good Moral, Form 137 and/or Form 138		(Follow the DO No. 54, s. 2016 – Guidelines on the Request and Transfer of Learner's School Records)		
6. Request slip given by DSWD – For Certificate of Enrollment needed in 4Ps		DSWD / Request from Parent or Guardian		
7. Affidavit of Loss – For duplicate copy of documents		Client		
8. List of requirements from Local Civil Registrar – For Late Registration of Birth		Local Civil Registrar		
9. List of requirements from DFA – For Passport Application		Department of Foreign Affairs		
10. Proof of migration from the embassy – For Migration Purpose		Embassy of the country of destination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Provide client requisition slip	None	5 minutes	School Registrar
	1.2. Check the form for completeness and search for the requested document.	None	8 minutes	School Registrar
	1.3. Print or photocopy / scan document	None	3 minutes	School Registrar
	1.4. Review and verify the document and certify true copy	None	4 minutes	School Registrar
2. Receive the requested document and sign the logbook.	2.1. Release the document and ensure client signed the logbook upon recipient	None	4 minutes	School Registrar
TOTAL:		None	24 minutes	

5. Request for Personnel Records for Teaching/Non-Teaching Personnel

Service Description: Teaching and non-teaching personnel or their authorized representatives may request the following documents for different purposes:

- Certificate of Compensation

- Certificate of Employment
- Certificate of Last Payment Received/Certificate of Oneness
- Certificate of No Benefits Received
- Service Record
- Certificate of Leave Credit Balance
- Certificate of Service Credit Balance

The steps in processing this service depend on whether the school has the authority to process the said request or would need to forward the request to the SDO.

Office or Division:	BAYUGO NATIONAL HIGH SCHOOL			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	Active and retired/resigned DepEd teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of requisition slip		Admin Office		
2. One (1) original and photocopy of valid ID		Client		
3. One (1) copy of Authorization Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	20 minutes	Admin Officer or Admin Assistant
	1.2. Prepare the document requested for signature	None	15 minutes	Admin Officer or Admin Assistant
	1.3. Sign the document	None	5 minutes	Admin Officer or School Principal
	1.4. Affix dry seal if applicable	None	2 minutes	Admin Officer or Admin Assistant
2. Sign the logbook upon receipt of document	2.1. Release document	None	4 minutes	Admin Officer or Admin Assistant
TOTAL:		None	46 minutes	

6. Receiving and Releasing of Communications and other documents

Service Description: The procedure for proper receiving and releasing of communications.

Office or Division:		BAYUGO NATIONAL HIGH SCHOOL		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G) Government to Business (G2B) Government to Citizen (G2C)		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/Official Communication addressed to the School Principal		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter /official communication	1.1. Check communication received and forward to the School Principal	None	8 minutes	Admin Officer or ICT Coordinator
	1.2. Review and provide instructions for further processing	None	1 hour	School Principal
	1.3. Route to the concerned office/personnel	None	8 minutes	Admin Officer or ICT Coordinator
	1.4. Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office / personnel
	1.5. Check the action provided	None	15 minutes	School Principal
2. Receive resolution to request (document / verbal advice)	2.1. Release document / communicate resolution from concerned office	None	12 minutes	Admin Officer or ICT Coordinator
TOTAL:		None	2 days, 1 hour, 43 minutes	

Submitted by:

MARY GRACE C. TALAVERA PhD
Principal I



BayHigh:

Sustaining Excellence

