

Template and Guide for the Citizen's Charter

7. Processing of Service Credit and Compensatory Time-Off

This service involves the process and preparation of the service credits to teaching personnel and non-teaching personnel.

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Letter request		SDO Personnel		
2. Original Form 48		SDO Personnel		
3. Certificate of appearance		SDO Personnel		
4. School/Division/Regional Memorandum		SDO Personnel		
5. Accomplishment report		SDO Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Personnel Section	1.1 Receive the request for grant of service credit or compensatory time-off and attachments	None	1 hour	HR Personnel/ Administrative Assistant III
	1.2 Forward the request to concerned facilitator for validation	None	1 hour	HR Personnel/ Administrative Assistant III
	1.3 Preparation of the special order for grant of validated service credits or compensatory time-off	None	1 day	HR Personnel/ Administrative Assistant III
	1.4 Check and review of details on prepared certifications	None	1 day	Administrative Officer IV- Personnel
	1.5 Approve the grant of service credits or Compensatory Time Off.	None	4 hours	Schools Division Superintendent

	1.6 Update the service credits in the service card and submit to the ICT the approved service credits to post on the website	None	2 hours	HR Personnel/ Administrative Assistant III
	TOTAL:	NONE	3 days	