



MASVILLE ELEMENTARY SCHOOL

MASVILLE AVE. BRGY. BF HOMES SUCAT PARANAQUE CITY

School ID: 136755



CITIZEN'S CHARTER

Masville Elementary School Frontline Services

- Enrollment (Pre-School & Elementary)
- Issuance of the Following Certificates and other Documents
- Recruitment and Evaluation of Teacher Applicants
- Distribution and Replenishment of Learning Resources
- Academic Consultation Clinic
- School Feeding Program
- Filing Complaints

ENROLLMENT

Who may avail of the service?

1. KINDERGARTEN
 - 5-6 years old
2. ELEMENTARY
 - Grade 1 – Kindergarten Completers
 - Grade 2 to 6 - Promoted Learners
 - Balik-aral
 - Transferee
3. ALS (Alternative Learning System)
 - Out of School Youth and Adults

Schedule of Availability of Service:

Requirements for Enrollee:

- A. KINDERGARTEN
 1. Accomplished Modified Basic Education Enrolment Form (online or printed)
 2. Photocopy of Birth Certificate (PSA Copy)
- B. GRADE 1 to 6 and BALIK-ARAL
 1. Accomplished Modified Basic Education Enrolment Form (online or printed)
 2. Form 138/SF 9 (Report Card)
- C. TRANSFEREES
 1. Accomplished Modified Basic Education Enrolment Form (online or printed)
 2. Photocopy of Birth Certificate (PSA Copy)
 3. Certificate of Good Moral
 4. Form 138/SF 9 (Report Card)
 5. Form 137/SF 10 (upon request)
- D. ALS (Alternative Learning System)
 1. Accomplished Modified Basic Education Enrolment Form (online or printed)
 2. Photocopy of Birth Certificate (PSA Copy)
 3. 1 x 1 Colored ID Picture

Fees: None

How to avail of the service(Elementary)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Accomplish Modified Basic Education Enrolment Form • Printed – get a copy in School • Online - scan QR Code or click the link in School FB Page/ School Website or download a copy of Modified Basic Education Enrolment Form	• Provide copy of Printed Modified Basic Education Enrolment Form	None	None	5 minutes	• Printed -School Information Desk
	• Monitor the responses in the link and send confirmation messages to the parents/guardians	None	None	10 minutes	• Online -Grade Level Chairperson -School Information Officers (SIO) -Guidance Teacher Designate
2. Submit duly accomplished Modified Basic Education Enrolment Form and the requirements needed • Printed – submit all the requirement in school • Online - scan all the required documents and upload to the Google Form Link for Enrolment	• Evaluate the accomplished Modified Basic Education Enrolment Form and other documents	None	None	5 minutes	School Information Desk Clerk In-charge in Guidance Office
	• Give receiving slip • Send confirmation message	None	None	10 minutes	Grade Chairperson LIS Coordinator
3. Check inclusion in the Masterlist of Enrolment • Posted in School's Gate • Contact Grade Chairperson	Update the Masterlist of Enrolment regularly	None	None	5 minutes	Grade Chairperson LIS Coordinator
	Post the Masterlist in School's Gate				

ISSUANCE OF THE FOLLOWING CERTIFICATES AND OTHER DOCUMENTS

- Certificate of Enrolment
- Certificate of Good Moral Character
- Certified True Photocopy of School Documents
- Duplicate Copy of Form 138 / SF 9 (Report Card)
- Form 137 / SF 10 (Permanent Record)

Who May Avail of the Service:

1. Presently Enrolled Pupils
2. Transferred-out Pupils
3. Former Students

Schedule of Availability of Service: All Year Round / continuing Requirements:

A. PRESENTLY ENROLLED PUPILS

- None

B. TRANSFERRED-OUT PUPILS

- Request Form from Receiving School
- LIS Confirmation of Enrolment

C. FORMER STUDENTS

- Request Letter from the former student
- Proof showing that the document is needed in the office/agency requiring it

Service Schedule:

- Transferred out – Monday to Friday (8:00AM – 5:00PM)
- Presently enrolled pupils (Report Card/Form 138 issuance) – 5 days every after Periodical Tests together with the Parents' Conference

Fees: None

Duration: 2 Working Days for transferred out, 3 hours for Presently enrolled pupils

How to avail of the service (for transferred out)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Prepare the requirements		None	None	5 minutes	Client
2. Secure and accomplish request form • PRINTED REQUEST FORM -School	Give a copy of request form	None	None	5 minutes	School Information Desk Rose L. Crisostomo Clerk In-charge in Guidance Services
	• ONLINE -School Website / FB Page	Post the copy of request form in School Website/ FB Page	None	None	10 minutes
		None	None	30 minutes	

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 Mission

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, and safe, 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.

Core Values

Maka-Diyos
Maka-Tao
Makakalikasan
Makabansa

Please let us know how we have served you by doing any of the following:

> Send your feedback through e-mail (pque_mes@yahoo.com) or call us at 08-984-4019

> Talk to our Officer of the Day
If you are not satisfied with our service, your written / verbal complaints shall immediately be attended to by the Officer-in-Charge or by the Guidance teacher. **THANK YOU** for helping us continuously improve our services



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CITIZEN'S CHARTER

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
3. Submit/ send duly signed Request Form/ Letter • PRINTED -Clerk In-Charge in Guidance Services	Process the request/ or prepare the document/s for releasing	None	None	30 minutes	Rose L. Crisostomo Clerk In-charge in Guidance Services Michelle C. Dorado Guidance Designate LIS COORDINATOR
• ONLINE -Google Form Link Posted in School Website/ FB Page	Monitor the responses in the link and acknowledge the request by sending confirmation message and schedule of releasing date	None	None	1 day	Rose L. Crisostomo Clerk In-charge in Guidance Services Michelle C. Dorado Guidance Designate Michelle C. Dorado Guidance Designate
4. Wait while processing the request or return on the date stated on the confirmation message	Secure Principal's signature Record and release the documents	None	None	5 minutes	Rose L. Crisostomo Clerk In-charge in Guidance Services Analyn A. Tiglao, Ed.D. School Head (For signature)

How to avail of the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Prepare all the requirements	None	None	None	3-5 days	Personal
2. Submit the requirements • PERSONAL -Photocopy all the documents and put in a folder then submit it to the guard on duty or clerk	Receive the documents and give the receiving slip Inform the School Head and Master Teacher In-Charge	None	None	5 minutes	Guard on Duty Portia Rose Palomar Clerk
3. Wait for the schedule of online interview	Evaluate and verify the documents submitted Send the schedule of online interview through call or text	None	None	1 day	Reynold N. Pumarada Master Teacher In-Charge School Selection Committee Analyn A. Tiglao, Ed.D. School Head
4. Attend on the scheduled online interview	Conduct the online interview via google meet Validation of submitted requirements and submit the list of applicants together with their pertinent documents to the Division Sub-Committee.	None	None	60 minutes 2-3 days	School Selection Committee 1.Reynold N. Pumarada, Jr. 2.Augusto S. Tinaliga 3.Hazel Jane R. Baradi 4.Soledad L. Dumagat 5.Michelle C. Dorado 6. Jenniffer E. De Jesus 7.Robert R. Ojo
5. Wait for the further announcement	Update the applicants through call or text	None	None	None	Reynold N. Pumarada Master Teacher In-Charge

DISTRIBUTION AND REPLENISHMENT OF LEARNING RESOURCES

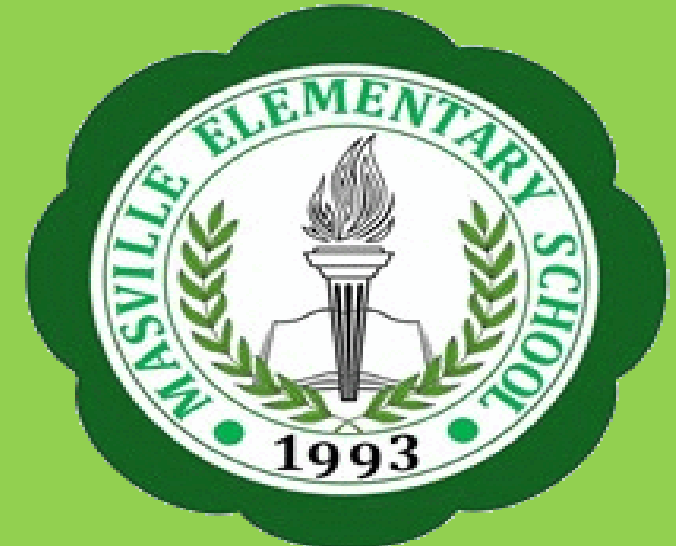
Who May Avail of the Service: Presently Enrolled Pupils and Parents/Guardians of Presently Enrolled Pupils
 Schedule of Availability of Service: December to January
 Requirements:
Parents/Guardians
 •School Issued Identification Card of Parent/Guardian
 •School Issued Identification Card of Pupil
Representative
 •School Issued Identification Card of Parent/Guardian
 •School Issued Identification Card of Pupil
 •Authorization Letter
 Service Schedule: Monday to Friday (8:00AM – 5:00PM)
 Fees: None

How to avail of the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	NO. OF SIGNATURES	PERSON RESPONSIBLE
1. Wait for the Schedule of Distribution and Replenishment of Learning Resources	Post the Schedule of Distribution and Replenishment of Learning Resources in Class Group Chat and School FB page	None	None	None	None	Reynold N. Pumarada Master Teacher In-Charge School Information Officer (SIO) Advisers
2. Go to school on the scheduled date and time *strictly follow the safety and health protocol *must properly wear face mask and face shield	Ready to distribute or receive the Learning Resources	None	None	30 minutes/ class	None	Advisers LSA
3. Present the requirements listed above	Release or receive the Learning Resources	None	None	30 minutes/ class	None	Advisers LSA
REMARKS: <ul style="list-style-type: none"> • Representative/s may get or return the Learning Resources just secure Authorization Letter from the Parent/Guardian and bring Identification Card. • Learning Resources may view and download from School Learning Portal (https://masvillees.wixsite.com/modules) 						

RECRUITMENT AND EVALUATION OF TEACHER APPLICANTS

Who May Avail of the Service: All Eligible Teachers with Professional License
 Schedule of Availability of Service: December to January
 Requirements: Original and Photocopy of :
 •Application Letter
 •CSC Form 212 (2 copies)
 •Certified Photocopy of the PRC License ...
 •Certified Photocopy of Rating obtained in the Licensure Examination for Teachers
 •Certified copies of Transcript Of Records for Baccalaureate Course
 •Copies of the Service Record
 •Performance Rating
 •School Clearance for those with Teaching Experience
 •Certificates of Specialized Training (if any)
 Service Schedule: Monday to Friday (8:00AM – 5:00PM)
 Fees: None



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CITIZEN'S CHARTER

ACADEMIC CONSULTATION CLINIC

Who May Avail of the Service: Presently Enrolled Pupils and Parents/Guardians of Presently Enrolled Pupils

Requirements:

Parents/Guardians

•School Issued Identification Card of Parent/Guardian

•School Issued Identification Card of Pupil

Representative

•School Issued Identification Card of Parent/Guardian

•School Issued Identification Card of Pupil

•Authorization Letter

Service Schedule: Monday to Friday (8:00AM – 5:00PM)

Fees: None

How to avail of the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Ask for the Appointment					
WALK-IN – go to Ademic Consultation Clinic	Answer the client's inquiry	None	None	None	Teacher In-charge / on-duty LSA Advisers
ONLINE – Message the adviser	Acknowledge the message and set date and time for the appointment				
2. Go to school on the scheduled appointment	Answer the client's inquiry	None	None	None	Teacher In-charge / on-duty LSA Advisers

SCHOOL FEEDING PROGRAM

Who May Avail of the Service:

• Presently Enrolled Pupils (categorized as Wasted Pupils)

• Parents/Guardians of Presently Enrolled Pupils (categorized as Wasted Pupils)

Requirements:

Parents/Guardians

•School Issued Identification Card of Parent/Guardian

•School Issued Identification Card of Pupil

Representative

•School Issued Identification Card of Parent/Guardian

•School Issued Identification Card of Pupil

•Authorization Letter

Service Schedule: Monday to Friday (8:00AM – 5:00PM)

Fees: None

How to avail of the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Wait for the Schedule of Distribution of Feeding Package	Post the Schedule of Distribution of Feeding Package in Class Group Chat and School FB page	None	None	None	Jocelynda Aguirre T. School Feeding Teacher In-Charge School Information Officer (SIO) Advisers
2. Go to school on the scheduled date and time *strictly follow the safety and health protocol *must properly wear face mask and face shield	Ready to distribute the Feeding Package	None	None	30 minutes/class	Jocelynda T. Aguirre School Feeding Teacher In-Charge
3. Present the requirements listed above	Release or the Feeding Package	None	None	30 minutes/class	Jocelynda T. Aguirre School Feeding Teacher In-Charge

FILING COMPLAINTS

Who May Avail of the Service:

• Presently Enrolled Pupils

• Parents/Guardians of Presently Enrolled Pupils

Requirements:

•Filing Complaints Form

Service Schedule: Monday to Friday (8:00AM – 5:00PM)

Fees: None

How to avail of the service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
1. Accomplish the Filing Complaints Form					
PRINTED – Guidance office	Prepare the Filing Complaints Form	None	None	5 minutes	Rose L. Crisostomo Clerk In-charge in Guidance Services

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME REQUIRED	PERSON RESPONSIBLE
ONLINE – School Facebook Page or School Website	Make a link for the Filing Complaints Form and post it in the School Facebook Page and School Website				Michelle C. Dorado Guidance Designate
2. Submit the duly signed Filing Complaints Form	Received the Filing Complaints Form. Set an appointment then give Appointment Slip	None	None	5 minutes	Rose L. Crisostomo Clerk In-charge in Guidance Services Michelle C. Dorado Guidance Designate
3. Wait for the appointment slip	Send a copy of the Filing Complaints Form to the Person Involved	None	None	1 day	Rose L. Crisostomo Clerk In-charge in Guidance Services Michelle C. Dorado Guidance Designate
4. Go to school on the scheduled appointment	Process and Prepare for the meeting of complainants and the person involved	None	None	1 hour	Michelle C. Dorado Guidance Designate GRIEVANCE COMMITTEE

