

PAMPANGA HIGH SCHOOL

CITIZEN’S CHARTER

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PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

CARE CENTER

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
7:00 am – 5:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
1. Request for Individual Counseling / Consultation	✓ Receives the request or referral, interviews the client, schedules the counseling session, conducts counseling, and documents the case.	5 minutes (receiving request); 45–60 minutes (counseling session); 10 minutes (documentation)	Guidance Counselor / Guidance Coordinator
2. Walk-in Counseling / Consultation - (for Learners and School Personnel - Individual or Group)	✓ Welcomes the client, conducts an initial assessment, determines the urgency of the concern, provides immediate counseling or schedules a follow-up session, and documents the intervention.	60-75 minutes	Guidance Counselor / Guidance Coordinator
3. Parent Consultation/ Conference	✓ Receives the request, schedules the conference, meets with the parent and student, discusses concerns and interventions, and records agreements made.	Scheduling: 5–10 minutes; Conference: 45–60 minutes	Guidance Counselor / Guidance Coordinator
4. Psychological First Aid (PFA)	✓ Conducts rapid assessment, provides Psychological First Aid, determines the need for referral, informs parents/guardians if necessary, and documents the intervention.	30–60 minutes	Guidance Counselor / Guidance Coordinator
5. Crisis Intervention	✓ Conducts immediate risk assessment, ensures client safety, coordinates with school officials and parents, initiates crisis intervention procedures, and facilitates referral when necessary.	Immediate response; 1–2 hours depending on severity	Guidance Counselor / Guidance Coordinator / School Head



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6. Referral to External Agencies	✓ Assesses the need for referral, coordinates with parents/guardians, prepares referral documents, communicates with receiving agency, and monitors follow-up.	1–3 working days	Guidance Counselor / Guidance Coordinator
7. Career Guidance Services	✓ Conducts career interview, administers career assessment, interprets results, provides career counseling, and issues recommendations.	60–90 minutes	Guidance Counselor / Guidance Coordinator
8. Bullying Complaint Intake	✓ Receives the complaint, conducts intake interview, ensures confidentiality, records the complaint, initiates preliminary assessment, and refers to the appropriate disciplinary authority following DepEd policies.	30–60 minutes	Learner Formation Officer / Guidance Counselor / Guidance Coordinator
9. Learners' Rights and Protection Case Intake	✓ Receives the report, ensures immediate safety of the learner, conducts intake interview, notifies the School Head, coordinates with the Child Protection Committee, and initiates appropriate referral procedures.	Immediate response; 30–60 minutes	Guidance Counselor / Guidance Coordinator / Child Protection Committee
10. Consultation Services for Teachers Regarding Learner Concerns	✓ Receives the consultation request, reviews available records and relevant information, conducts a consultation with the teacher to clarify concerns, recommends appropriate classroom interventions and behavior management strategies, determines the need for counseling, referral, or multidisciplinary intervention, documents the consultation, and schedules follow-up consultation or monitoring as necessary.	45–60 minutes per consultation	Guidance Counselor / Guidance Coordinator



PAMPANGA HIGH SCHOOL

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FINANCE / ADMINISTRATIVE OFFICE

Office is open from MONDAY to FRIDAY
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7:00 am – 4:00 pm

SERVICES	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Receiving from Department of Budget and Management (DBM) the approved General Appropriation Act (GAA) & Special Allotment Release Order (SARO) based on GAA	5 mins	ROWENA M. JIMENEZ
Receiving from Regional Office Sub-Allotment Release Order (Sub-ARO) to Implementing Units	5 mins	ROWENA M. JIMENEZ
Receive SARO for Miscellaneous Personnel Benefit Fund (MPBF), Salary Adjustment, Mid-Year and Year End Bonus Adjustment, and other budgetary requests from DBM.	5 mins	ROWENA M. JIMENEZ
Posting of GAA, SARO and Sub-ARO to Budget Monitoring System	5 mins	ROWENA M. JIMENEZ
Prepare and endorse the budgetary requests of the school to the school Division Office, Regional Office and DBM.	30 mins	ROWENA M. JIMENEZ
Budget Unit receives the request for obligation and verifies the supporting documents including PO, JO, and DV. Prepares the Obligation Request then post in BMS Registries and Disbursements	10 mins	ROWENA M. JIMENEZ
Review and control the availability and obligated allotments for the purpose / adjustment necessary, then signs the Box B of the ORS.	5 mins	ROWENA M. JIMENEZ
Approves Disbursement for Payment.	5 mins	MARILEN A. CALMA
Review and control the appropriation / allotment necessary and lawful and under direct supervision.	5 mins	HOWELL M. SANCHEZ
Assess and verify supporting documents submitted and check the accuracy of computation.	7 mins	ROWENA M. JIMENEZ
Prepare and process disbursement vouchers for payment and obligations incurred.	5 mins	ROWENA M. JIMENEZ
Determine Cash Availability based on Obligation Request (OBR) and Available Notice of Cash Allocation. Recheck the completeness of all supporting documents and signs Box A of the Disbursement Voucher.	7 mins	ROWENA M. JIMENEZ



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Prepares the Check for Payment.	5 mins	MARY GRACE C. VERGARA
Sign the check as authorized signatory and Head of the school respectively.	5 mins 5 mins	MARIA CRISTINA P. FAJARDO MARILEN A. CALMA
Prepares Advice of Check Issues and cancelled ACIC for check drawn against MDS account as per standardized bank regulations.	5 mins	MARIA CRISTINA P. FAJARDO
Approves advice for check issued and cancelled (ACIC)	5 mins	MARILEN A. CALMA

ACCOUNTING UNIT: Collections and Deposits		
SERVICES	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Receives and records cash collections and donations.	5 mins	MARIA CRISTINA P. FAJARDO
Issues Official Receipts of cash collections and donations.	3 mins	MARIA CRISTINA P. FAJARDO
Prepares deposit slip and deposit collection and donations in bank	15 mins	MARIA CRISTINA P. FAJARDO



PERSONNEL UNIT

(Except HOLIDAY)

8:00 am – 5:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
ACCEPTANCE of APPLICATION for TEACHER I Position * REQUIREMENTS * <ul style="list-style-type: none"> ➤ Letter of intent addressed to the SDS ➤ Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2026) ➤ Certified true copy of Professional Regulation Commission (PRC) Identification Card (2 copies) ➤ Certified true copy of ratings obtained in the LET/PBET ➤ Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average ➤ Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience ➤ Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable ➤ Certificates of related training/ seminar/workshop/forum/specialized training, if applicable ➤ NBI Clearance ➤ Voter's ID and/or any proof of residence ➤ Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant 	<ul style="list-style-type: none"> ✓ Check documents for completeness, accuracy, veracity and authenticity and fill out checklist of the applicant ✓ Evaluate the documents submitted by the applicant/s for authenticity and veracity ✓ Prepare certification to be sign by the HRMO ✓ Inform applicant of next steps via email,i.e. school will submit documents to SDO and SDO will contact applicant for updates 	<p>45 minutes</p> <p>5 minutes</p> <p>5 – 7 DAYS</p>	<p>Administrative Staff</p> <p>HRMO</p> <p>Administrative Officer IV</p> <p>Principal IV</p> <p>Personnel School Board of Selection</p>
ACCEPTANCE of APPLICATION FOR RETIREMENT <ul style="list-style-type: none"> ➤ Application for Retirement/Separation/Life Insurance Benefits (<i>Form 06302017-RET</i>) ➤ Letter of Intent ➤ Service Record ➤ Prosecutor Clearance ➤ Declaration of Pendency/Non-Pendency of Case ➤ Certification of last day of Service and leave of absences with / without pay ➤ Sworn Statement of Assets and Liabilities ➤ School/Division Clearance/Exit Form ➤ Copy of Appointment ➤ Birth Certificate / Marriage Certificate ➤ Latest PAYSリップ / ATM 	<ul style="list-style-type: none"> ✓ Receive complete documents ✓ Check and verify the completeness of the documents ✓ Inform the concerned person if the documents are in complete ✓ Prepare the transmittal of the documents ✓ Forward complete documents to SDS office for signature 	<p>5 – 10 days</p>	<p>Administrative Staff</p> <p>HRMO</p> <p>Administrative Officer IV</p> <p>Principal IV</p> <p>Personnel Division</p>



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<p>PROCESSING OF APPOINTMENTS (Original, Reemployment, Reappointment, Promotion and Transfer)</p> <ul style="list-style-type: none">➤ CSC Checklist➤ Advice for Appointment➤ 5 Copies of Appointment (CS Form No. 33–Revised 2025)➤ 1 Copy pf Position Description Form➤ 1 Copy of Personal Data Sheet (CS Form No. 212–Revised 2025)➤ 1 Original Authenticated Copy of PRC ID➤ 1 Original Authenticated Copy of LET Rating➤ 1 Copy of Position Description Form (DBM-CS Form No. 1, Revised 2017)➤ 1 Copy of Oath of Office (CS Form No. 32–Revised 2025)➤ 1 Copy of Certificate of Assumption to Duty➤ 1 Copy Plantilla➤ 1 Copy of Funds Available	<ul style="list-style-type: none">✓ Receives and check for the completeness of the submitted requirements for appointment✓ Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CSForm No. 1), Oath of Office (CS Form No.32), Assumption toDuty (CS Form No.4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items✓ Forward to Immediate Superior the Position Description Form (PDF) for signature✓ Forward to Accountant the Certification of availability of funds for signature✓ Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)✓ Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	<p>15 minutes</p> <p>1-2 days</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>30 days</p>	<p>Administrative Staff</p> <p>HRMO</p> <p>Administrative Officer IV</p> <p>Principal IV</p> <p>Personnel Division</p>
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CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Issuance of Certificate of Employment	<ul style="list-style-type: none">✓ Print Certificate of Employment for signing✓ Release Certificate of Employment to Client	1 minute	Personnel Unit Concern Admin Officer Principal
Issuance of Service Record	<ul style="list-style-type: none">✓ Receive and review of request from client✓ Retrieve of documents from file✓ Process request✓ Release record	Max. 5 minutes per client or 2 days depending on the Division Office for Senior Item teachers	Personnel Unit Concern Admin Officer
Request for Personnel Records for Teaching/Non-Teaching Personnel <ul style="list-style-type: none">➤ Certificate of Compensation➤ Certificate of Employment➤ Certificate of Last Payment Received➤ Certificate of No Benefits Received➤ Certificate of Leave Credit Balance➤ Certificate of Service Credit Balance	<ul style="list-style-type: none">✓ Check the request and retrieve the client data✓ Prepare the requested document for signature✓ Sign the document✓ Affix dry seal, if applicable✓ Release document	10 minutes 1 minute 1 minute 1 minute 1 minute	Admin Officer Admin Assistant Principal



PAMPANGA HIGH SCHOOL

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LIBRARY

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)

Gabaldon Library: 8:00 am - 5:00 pm
Calixto Viray Library: 7:00 am - 4:00 pm

Who may avail?		Learners, Teachers, Personnel	
Check List of Requirements		Where to Secure?	
School ID and Library Card		Gabaldon Library or English Teachers	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Procedure for the Borrowing of Books in the Library			
1. Select the books for reading or research needs			
2. Present the books to the library staff	2.1 Scan the barcode of the books and School ID of the borrower	1 minute	Library Staff
3. Write the call number and accession number of books in the library card	3.1 Stamp the due date in the library card and issue the books to the borrower	1 minute	Library Staff
4. Sign and submit the CSM feedback form.	4.1 Generate Client Report	2 minutes	Library Staff
Procedure for the Returning of Books in the Library			
1. Present the books to be returned and the library card to the library	1.1 Scan the barcode of the books 1.2 Stamp the date returned in the library card.	1 minute 1 minute	Library Staff
2. Return the books in the designated		2 minutes	Library Staff
3. Sign and submit the CSM feedback form.			



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LIBRARY

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Gabaldon Library: 8:00 am - 5:00 pm
Calixto Viray Library: 7:00 am - 4:00 pm

Who may avail?		Learners, Teachers, Personnel	
Check List of Requirements		Where to Secure?	
School ID and Library Card		Gabaldon Library or English Teachers	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Procedure for the Borrowing of Tablet in the Gabaldon Library			
1. Log-in the in the tablet borrower's form.			
2. Inspect the condition of the tablet before accepting it	2.1 Scan the barcode of the books and School ID of the borrower	1 minute	Library Staff
3. Return the tablet once done	3.1 Stamp the due date in the library card and issue the books to the borrower	1 minute	Library Staff
4. Sign and submit the CSM feedback form.	4.1 Generate Client Report	2 minutes	Library Staff
Procedure for the Use of Computers in the Gabaldon Library			
1. Log-in the Internet Section		1 minute	
2. Go to your assigned computer	2.1 Assist students in accessing the internet for research and academic purposes	1 minute	Library Staff
3. Log-out own Computer once done and shut down			
4. Sign and submit the CSM feedback form.		2 minutes	Library Staff
5. Sign out from the logbook	5.1 Generate Client Report	1 minute	



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

MEDICAL - NURSING SERVICES

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)

Main Clinic: 6:00 am to 6:00 pm
New Clinic: 8:00 am to 5:00 pm

Who may avail?		Learners, Teachers, Personnel	
Check List of Requirements		Where to Secure?	
School ID, Medicine Requisition Forms, Clinic Logs		Clinic	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Treatment of Minor Illnesses and Injuries			
1. Personal appearance of patient at the clinic.	1.1 Assess the patient.	3 minutes	School Health Personnel
2. State health concern.	2.1 Perform physical assessment. (History taking, Vital signs checking)	5 minutes	School Health Personnel
3. Follow school health personnel's instructions	3.1 Provide appropriate treatment, administer first aid, or dispense the appropriate medication as needed. 3.2 Provide health teachings and explain the proper use of the medication. 3.3 Assist the patient in in completing the clinic log form.	10 minutes	School Health Personnel
4. For patients who need to rest in the Clinic.	4.1 Assist the patient to log his information (Name, Grade and Section, Time admitted, and Chief Complaint). 4.2 Assist the patients on the assigned bed. 4.3 Allow the patient to rest for the duration of 1 class subject. 4.4 After the specified time of rest, assist the patient in completing the clinic log form.	50 minutes	School Health Personnel



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CITIZEN'S CHARTER

MEDICAL - NURSING SERVICES

Office is open from MONDAY to FRIDAY
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Main Clinic: 6:00 am to 6:00 pm
New Clinic: 8:00 am to 5:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
5. For patients that need to go home	5.1 Notify the adviser and parent/ guardian about the incident. 5.2 Request an ID from the parent/ guardian as proof of identification. 5.3 Accomplish the Medical Slip form. 5.4 Assist the patient in completing the clinic log for	5 minutes	School Health Personnel
6. For emergency cases.	6.1 Inform the adviser and parent/guardian about the incident. 6.2 Request for emergency service vehicle. 6.2 Assist the patient for transfer to the hospital chosen by the parent/guardian.	10-15 minutes	School Health Personnel
7. For patients with notifiable diseases.	7.2 Gather the information needed to be filled out in the Notifiable Diseases form. 7.2 Provide health teachings. 7.3 Prepare referral documents if needed. 7.4 Follow-up the health condition of the patient through the class adviser. 7.4 Collect medical certificate upon return to school.		



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CITIZEN'S CHARTER

MEDICAL - NURSING SERVICES

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
Main Clinic: 6:00 am to 6:00 pm

Who may avail?		Learners	
Check List of Requirements		Where to Secure?	
School ID, LHAS Form		Main Clinic	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Learners Health Assessment and Screening (LHAS)			
1.Proceed to the dental clinic.	1.1 Provide the LHAS form and guide the learner in completing the required information.	5 minutes	School Health Personnel
2. Undergo Health Assessment	2.1 Temperature Taking 2.2 Gather height and weight 2.3 Visual Acuity Test 2.4 Hearing Test 2.5 Health Assessment 2.6 Record results and provide referrals if necessary	10-15 minutes	School Health Personnel
3. Follow school health personnel's instruction	3.1 Explain the findings 3.2 Provide Health Teachings 3.3 Prepare referral documents if needed.	10 minutes	School Health Personnel
Blood Pressure Taking			
1.Proceed to the designated clinic.	1.1 Assess the patient.	3 minutes	School Health Personnel
2. Request BP taking	2.1 Measure Blood Pressure	3 minutes	School Health Personnel
3. Receive results	3.1 Explain the findings and give recommendations if needed.	5 minutes	School Health Personnel



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

MEDICAL - DENTAL SERVICES

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
New Clinic: 8:00 am to 5:00 pm

Who may avail?		Learners	
Check List of Requirements		Where to Secure?	
School ID, LHAS Form		Main Clinic	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Learners Health Assessment and Screening (LHAS)			
1.Proceed to the dental clinic.	1.1 Provide the LHAS form and guide the learner in completing the required information.	5 minutes	School Dental Health Personnel
2. Undergo Oral Health Assessment	2.1 Conduct dental assessment	5 minutes	School Dental Health Personnel
3. Follow school health personnel's instruction	3.1 Explain the findings 3.2 Provide Health Teachings 3.3 Recommend treatment. 3.3 Prepare referral documents if needed. 3.4 Record results	10 minutes	School Dental Health Personnel
Oral Health Concerns			
1.Proceed to the dental clinic.	1.1 Assess the patient.	5 minutes	School Health Personnel
2. State the oral health concern.	2.1 Examine the patient.	5-10 minutes	School Health Personnel
3. Follow school health personnel's instruction	3.1 Provide appropriate treatment, or dispense medication as needed. 3.2 Provide health teachings and explain the proper use of the medication. 3.3 Assist the patient in in completing the clinic log form 3.4 Record results	5-10 minutes	School Health Personnel

PAMPANGA HIGH SCHOOL

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MEDICAL - DENTAL SERVICES

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New Clinic: 8:00 am to 5:00 pm

Who may avail?		Learners, Teachers, Personnel	
Check List of Requirements		Where to Secure?	
School ID, Consent Forms, Dental Logs		New Clinic	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Dental Procedures			
1.Proceed to the dental clinic.	1.1Assess and examine the patient. 1.2Provide recommended dental procedures. 1.3Provide health teachings 1.4Provide consent forms if needed.	5-10 minutes	School Dental Health Personnel
2. Follow the given schedule.	2.1 Provide schedule that will not affect the class schedule of the patient.	1-2 days after the assessment	School Dental Health Personnel
3. Submit consent forms signed by parent/guardian on the day of the procedure.	3.1 Obtain the signed consent form 3.2 Obtain the patient’s vital signs. 3.3 Prepare dental equipment to be used for the specific procedure.	5-10 minutes	School Dental Health Personnel
4. Undergo Dental Procedure (Tooth Extraction, Oral prophylaxis or Restoration)	4.1 Undergo Dental Procedure (Tooth Extraction, Oral prophylaxis or Restoration) 5.1 Provide medications, post-operative care instructions and schedule a follow-up visit if needed.	20-30 minutes 10 minutes	School Dentist School Dentist
5. Receive post procedure instructions.	5.2 Record results.		



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

PRINCIPAL'S OFFICE

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
8:00 am – 5:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Communicate details of concern (verbally)	<div><div>✓</div>Note the client's concern</div> <div><div>✓</div>Provide immediate reply</div> <div><div>✓</div>Advise client of next steps</div>	5-10 minutes	Administrative Aide / Principal
Take note of information received	<div><div>✓</div>Route copy to the concerned office</div>	1-5 minutes	Administrative Aide / Principal
Communicate details of concern via school's official email address or contact number	<div><div>✓</div>Record the communication via documents log, download attachments.</div> <div><div>✓</div>Provide immediate reply</div>	5-10 minutes	Administrative Aide / Principal
Submit documents	<div><div>✓</div>Receive and review the submitted documents</div>	1-2 minutes	Administrative Aide
Provide additional information or documents	<div><div>✓</div>Verify the completeness of the requirements and provide appropriate assistance</div>	5 minutes	Administrative Aide / Principal
Receive, acknowledge or instruct on the next steps	<div><div>✓</div>Record the transaction and advise the client on appropriate office</div>	2 minutes	Administrative Aide



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

PRINTING OFFICE

Office is open from MONDAY to FRIDAY
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8:00 am – 5:00 pm

Who may avail?		Teachers, Personnel	
Check List of Requirements		Where to Secure?	
Printing request form approved by the supply officer and principal specifying the following details, depending on the request: <ul style="list-style-type: none">number of copies (printing/reproduction)required size/s (binding/cutting)		Supply Office	
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Procedure for requesting reproduction of testing materials, lectures, official documents and forms			
1. Submit complete requirements	1.1 Acknowledge request and check requirements submitted	1 minute	Printing Staff
	1.2 Log request	1 minute	Printing Staff
	1.3 Complete request (materials production/ bind/cut) and quality check	5 minutes, 1 hour, 1 day (printing time depends on the number of copies to be printed)	Printing Staff
2. Receive requested output and sign logbook	2.1 Release output to client, ask them to sign the logbook.	2 minutes	Printing Staff
3. Sign and submit the CSM feedback form.	3.1 Generate Client Report	2 minutes	Printing Staff



PAMPANGA HIGH SCHOOL

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PROMIS OFFICE

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7:00 am – 4:00 pm

STUDENT SERVICES			
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
SPECIALIZATION FOR SPECIAL SECTIONS	<ul style="list-style-type: none">✓ Coaches submit the final list of students per specialization✓ PROMIS Personnel will encode the submitted list per specialization✓ Assigning the respective Teachers/Coaches✓ Add the student lists directly to the assigned Teacher/Coach's Class Record	Max. of 1 minute per student Or 10 – 15 minutes per Grade Level specialization	PROMIS Personnel
CHANGE OF ELECTIVES FOR SENIOR HIGH	<ul style="list-style-type: none">✓ Changes will only be made with an approved letter request signed by both the assistant principal and the principal.✓ Update the student electives in PROMIS App✓ Add the student to the assigned elective teacher's class record.	2 – 3 minutes per student	PROMIS Personnel
CHANGE OF SECTION	<ul style="list-style-type: none">✓ Changes will only be made with an approved request letter or a recommendation from the care center and signed by the principal.✓ Update the student section in PROMIS app✓ Update Class record✓ Post an announcement in the FB GC to inform the teacher.	3 – 5 minutes per student	PROMIS Personnel
ID REPLACEMENT	<ul style="list-style-type: none">✓ Collect the request IDs.✓ Generate all requests every Friday at 3:00 pm.✓ Send a copy to the visual focus to print the IDs.	1 Week	PROMIS Personnel



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PROMIS OFFICE

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STUDENT SERVICES			
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
REPORT CARD (SF-9) AND GUIDANCE CARD (HGP)	<ul style="list-style-type: none">✓ Generate all submitted SF-9✓ Print by Section✓ Pack by Section✓ Sort by Department✓ Distribute by Department	Max. of 3 minutes per section or 2 – 3 hours per grade level	PROMIS Personnel
SF-10 (FORM 137)	Encode SF-10 (Form 137) for old students or transferred-in student	2-3 minutes per student	PROMIS Personnel
4PS	<ul style="list-style-type: none">✓ Check attendance for the 4Ps Participants	1 minute per student	PROMIS Personnel
GRADUATION RITES	<ul style="list-style-type: none">✓ Generate and Print the SF-10 of all Grade 12 students✓ Generate and Print the Good Moral of all Grade 12 students	Max. of 1 minute per student Or 3 - 4 hours for all grade 12	PROMIS Personnel



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EMPLOYEE SERVICES			
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
SCHOOL FORM 2 (SF-2)	✓ Unlock request sf-2	1 minute	PROMIS Personnel
SCHOOL FORM 5 (SF-5)	✓ Download SF-5 in LIS ✓ Print 3 copies ✓ Pack and sort by department ✓ Distribute by department	Max. 1 minute per client or 2 hours for Grade 7 - Grade 12	PROMIS Personnel
CHANGE OF GRADES	✓ Unlock change of grades request	1 minute	PROMIS Personnel
CHANGE OF LOADS	✓ Change of loads for the new teacher	1 minute	PROMIS Personnel
CHECKING FROM DO	✓ Generate and Print SF-5 ✓ Generate and Print SF-9 ✓ Generate and Print SF-10 ✓ Generate and Print SF-1 ✓ Pack and sort by grade level ✓ Distribute to the adviser	10 minutes per section	PROMIS Personnel
VIDEO TUTORIAL	✓ Provide Video Tutorial on promis.net	-	PROMIS Personnel
BIR FORM 2316	✓ Generate all BIR FORM 2316 every January ✓ Print 3 copies ✓ Pack and sort by department ✓ Distribute by department	3 – 4 hours	PROMIS Personnel
HMO	✓ Generate HMO ✓ Print 3 copies ✓ Pack and sort by department ✓ Distribute by department	3 – 4 hours	PROMIS Personnel



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PROMIS OFFICE

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OTHER SERVICES			
CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
EBEIS	<ul style="list-style-type: none">✓ Coordinate to Mam Luie from DO✓ Gather some data to the Head Teachers✓ Encode the data✓ Upload online✓ Print 2 copies,✓ Submit to Division Office	2 – 3 days	PROMIS Personnel
E-SF7	<ul style="list-style-type: none">✓ Generate all E-SF7✓ Encode the data✓ Upload the file	1 – 2 days	PROMIS Personnel
INSIGHTED	<ul style="list-style-type: none">✓ Encode the data✓ Upload online✓ Coordinate to Mam Luie from DO	2 – 3 days	PROMIS Personnel
PMIS	<ul style="list-style-type: none">✓ Upload the data✓ Coordinate to Mam Luie	3 days	PROMIS Personnel
TECHNICAL SUPPORT	<ul style="list-style-type: none">✓ Set-up the venue✓ Technical Support for the Event	-	PROMIS Personnel
LAY-OUT	<ul style="list-style-type: none">✓ Design and Layout for Tarpaulin and Facebook Announcements	15 minutes	PROMIS Personnel
INTERNET	<ul style="list-style-type: none">✓ Download monthly internet bills and receipt✓ Print 2 copies✓ Distribute to the Finance Office	3 minutes	PROMIS Personnel



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

REGISTRAR OFFICE

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
8:00 am – 5:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
Present Valid ID In the absence of the requester there should be an authorization letter and photocopy of ID of the requester.	<ul style="list-style-type: none">✓ Securing of Form 137✓ Provide client requisition slip✓ Check the form for completeness and search for the requested document.✓ Print document✓ Release the document and ensure client signed the logbook upon receipt	30 minutes	Records Staff
Present the school ID / School Card.	<ul style="list-style-type: none">✓ Securing of: Good Moral Certification, Certification of Enrollment✓ Print document.✓ Release the document	5 minutes	Records Staff
Present the following original documents. <ul style="list-style-type: none">• ID• Card• Form 137/SF10• Diploma	<ul style="list-style-type: none">✓ Print or photocopy the requested document✓ Review, verify, and certify true copy of the document.✓ Sign the CTC✓ Release the document	2 minutes	Records Staff



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

SDRRM OFFICE

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
9:00 am – 6:00 pm

The School SDRRM Office implements Disaster Risk Reduction and Management programs in accordance with Republic Act. No. 10121, DepEd policies, and the DepEd Citizen's Charter.

FRONTLINE SERVICES	CLIENT	REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Conduct of Earthquake, Fire, and Lockdown Drills	Learners, Teaching and Non-Teaching Personnel	<ul style="list-style-type: none">Approved School Activity Plan Memorandum / Announcement	Based on approved schedule	SDRRM Coordinator and SDRRM Team
Disaster Preparedness Orientation and Training		<ul style="list-style-type: none">Letter or requestApproved schedule	3-5 Working Days	SDRRM Coordinator
Issuance of Certificates of Participation (DRRM Activities)		<ul style="list-style-type: none">Attendance SheetActivity Completion	1-3 Working Days	SDRRM Coordinator
Request for DRRM Information, IEC Materials, and Emergency Preparedness Guides		<ul style="list-style-type: none">Request Form orLetter	Within 1 Working Day	SDRRM Coordinator
Incident Reporting and Emergency Assistance		<ul style="list-style-type: none">Incident ReportImmediate notification to the School Head	Immediate Response	SDRRM Coordinator, School Head, and School DRRM Team



PAMPANGA HIGH SCHOOL

CITIZEN'S CHARTER

SUPPLY OFFICE

Office is open from MONDAY to FRIDAY
(Except HOLIDAY)
7:00 am – 4:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
ACCEPTANCE OF DONATIONS FOR BRIGADA ESKWELA & ADOPT A SCHOOL PROGRAM	<ul style="list-style-type: none">✓ Issue Deed of Donation Form and Donor's Information Sheet to the donor/representative✓ Assist in filling out✓ Photo op✓ Issue Inventory Sticker if Necessary	3 to 5 minutes	Supply Officer/ BE & ASP Coordinator
ISSUANCE OF TEXTBOOKS	<ul style="list-style-type: none">✓ Schedule the issuance of textbooks per section✓ Count the books to be issuedIssuing an issuance slip to advisers upon receiving the textbook	5 to 10 minutes (Depending on the number of students and textbooks)	Supply Officer/ Administrative Aide
ISSUANCE OF REQUESTED ITEMS	<ul style="list-style-type: none">✓ Ready the items for issuance✓ Prepare Requisition and Issue Slip/Inventory Custodian Slip/Property Acknowledgement Receipt✓ Issue items to the end user✓ Make sure that the form is properly filled out.	3 to 5 minutes	Supply Officer/ Administrative Aide
PRINTING OF SCHOOL ASSESSMENT FORMS	<ul style="list-style-type: none">✓ Issue Printing Slip to Requesting Teachers✓ Encode the number of pages and copies each assessment form	1 to 2 minutes	Administrative Aide
RETRIEVAL OF UNSERVICEABLE ITEMS	<ul style="list-style-type: none">✓ Schedule convenient time for the retrieval upon notification by the end user.✓ Count the items to be returned✓ Issue equipment/material return slip to the end user	5 to 10 minutes (Depending on the qty. of items)	Supply Officer/ Administrative Aide



PAMPANGA HIGH SCHOOL

CITIZEN’S CHARTER

SUPPLY OFFICE

Office is open from MONDAY to FRIDAY
p(Except HOLIDAY)
7:00 am – 4:00 pm

CLIENT	ACTION	PROCESSING TIME PER CLIENT	PERSON RESPONSIBLE
RETRIEVAL OF TEXTBOOKS	<ul style="list-style-type: none">✓ Schedule the retrieval of textbooks per section✓ Count the books returned per subject✓ Issuing a return slip to advisers upon receiving the returned textbooks	5 to 10 minutes (Depending on the number of students and textbooks)	Supply Officer/ Administrative Aide
MAINTENANCE OF SCHOOL FACILITIES	<ul style="list-style-type: none">✓ Issue and Assist personnel in filling out Job Order Slips✓ Schedule the repair and maintenance✓ Endorse the maintenance for the Maintenance Unit✓ Follow up the unattended requests	1 to 2 days (For consolidation) 1 to 2 minutes (Depending on the urgency of the Job Order)	Administrative Aide
PROCUREMENT	<ul style="list-style-type: none">✓ Prepare the following Pre-Procurement Activities:<ul style="list-style-type: none">- Market Scoping- PPMP- APP- APP-CSE✓ Prepare the following Procurement documents<ul style="list-style-type: none">-Purchase Request-BAC Resolution-Abstract-Purchase Order-Inspection and Acceptance Report-Pictures of Delivered Items	1 to 2 days	Supply Officer
INVENTORY OF SCHOOL FACILITIES	<ul style="list-style-type: none">✓ Set the schedule for the inventory inside classrooms and officesUpdate inventory to ProMis	1 to 3 months	Administrative Aide Supply Officer/ Administrative Aide

