



Republic of the Philippines
Department of Education

NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

Office of the Schools Division
Superintendent

JUL 14 2022

MEMORANDUM

**PROCESSING OF REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL
RECORDS PURSUANT TO DEPED CITIZEN'S CHARTER 2021 (1ST Edition)**

To: OIC-Assistant Schools Division Superintendent
Chief Education Supervisor, Curriculum Implementation Division
Chief Education Supervisor, School Governance and Operations Division
Public Elementary and Secondary School Heads/OICs
Private School Heads
All Others Concerned

1. Attached is the Regional Memorandum No. NCR-0408, s. 2022, dated July 8, 2022, on the above-captioned title, contents of which are self-explanatory, for the guidance and information of all concerned.
2. Particular attention is invited to the specific requirements contained in the attached Citizen's Charter Handbook.
3. Immediate and wide dissemination of this Memorandum is desired.


CARLEEN S. SEDILLA CESO V
Schools Division Superintendent

Enclosure: As stated
References: As stated
To be indicated in the Perpetual Index
under the following subjects:

POLICY SCHOOLS TEACHERS LEARNERS

EFJR / PROCESSING OF REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORDS PURSUANT TO DEPED CITIZEN'S
CHARTER 2021 (1ST Edition)

July 14, 2022 /226



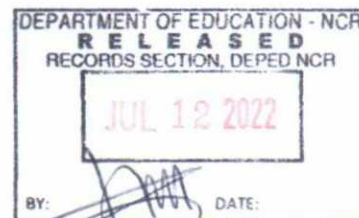
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Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION



DNCR-F-ORD-033/R0/01112019

REGIONAL MEMORANDUM

No. NCR-408, s. 2022

TO : Schools Division Superintendents
Public and Private School Heads
Division Legal Attorneys/ Legal Coordinators

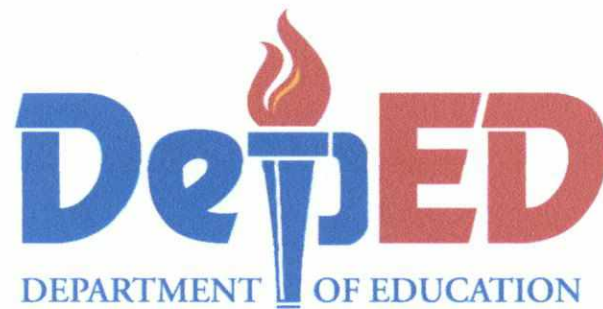
FROM : 
WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : Processing of Request for Correction of Entries in
School Records Pursuant to DepEd Citizen's Charter
2021 (1st Edition)

DATE : July 8, 2022

1. The field is hereby informed that Requests for Correction of Entries in School Records may now be processed and acted either in the Regional Office or the Division Office having jurisdiction over the school concerned. This service is identified as an external service under the Regional Legal Unit and Division Legal Unit, pursuant to the Department of Education Citizen's Charter 2021 Handbook (1st Edition).
2. The procedures and requirements for the processing of said request are outlined in the Handbook at page 401-402 for the Regional Office and page 497-498 for the Division Office. The Handbook may be accessed and downloaded online at the DepEd website.
3. All existing issuances inconsistent with this Memorandum are hereby repealed or modified accordingly.
4. For immediate dissemination to the field.





CITIZEN'S CHARTER HANDBOOK

2020 (1st Edition)



SAMA-SAMA SA PAG SULONG NG
EduKALIDAD

B. Legal Unit

1. Filing of Complaints

Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 47 may file a complaint with the disciplining authority

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	Any person complaining			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Formal Complaint under oath containing certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)			Client	
2. Sworn Complaint in three (3) copies containing the following: • Full name and address of the complainant; • Full name and address of the person complained of as well as his/her position and office in the Department of Education; • A narration of the relevant and material facts which should show the acts or omissions as allegedly committed by the person; • Certified true copies of documentary evidence and affidavits of his/her witnesses, if any			Client	
3. Certification or Statement of Non-Forum Shopping			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and check the formal complaint and other documents	None	5 minutes	Legal Unit Staff
	1.2. Evaluate the complaint using the	None	30 minutes	

	formal requirements under D.O. 49, s 2006 a. Non -compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk - in Client Intake and Action Form b. Compliant: Request the client to proceed to the Records Section for processing			
2. Receive copy of the complaint filed	2.1 Return Client's receiving copy of the Complaint	None	5 minutes	
TOTAL		None	40 minutes	
REMARKS: For request sent electronically				
1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	1.1 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006 a. Non -compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken. b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier	None	20 minutes	Legal Staff/ Attorney
TOTAL		None	20 minutes	

2. Request For Correction Of Entries In The School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

Office or Division:		Legal Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government To Government; G2C- Government to Citizen		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected (1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record)		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records	1.1 Review and check all the requirements submitted as to completeness. a. If complete, proceed to verification and evaluation of documents. b. If incomplete, return the documents to	None	10 minutes	Legal Unit personnel /Legal Officer

	the applicant with an advice as to how to acquire his/her deficiency			
	1.2 Verify the authenticity of all required documents and run the original PSA Birth Certificate under the UV Blue Lamp to determine existence of PSA seal	None	5 minutes	
2. Client/Applicant will fill out and sign the Data Privacy Consent Form	2.1 Verify the completeness of the filled-out of form	None	2 minutes	
	2.2 Endorse /recommend to the SDS or in his absence, the ASDS, the granting of the application.	None	5 minutes	Legal Officer
	2.3 A signed Order will be issued by the SDS or, in his absence, the ASDS, to the public or private school to change the entries in the school records of the applicant	None	1 day	SDS
3 Receive a copy of the receipt	3.1 Release a copy of the Order to the applicant and to the concerned school	None	3 minutes	Legal Unit personnel
TOTAL		None	1 day and 25 minutes	