



Department of EducationREGION VII - CENTRAL VISAYAS DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

CITIZEN'S CHARTER HANDBOOK 2023









SCHOOLS DIVISION OFFICE - EXTERNAL SERVICES

Office of the Schools Division Superintendent

A. Legal Unit

Office or Division:

1. Request for Correction of Entries in 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.

Legal Unit

Classification:		Simple			
Type of Transaction:		G2G - Gover Government		Government;	G2C-
Who may avail:		ALL			
CHECKLIST OF REQ	UIREMEI	NTS	WHERE TO SECURE		
Application indicating the entry/entries to be corrected (1 original copy)				Requesting p	party
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		
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 of Attorney (if the application person other than the over		Requesting p	party		
7. Data Privacy Consent Fo	orm		Legal Unit		
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSI BLE
1 Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	recor and/o then SDS	opriate	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



				DESARRO DE LOCATOS
	1.2 Refers the documents to Legal Unit	None	10minute s	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
Receive a copy of the Order	1.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records/ Releasing In- Charge/Ad min Staff
	TOTAL	None	2 days and 35 minutes	



B. Personnel Unit

1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

Any individual with interest in applying for a position in DepEd may submit his/her credentials and other requirements.

Office or Division:		Personr	nel Unit		
Classification:		Simple			
Type of Transaction:			ment to Citize		
Who may avail:		Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OI	REQUIRE	MENTS		WHERE TO	O SECURE
Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website			Applicant		
2. Letter of Intent for te	aching positi	ion (1 ori	ginal)		
Duly accomplished CSC Personal Data Sheet (3 original coր	pies)		Form from C SDO	CSC Website/
4 Certified true conv of Professional Regulation				Certification	from PRC
5. Certified true copy of ratings obtained in the LET/PBET (1 original)				PRC	
Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)				SDO	
7. Certified true copy of Tra Copy)	anscript of R	ecord (1	Original	Applicant	
8. Certificate of specialized	trainings (1	Photoco	py of each)	Applicant	
9. NBI Clearance (1 Origin	al Copy)			NBI	
10. Certified true copy of the residency as deeme Screening Committee	d acceptabl			Applicant	
	Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the			Applicant	
12. Application thru Division Website (if applicable)			SDO		
CLIENT STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPON SIBLE
Register to the Department's online system at application.deped. gov.ph			None	10 minutes	Client



				Deller
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the result of Preassessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
	TOTAL:	None	1 day, 55 minutes	



2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

Any individual with interest in applying for a position in DepEd may submit his/her following credentials and other requirements.

Office or Division: Personnel Unit						
Classification:		Simple				
Type of Transaction:		Government to Cit	tizen (G2	2C)		
Who may avail:		Any person who h	as intere	est to the pos	sition	
CHECKLIST OF	REQUIRE	MENTS		WI	HERE TO SECURE	
1. Application Letter (1				Applicant		
2. Duly accomplished C		12 with the latest 2	x2 ID		ite Form from CSC	
picture (3 original co				or SDO W	ebsite	
3. Government Issued I				Applicant		
Certified true copy of ID, whichever is apple.			sional	CSC/PRC		
5. Certified true copy of Certification, Auther (1 original copy)	ntication an	d Verification of TO	R	School/s at		
6. Performance Ratings Photocopy of the 3 rating periods), if ar	Performand	ce Ratings for the la			urrent employer	
7. Certificate of relevan Photocopy each), if	any	and Seminars atte	ended (1	Applicant		
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant			
9. File of Electronic-cop	y of require	ements		Applicant		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE	
Submit/email complete documents to	receiving	p Receive, issue copy, and forward nents to HR	None	5 minutes	Records Officer/ AA VI	
Records/ SDO email		k completeness of s submitted	None	5 minutes	HR Unit staff	
Receive acknowledge ment	details	de application	None	5 minutes	HR Unit Staff/ HRMO	
email	applicant	valuate ions of the vs. qualification s of position	None	5 minutes	HRMO	
3. Receive Result of Evaluation	result	n applicant of of initial ation via email	None	5 minutes	HRMO	
		TOTAL:	None	25 minute	S	



C. Property and Supply

1. Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary& Non-Autonomous Secondary Schools

Office or Division:		Property and Supply Unit					
Classification:		Complex					
Type of Transaction:		G2G - Governme	ent To Governr	nent			
Who may avail:		DepEd employee	es				
CHECKLIST OF	REQUIR	EMENTS	WHERE TO SECURE				
1. Delivery receipts		Supplier					
Inspection and Acceptance report/ Property Transfer Report Requisition and Issuance Slip			Emplo Unit	yee/ Propert	y and Supply		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE		
Delivers the textbook and/or equipment together	1.1. Receives textbooks and/or equipment from suppliers 1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office 1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment 1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools		None	1 day			
with the receipts			None	1 da y	Property and Supply Personnel		
			None	3 hours			
			None	1 day			
		views and proves the	None	1 day			

ICS/RIS



	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	невами То посоло
	1.7. Preparation of distribution list and in coordination with district/schools	None	3 hours	
Receive the textbooks and/or equipment by the recipient schools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	1 day	
	TOTAL	None	6 days and 6 hours	

Note: Additional steps or increase in TAT is due to the geographical challenge in districts/schools



D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:		Records Unit			
Classification:		Simple			
Type of Transaction:		Governme	ent to Citizer	n (G2C)	
Who may avail:		General F	Public		
CHECKLIST OF RE	QUIRE	MENTS		WHERE TO S	ECURE
				•	
1. Requisition slip (1			Records U	nit	
2. Valid ID (Original II Photocopy)	D and 1		Requesting	ງ person and/or Aເ	uthorized Person
3. Authorization Le	etter (1 C	бору)	Requesting	person	
CLIENT STEPS	_	ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the requisition slip form	the	ide client isition	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplish ed requisition slip with valid ID or authorizatio n letter of the requesting party and the original ID of the authorized person	2.1 Re form to reco cust (Cus sear requ	ceive the , forward the	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	and docu	are, print give the iment to client	None	20 minutes	Administrative Staff (Records)
		TOTAL:	None	30 minutes	



2. Issuance of Requested Documents (CTC and Photocopy of Documents) CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records Unit				
Classification:	Simple				
Type of	Government to Citizen		2.		
Transaction:	Government to Govern	ment (G20	(خ		
Who may avail: CHECKLIST OF R	All		WHERE TO S	ECHDE	
1. Requisition Slip (1 Cop		Records		DECURE	
2. Valid ID (Original ID	• ,			d/or Authorized	
2. Valid 15 (Original 15	and in notocopy)	Person	ig person and	a/or / tatriorized	
3. Authorization Letter (1	Copy)	Requestir	ng person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIB LE	
1.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)	
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)	
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)	
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer	
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)	
	TOTAL:	None	45 minutes		



3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017

Office or Division:	Records Unit					
Classification:	Complex					
Type of	Government to Citizen (G2C)					
Transaction:		L C C C C C C C C C C C C C C C C C C C				
Who may avail:	Graduates/learners from c passers in the Division Le	lefunct private schools and ALS/PEPT				
CHECKLIST OF I	REQUIREMENTS	WHERE TO SECURE				
High School/Elementary	·	WHERE TO SESSIVE				
1. CAV Form 2 – School F		School Attended				
(SRF)						
	nt/ Completion/ Graduation	School attended				
- CAV Form 4 (1 origina						
3. Diploma (1 Original and	•	School attended				
certified by the School 4. PSA Birth Certificate Co	,					
2 photocopies)	opy (1 Original and	Client				
5. List of Graduates certifi	ied correct by authorized	School attended				
official (1 original and 2		School attenued				
6. Latest passport size ID	Pictures (2 copies)					
7. Valid ID		Client				
	the requesting party is not	D (; D)/				
the record owner) (1 or 9. Valid Special Power of		Requesting Person and/or Authorized Person				
authorized representati	, ,	Requesting Person				
authorized representati	ive (1 original copy)	requesting refisor				
Additional Requirement fo		0-11 4411				
10. Student Permanent R	, ,	School Attended				
Original and 2 photoc	s Custodian/ Registrar)					
11. Transmittal (1 Origina						
certified by the Schoo		School Attended				
Additional Requirements	for Graduates from private					
schools:	•					
12. Special Order (1 Orig	• •	School Attended				
certified by the Schoo	l					
Head)						



Graduate and undergraduate from public schools:

- List of Approved CAV Request CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)
- Request Form for ALS & PEPT Result Rating CAV Form 10 (1 original and 2 photocopies)
- Indorsement from School Division CAV Form
 13 (1 original and 2 photocopies)
- 4. Diploma (1 Original and 2 certified true copies certified by the School Head)
- 5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)
- 6. PEPT Test Result Rating (1 original and 2 certified true copies)
- 7. PSA Birth Certificate Copy (1 Original and 2 photocopies)
- 8. Latest Passport size ID picture (2 copies)
- 9. Documentary Stamp 2 pcs

School Attended (for CAV form 6) Division Office (for CAV form 14)

School Attended/ BEA

Division Office

School Attended

Division Office

Division Office/BEA

Client

Client BIR

CLIENT STEPS	CLIENT STEPS AGENCY ACTION		PROCES SING TIME	PERSON RESPON SIBLE
Submits request and completely fill- out the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Docume ntary stamp is available at BIR offices)		Administrative Staff (Records)
	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin	None	15 minutes	Administrative Staff (Records)

Officer

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	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV.The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
	TOTAL:	None	1 hour, 5 minutes	

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.



4. Receiving and Releasing of Communication and other Documents The procedure for proper receiving and releasing of communications

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Public G2B – Government to Private
	G2G - Government to Government
Who may avail:	All

Who may avail:	All			
CHECKLIST OF RI	EQUIREMENTS	WH	ERE TO SE	CURE
Official Communication		Records Un	it	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
	TOTAL		2 days 4 hours, 25 minutes	

*Note: For ministerial transaction - within 3days, complex transaction - within 7 days, and for Highly Technical transaction - within 20 days



5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Gover Government to Client Government to Busine	•	2G)G2C -	
Who may avail:	All			
CHECKLIST OF R	REQUIREMENTS	V	VHERE TO SE	CURE
of D.O. 49, s. 2006. 2. Certificate of Non-Formotarized. Note: Pro-forma or the Complaint/Affidavit and Forum Shopping 3. Supporting/Evidentiary *All requirements must be (2) original copies, one (1) additional copy per complained-of.	nce with Section 4 and 5 um Shopping duly emplate with regard to nd Certificate of Non- y Document/s, if any. be accomplished in two) photocopy and one (1)	FEES	Client	PERSON
CLIENT STEPS		TO BE PAID	G TIME	RESPON SIBLE
complaint, with pertinent documents, if any, or sealed document/s to Records Unit	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number 1.3. Log the received document/s to the Incoming Logbook.	None	10 minutes 3 minutes 5 minutes	Administrative Aide VI or Administrative Officer IV (Records)

							DenED
2.	Receive the receiving copy for reference	2.1.	Return receiving		None	3 minutes	Administra tive Aide VI or Administra tive Officer IV (Records)
		•		TOTAL	None	21 minutes	



6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division:	Records Unit
	Legal Unit
	Office of the Assistant Schools Division Superintendent
	Office of the Schools Division Superintendent
Classification:	Complex
Type of Transaction:	Government to Government (G2G)G2C -
	Government to Client
	Government to Business (G2B) Entity
Who may avail:	All

Check	dist of Requirements		Where t	to Secure
accordance with 2. Certificate of Nor Note: Complaint/Affidate Shopping 3. Supporting/Evide *All requirements mu	tatement or Notarized Con Section 4 and 5 of D.O. 49 n-Forum Shopping duly not Pro-forma or template with vit and Certificate of N entiary Document/s, if any. ast be accomplished in two pcopy and one (1) additional mplained- of.	o, s. 2006. carized. ch regard to con- Forum (2) original	Cl	ient
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	 1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number. 	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)



			T	DESCRIPTION TO DECEMBE
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
Receive the receiving copy for reference	2.1.Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2.Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3.Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.4.Evaluate and make necessary notation and sign the routing slip.		1 day	Schools Division Superintendent (OSDS)
	2.5.Forward to Legal Unit, for appropriate action.		5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6.Evaluate the complaint if the same is grievable/ mediatable or not and prepare necessary Communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Officer
	2.7.Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative
				Aide VI (ASDS)

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	 2.8. Log the document, with attachment/s to the appropriate logbook 2.9. Return signed communication to Legal Unit, for organization of documents 	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	 2.10. Arrange the documents to be forwarded to Records Unit. 2.11. Forward to Records Unit, for releasing 	None	20 minutes 5 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.13. Coordinate with the Office/Agency and contact the client.		30 minutes	
3. Receive and sign the Communic ation, if with proof of service, sign the proof of service.	3.1. Release the Communication3.2. If there is a proof of service, serve and secure a signed Proof of Service.	None	5 minutes 10 minutes	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
	TOTAL	None	3 days, 2 hours, 11 minutes	



SAMPLE TEMPLATE FOR COMPLAINT



Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

Ravision:

Effectivity date:

Name of Office:

Legal Services Unit

COMPLAINT FORM

Date of Filing (Petsa kalian Ifinile): COMPLAINANT (Nagrereklamo) NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido): SURNAME (Apelyid INTERNET CONTACT /E-mail: 0 Facebook | CELPHONE NO. / 6 LANDLINE SEX / GENDER (Kasarian) CIVIL STATUS AGE (Edad) ADDRESS (Bahay; Kalye) SUBD. / BRGY. TOWN/CITY (Bayan/Lungsod) PROVINCE (Latawasan) VICTIM'S INFORMATION (Biklima) [Kung may biktima, maliban sa nagrereklamo]
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido) NAME OF SCHOOL (Ngalan ng Paaralan) | ADDRESS OF SCHOOL (Lokasyon ng Paaralan) GRADEIYEAR AGE (Gulang) RELATIONSHIP TO COMPLAINANT (Relasyon sa Father (Ama) 3) Others (lbs pang relasyon) 2) Mother (Ina) Nagrereklamo) [Pakilagyan ng Check (/) ang angkop na sagot) RESPONDENT'S INFORMATION (Inirereklamo) NAME (Pangalan); Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido) In case there are more than one respondent, please indicate details in the table (Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kallangang detalye) School or Office Address Position (Katungkulan) SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado) (Lokasyon ng Paaralan o Opisina) 2 2 2 4. 4. 4. ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Ini-rereklamong Insidente) 1. Basic details of Complaint (Pangunahing detalye): Date's of Incident (Petsa/Mga petsa | Specific Time or Span of Time of Incident | Place of Incident (Saan Kailan nangyari ang ini-rereklamo) (ORAS/Mga ORAS naganap ang insidenteng nangyari ang inirereklamo) inirereklamo) 2. Evidence for Complaint (Ebidensya): Do you have Witnessles to the matter complained of? (Meron bang Naka-Do you have supporting documents? (Meron ka bang saksi/nakakita sa bagay na initereklamo?) pansuportang dokumento?) Pakilagyan ng Check (√) ang angkop na sagot Yes None Witness Name LIST OF DOCUMENTS REGARDING Witness Address/Office Celphone Number / (Pangalari ng Witness) (Address o Oplaina ng Witness) THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo) Landline 1. 1. 1. 9 2 2 2 1 1 1 3. 4. 4.





Republic of the Philippines Bepartment of Education

Document Code:

	Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Effectivity date:
ene.	COMPLAINT FORM	Name of Office: Legal Services Unit
	THE OF COMPLAINT/INCIDENT //	

	and hand b	 rovided is not e kasya sa pahina	AAAA

PRINTED NAME/S OF COMPLAINANT/S AND SIGNATURE/S [ISULAT ANG PANGALAN AT PRIMAHAN SA IBABAW NG PANGALAN]





Republic of the Philippines Bepartment of Couration Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

Document Code:
Revision:
Effectivity date:
Name of Office:
Legal Services Unit

COMPLAINT FORM

VE					CERTIF								3
	(PAG	PAPAT	OTOC	SARE	EKLAMO	AT SA V	VALA	NG IBA	NG INIHA	IN NA	REKL	AMO)	
l/We	(Aka/k	Kami),	_										
Filipino,	of	legal	age	(may	hustong	edad)	and	with	address	(at	may , afte	address r having	1000
duly swo	orn in a	accordan	ice with	law, he	reby depo	se and st	ate (mi	itapos m	апитра ау	on sa b	atas, ay	nagpapate	otoo at
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2					earation of t					to)			
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E. Curriculum Implementation Division

1. Accessing Available Learning Resources from LRMDS Portal

Office or Division: Curriculum Implementation Division

The LRMDS Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery copyright-free illustrations and graphics for teachers and learners use
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division				
Classification:	Simple				
Type of	Government to Citize	Government to Citizen (G2C)			
Transaction:					
Who may avail:	All				
CHECKLIST OF REC		WHI	ERE TO SEC	URE	
1.Computer/Laptop and Inte	ernet Connection	Client			
Active LRMDS Portal Acc a. DepEd Email Address Employees b. Any active Email Address	for DepEd	LRMDS Portal (Irmds.deped.gov.ph) (for activation of inactive accounts, seek assistance from CID LR Section			
Learners, Pare Stakeholders	ents and Non-DepEd		ools Division)	DEN Occion	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONS IBLE	
1.Register to LRMDS Portal (New Account)	1.1 Access https://lrmds.de ped.gov.ph	None	1 minute	Client	
	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS- LR/PDO	
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client	
	2.2. Receive request for resetting of password	None	1 minute		

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	2.3. Reset password in LRMDS Portal Dashboard	None	3 minutes	EPS- LR/PDO
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://lrmds.dep ed.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/ Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
	TOTAL:	None	29 minutes	



2. Borrowing of Learning Materials from Libraries

DepEd recognizes the rights of every teacher and learner to access available learning materials (LMs), thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

Office or Division:	Curriculum Implementation Division				
Classification:	Simple				
Type of Transaction:	Government to Citizen (G2C)				
Who may avail:		Students and Tea	ching Rela	ted Personnel	
CHECKLIST OF R	EQU	IREMENTS	V	VHERE TO SE	CURE
1.Request Form / Slip (1			Client		
2.Valid ID (1 Scanned/ Ph	notoco	opy)	Client		
3. Borrower's Form			Librarian		
4. Returning Transaction	Form		Librarian		
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE
Accomplish Request Form / Slip (online or face to face)		Check accomplished request form / slip and ID	None	2 minutes	Librarian/ Library Staff
Check and browse available LMs		Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
		Send the (1) list of available LMs, (2)Borrower's Form, and (3)Returning Transaction Form	None	1 minute	Librarian/ Library Staff
3. Accomplish Borrower's and Returning Transaction Forms		Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
		Check the completeness of the Forms	None	3 minutes	Librarian/ Library staff
	:	Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff

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4. Receive LM	4.1. Prepare and release the LM	None	5 minutes	Librarian/ Library staff		
	4.2. Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff		
			21			
TOTAL: None						



3. Alternative Learning System (ALS) Enrollment

ALS provides opportunities for Out-of-School Youth and Adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division:	Curriculum Implementation Division					
Classification:	Simple					
Type of Transaction:	Governmen	nt to Citize	en (G2C)			
Who may avail:		All				
CHECKLIST OF REQUIR	EMENTS		WHERE	TO SECURE		
1. Latest 1x1 ID picture	e (2pcs.) wi	th name tag	Client			
Photocopy of Birth C Certificate - 1 copy	Certificate o	r Baptismal				
3. Valid ID (Driver's Lic Voters ID) - 1 photo	сору	tal ID,	CID			
4. Functional Literacy	• •					
5. Assessment for Bas	ic Literacy(ABL)	CID			
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E	
Submit duly accomplished enrollment form with required documents (walk-in or Google link)	enroll and a docur	Receive mplished ment form all required ments (face e or online)	None	5 minutes	Curriculum Implement ation personnel	
		Conduct ssment ening : ABL LT	None	3 hours	Instructional	
		ify the entry attained	None	30 minutes	Managers /ALS Mobile	
		•	None	30 minutes	Teacher/ District ALS Coordinator/ EPS-II for	
2. Receive details and information regarding learning session	1.5. sched learni sessid	ng	None	10 minutes	ALS	
	TOTAL		None	4 hours, 15 minutes		



1. Request for Basic Education Data (External Stakeholders)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	Planning and Research					
Classification:	Simple	Simple				
Type of Transaction:		Government to Citizen (G2C)				
Who may avail:		External Stak	eholder			
CHECKLIST OF REQU	IREM	MENTS	W	HERE TO SECU	IRE	
Letter request address Copy, 1 Photocopy)	to SI	OS (1 Original	Client			
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE	
Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email		None	10 minutes	Records Unit Personnel/I TO	
		Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO	
		Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS	
		Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD	
		Make the necessary	None	2 days	Clerk/Planning Officer	

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	action undertaken to the said letter request			
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
	TOTAL:	None	2 days, 4 hours, 37 minutes	



G. School Governance and Operation Division - School Management, Monitoring and Evaluation Section

1. Issuance of Government Permit, Renewal, Recognition of Private Schools This service is to process requests for government permit, renewal and recognition of operations of private schools.

Office or Division:	School Management, Monitoring &
Office of Division.	School Management, Monitoring & Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
Type of	Government to Citizen
Transaction:	(G2C)Government to Business
	(G2B)
Who may avail:	Private Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified by the	School applicant
Corporate Secretary (for new/recognition)	
1 copy of notarized comprehensive	School applicant
Feasibility Study(for new/recognition)	
1 copy of application letter stating the nature	School applicant
of Government Permit being applied for (being	
renewed), or stating intent for recognition	
1 copy of Articles of Incorporation and By-	SEC
Laws duly registered with the Security and	
Exchange Commission (SEC). (for	
new/recognition)	
1 copy of Copy/ies of Transfer Certificate	School applicant
of Title of school sites (for	
New/Government Recognition) Documents of ownership of school building(s)	School applicant
(for new/recognition)	Эспоогаррисатт
1 copy of Certificate of Occupancy signed by	School applicant
proper authorities (for new/recognition)	
1 copy of Class program of the classes offered	School applicant
(for new/recognition)	
1 copy of Qualitative Evaluation	Provided by the EPS/In-charge of Private
Processing Sheet (for SHS application)	Schools
School Bond (for new/recognition)	To be provided by the RO to the client
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for	School applicant
renewal)	Dravided by the SMM9E (In charge of
Ocular Inspection Report (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools
new/recognition/renewal)	FIIVALE SUITOUS



Endorsement from the Schools Division Superintendent (for new/recognition/renewal)

Provided by the SMM&E (In charge of Private Schools

FEES				
CLIENT STEPS	AGENCY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the documentary requirements (printed or electronic) for prevalidation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/incharge for Private School		10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
	1.5. Conduct post- conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD)/ PSDS (CID)/



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				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
тот	AL		10 days, 4 hours, 35 minutes	



2. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private school with graduating students (Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 1. Application documents (1 original and each document) Letter of intent addressed to the Regional Director thru the Schools Division Superintendent List of Qualified Graduates (per track/strand/specialization) Accomplished Special Order Form Original Form 137-A (SHS Student Permanent Record) Form IX (SHS Graduation Form) Original Form 137-A (JHS Student Permanent Record) Birth Certificate (PSA) 	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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charge for Private School			SGOD Chief/ SGOD Staff
1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
TOTAL:	None	6 days and 30 minutes	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.



3. Application for Senior High School (SHS) Additional Track/Strand The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recognition	ion
1. Application documents (1 original and each document) • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course • Demand for the graduates • Prospective learners • Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head)	School Applicant



- School bond
- Copy of retirement Plan registered with the Securities and Exchange Commission
- Copy of Latest Financial Statement of the school certified by an independent CPA
- Proposed Curriculum
- Proposed tuition and other school fees
- List of New Teaching/Academic Staff for the Course(s) program(s) applied for
- List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)
- List of library holdings (to be certified by the school head)
- Inspection and Application Fees

B. SHS New Application or Additional Track/Strand

- 1. Application documents (1 original of each documents)
 - Letter of intent addressed to the Regional Director thru the Superintendent
 - Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)
 - Certificate of Recognition of any of the following: (a)
 Secondary Education Program DepEd; (b) Training
 Program –TESDA; (c)
 Highest Education Program –CHED; (d)
 Others: FAAP recognize accrediting agencies,
 Asia Pacific Accreditation and Certification
 Commission (APACC)
 - Proposed Tuition and other fees
 - Proposed School Calendar
 - Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)
 - Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports
 - Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,

School Applicant



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min	imum of 3 laboratories), Workshop Room/		
Stu	dios); (c) Athletic Facilities; (d) Learners'		
Res	source Center or Library; (e) Internet		
Fac	ilities; (f) Ancillary Services		
• A c	opy of Memorandum / Memoranda of		
Agr	eement/ Memorandum of Understanding		
for	partnership arrangements relative to the		
SH	S Program Implementation. These		
arra	angements may include: (a) Engagement		
of s	takeholders in the localization of the		
	riculum; (b) Work Immersion; (c)		
	prenticeship; (d) Research; (e) Provision of		
•	ipment and laboratories, workshops, and		
	er facilities; (f) Organization of career		
	dance and youth formation activities; (g)		
oth			
	litional requirements for Category D: (a)		
	cles of Incorporation and By-Laws for		
	rate Schools only; (b) Documents of		
	nership of school sites under the name of		
	school, or Deed of Usufruct; (c) Proposed		
Anr	nual Budget and Annual Expenditures		
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

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1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
TOTAL:	None	6 days and 30 minutes	



4. Application of Summer Permit for Private Schools

The Schools Division Office is authorized to evaluate, process, and issue summer permit to private school with summer enrollees to address the learning gaps or failed subjects of learners.

Office or Division: School Management, Monitoring and Evaluation	
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with summer enrollees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 Application documents (1 original and each document) Letter of intent addressed to the Schools Division Superintendent School Calendar for Summer – 35 days List of teachers who intent to teach during summer classes General class program for summer Tuition and other school fees Tentative list of summer enrollees with learning areas to be taken written opposite each name A copy of the approved PTA/PTCA 	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA
 Tentative list of summer enrollees with learning areas to be taken written opposite each name 	School Applicant
of fees the PTA/PTCA will contribute for each student. • Written consent of parents whose children will attend student summer classes	Parents
 Post summer activities 	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2.Forward documents to SGOD Chief and route to designated/in-	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/

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TOTAL:	None	6 days and 30 minutes	
1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/
charge for Private School			SGOD Staff



5. Application for No Increase in Tuition Fee

The Schools Division Office is authorized to evaluate, process, and approve notification of no increase to private schools operating with permit/recognition.

Office or Division:	School Management, Monitoring and Evaluation		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may Avail:	Any private school with permit to operate/recognition		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. 	School Applicant School Applicant School Applicant
Copy of Government Permit to Operate/Recognition Certificate	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

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TOTAL:	None	6 days and 30 minutes	
1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/



6. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for increase in tuition and miscellaneous fees.

Office or Division: School Management, Monitoring and Evaluation	
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 1. Application documents (1 original and each document) Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the 	School Applicant
forthcoming school year; • Xerox copy of the latest approved tuition, miscellaneous & other school fees;	School Applicant
Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso	School Applicant
and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized;	School Applicant
 Percentage of Increase of Tuition/Miscellaneous & other fees; 	School Applicant
Copy of Government Recognition Certificate;	School Applicant
 Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A. 6728 have been complied with namely; (a), (b) and (c): 	School Applicant/PTA
a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school	School Applicant
c. At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.	School Applicant



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	



SCHOOLS DIVISION OFFICE - INTERNAL SERVICES

Office of the Schools Division Superintendent

A. Budget Unit

1. Processing of ORS

Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program Implementers are being served in this process as they implement their Programs, Activities and Projects.

Office or Division:	Budget Unit				
Classification:	Simple				
Type of Transaction:	Government to Government (G2G)				
Who may avail:	DepEd Employ	DepEd Employees			
CHECKLIST OF REQ		WHERE TO SECURE			
ORS (1 Original Copi Photocopy)		Accounting Unit			
2. Disbursement Voucho Copies, 2 Photocopy		Accounting Unit			
Purchase Orders (pr	e-audited)				
AR/ATC (1 Original C Photocopy)		Requesting Unit			
2. Other supporting doc Original Copies, 2 P		Requesting Unit			
Biddings					
1. Notice of Award (1 Or 2 Photocopy)	riginal Copies,	BAC Secretariat			
2. Signed Contract (1 O 2 Photocopy)	riginal Copies,	Requesting Unit			
3. Sub-AROs (1 Origina Photocopy)	l Copies, 2	Requesting Unit/Budget			
4. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit			
Cash Advances for 3					
1. Approved Travel Orde Copies, 2 Photocopy	/) `	Requesting Unit			
2. Memorandum (1 Orig Photocopy)	inal Copies, 2	Requesting Unit			
3. Itinerary of Travel (1 Copies, 2 Photocopy		Requesting Unit			



				Detien
4. AR/ATC (1 C Photocopy)	original Copies, 2			
Reimbursement of Travels				
Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting U	Init	
2. Memorandur Photocopy)	n (1 Original Copies, 2	Requesting L	Init	
3. Itinerary of T Copies, 2 P	ravel (1 Original hotocopy)	Requesting U	Init	
Certificate of Appearance	1 7 /	Requesting U	Init	
	of Travel Completed Copies, 2 Photocopy)	Requesting L	Init	
6. AR/ATC (1 C Photocopy)	original Copies, 2	Requesting U	Jnit	
Cash Advan	ces for school MOOE			
1. Purpose of c	ash advance (1 pies, 2 Photocopy)	Requesting U	Init	
Photocopy)	2. Letter request (1 Original Copies, 2		Init	
3. WFP (1 Orig Photocopy)	inal Copies, 2			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE
1.Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
1.4. Record and posting of entries in BMS		None	5 minutes	ADAS
	1.5. Generate print- out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III

	à		
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			DESCRIPTION OF THE PARTY.
available appropriation (Box B)			
1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allo tment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:	None	30 minutes	



2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Divis	sion:	Budget U	Init		
Classification	:	Simple			
Type of Trans	action:	Government to Citizen (G2C)			
		Governm	ent to Gover	nment (G2G)	
Who may avai	il:	Learners			
CHECKLIST C	F REQUIR	EMENTS		WHERE TO SEC	CURE
1. Reports of C	heck Issue	d (RCI)	Cashier's C	Office	
•	Report of Advice to Debit Account Issued (RADAI)				
			ON		
CLIENT STEPS	AGENCY	ACTION			PERSON RESPONSIBLE
	1.1. Rece	ive the			
STEPS 1.Submit the required reports (RCI	1.1. Rece repor	ive the ts ode/post data on	BE PAID	TIME	RESPONSIBLE Receiving



B. Cash Unit

1. Handling of Cash Advances

Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations

Office or Division	•	Cash unit				
Classification:	•	Simple				
Type of Transaction	on:	•	G - Government To Government			
Who may avail:		DepEd Employe				
CHECKLIST O	F REQU		WHERE TO SECURE			
Authority to Cash Advance (1 Original Copy)						
2. Certification of	f No Liqu	uidated CA's	Respec	tive office/burea	au/service	
3. Documentary	requiren	nents				
CLIENT STEPS	AGEN	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Request for Authority to Cash Advance and Certification of No Liquidated CA's	to and	ue the Authority Cash Advance I Certification of Liquidated CA's	None	20 minutes	Accounting Staff	
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	req nee	n the cumentary uirements eded for Cash /ance	None	15 minutes	Head of Office	
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	OR	ward the S/DV to natories	None	1 day	Records	



1	ı		1	DESCRIPTION OF THE PARTY.
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	TOTAL	None	1 day, 6 hours	



C. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division	1:	ICT Unit					
Classification:		Simple					
Type of Transacti	on:	Governn	Government to Government (G2G)				
Who may avail:		SDO Pe	SDO Personnel, School-based Personnel				
СНЕ	ECKLIST (OF REQU	IREMENT	WHERE TO SECURE			
 ICT Technical 	Assistanc	e Form			• ICT Unit		
CLIENT STEPS	AGE ACT		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submission of accomplished ICT technical assistance form	on tl	ceived"	None	1 minute	Records Section		
	1.2. Transmitting the stamped document to the ICT Unit		None	5 minutes			
		eive nped ument	None	1 minute	Client		
	and	ument	None	10 minutes	ICT Unit		
	1.5. Credele dele rena acco rese pass clier acco	te/ ame ount or st sword of at	None	15 minutes	ICT Unit		
	cred	ve the lentials le client	None	5 minutes	Client and ICT Unit		
		Total:	None	38 minutes			



email sent	1. None 2. Evaluate	None	2 minutes	ICT Unit
2.	2. Evaluate	N.I.	-	
	the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	3. Create/ delete/ rename account or reset password of client account 4. Give the credentials to the sender	None	15 minutes 5 minutes	ICT Unit
			l l	



2. Troubleshooting of ICT Equipment

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

Office or Division:	ICT Unit					
Classification:		Simple				
Type of Transaction	n:			Government (C	32G)	
Who may avail:		SDO Personnel				
	ECKLIST OF RE				WHERE TO SECURE	
ICT Technical Assistance Form					ICT Unit	
CLIENT STEPS	AGENCY AC	TION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E	
Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" document	on the	None	1 minute	Records Section	
	1.2. Transmittin stamped document t ICT Unit		None	5 minutes		
	1.3. Receive stamped document		None	1 minute	Client	
	1.4. Evaluate the document and interview the client		None	10 minutes	ICT Unit	
	1.5. Evaluate analyze the equipment		None	30 minutes to an hour	ICT Unit	
	1.6. Troubleshor equipment troubleshor possible to within the troubleshor equipment troubleshor not possible finish within day, recommend to the client next step	If oting is finish day, ot the oting is ole to in the give dation	None	1 hour	Client and ICT Unit	
	1.7. Give recommend		None	15 minutes	ICT Unit	
	to the cli what to do	ent on				

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1.8. Return the equipment to the client	None	5 minutes	ICT Unit
TOTAL	NONE	2 hours and 7 minutes	



3. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division	n'	Information and Communications Technology (ICT) Unit					
Classification:		Simple	Communica	tions recimolog	gy (ICT) Offic		
Type of		G2G - Governn	nent to Gover	nment			
Transaction: Who may avail:		DepEd Personi					
willo illay avail.		DepLu Fersoni	ICI				
CHECKLIST OF REQUIREMENTS			WH	HERE TO SEC	URE		
Uploading Request S Request S Published	heet heet –	Certification of	ICT Unit				
3. Request S4. Announcer5. Articles			Records	Unit			
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed			Bids and	Awards Comn	nittee		
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE		
	1.1 F				RESPONSIB		
STEPS 1. Accomplish the Request	1.1 F a d	Give the Request Sheet and receive the	BE PAID	NG TIME	RESPONSIB		
STEPS 1. Accomplish the Request	1.1 F a d 1.2 F d 1.3 \	Give the Request Sheet and receive the locument/s	None	NG TIME 2 minutes	RESPONSIB		
STEPS 1. Accomplish the Request	1.1 F a d d d d d d d d d d d d d d d d d d	Give the Request Sheet and receive the document/s Receive the document/s Verify the document/s to	None None	NG TIME 2 minutes 2 minutes	RESPONSIB LE Administrativ e Assistant		
STEPS 1. Accomplish the Request	1.1 F a d d d d d d d d d d d d d d d d d d	Give the Request Sheet and receive the document/s Receive the document/s Verify the document/s to be uploaded Scan the document/s to	None None None	2 minutes 2 minutes 2 minutes	RESPONSIB LE Administrativ e Assistant		



D. Legal Unit

1. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Divisi	ion:	Legal Services Unit				
Classification:		Simple				
Type of Transa	ction:	G2G - Governme	ent to Government			
Who may avail	:	Internal Clients				
CHECKLIST	OF REC	QUIREMENTS	V	HERE TO SE	CURE	
1. Governmer		I ID				
2. Division Cle				Requesting E	intity	
3. Authorization	on letter			1		
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
Submit all documentary requirements	red ve for en	eview and check quirement/s & rify from the list of mally charged nployees	None	5 minutes		
2. Log at the log sheet provided if issued a certification	ha ca cle cle inf he cle ha sa	employee does not ve a pending se, issue rtification / sign earance employee has a nding ministrative case, form employee that /she will be eared after case s been resolved or nction has been mpleted	None	5 minutes	Legal Officer / Legal Assistant	
3. Receive action document/s.	do Di	Release action cument / Sign vision earance	None	5 minutes		
		TOTAL	None	15 minutes		



E. Personnel Unit

1. Application for ERF (Equivalent Record Form)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Divisio	n:	Personnel Unit				
Classification:		Complex				
Type of Transact	tion:	Government to Government (G2G)				
Who may avail:		Deped Licensed Public School Teachers				
CHECKLIST (OF RE	QUIREMENTS	w	HERE TO SE	CURE	
1. Endorsement Principal/ Im Original cop	nmedia	r signed by ate Supervisor (3	School/ 0	Office of reque	estor	
2. Endorsemen Original Cop		er signed by SDS (2	Admin Se	ection		
3. Equivalent R	ecord	Form (4 Original)	Personne	el Unit		
4. Latest Appro Photocopy)	ved Ap	ppointment (5	Applicant			
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)			Emanating Graduate School			
6. PRC License	e –(5 I	Photocopy)	PRC/ Applicant			
7. PRC Board F Original 4 P		/ Certification –(1 opy)	Emanating Graduate School			
8. Certification Original 4 P		Jnits Earned –(1 opy)	Concerned agency			
_	-	Private and Public 4 Photocopy	Applicant			
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy			Applicant			
11. Latest Perfo		ce Rating (1 Original	Applicant			
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBL E	
Submit all documentary requirements	f c	Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO	



	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
	TOTAL	None	1 hour, 50 minutes	



2. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Personnel Unit				
Classification:	Simple				
Type of Transaction:	Government to 0	Government (G2G)			
Who may avail:	DepEd Employe	es			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)		Personnel Unit Client			
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)		Personnel Unit Client Client			
Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) Additional Requirements: • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1		Personnel Unit Client Client			
photocopy) Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) Additional Requirements: • Special Order Form (3 original copies) • Medical Certificate (1 Copy)		Personnel Unit Client Front/ Information desk			
Clearance (4 original Solo Parent Leave		CSC website/ Front/ Information desk			



	DESCRIPTION TO DESCRIPT
 CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) Letter request, if necessary (1 original copy) 	Client
Additional Requirements: Birth Certificate of Child (1)	
photocopy)Photocopy of Solo Parent ID (1 photocopy)	
Special Privilege Leave	

• CS Form 6 (3 original copies)

Personnel Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1.Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Records Section – Person in charge

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	TOTAL:	None	3 hours, 55 minutes	Griarge
Form 6				Person in charge
2.Receive the approved	2.1 Release the approved Form 6	None	10 minutes	Records Section -



3. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division	on:	Personnel Unit			
Classification:		Complex			
Type of Transac		Government to Government (G2G)			
Who may avail:		DepEd employees that reached the retiring age			
011=01	<u> </u>	requireme	nt I		
	KLIST O REMENT		WHERE TO SECURE		
1.Application for Copy)	Retirem	ent (1	DepEd Sch	nools Division Off	ice
2.Service Record	d (1 Orig	inal Copy)			
3.Clearance for r	•				
Accountabilitie					
Division (4 Orig					
4.Statement of A (1 Original Cor		Liabilities			
5.Certificate of N	o Pendii	ng			
Administrative	Case (1	Original			
Copy)					
6.Certificate of La (1 Original Cor	_	of Service			
7.Certificate of L	• /	r\/			
Received (1 O		-			
8.Certification of	f Leave	e with or			
without pay (1					
9.Ombudsman (Clearanc	e (1	Concerned	retiree	
original copy)					
10. GSIS Applica					
benefits form	(1 origin	iai copy)			
11.Provident Cle	earance	(1 original			
copy)					
CLIENT STEPS		ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Retirement to Records Unit	docu from Unit by D Hum	plete uments Records checked District	None	30 minutes	Human Resource Unit - Person in charge



			DESCRIPTION OF THE PARTY.
Manage Officer	ment		
1.2. Check a verify th complet of the docume	e eness None	30 minutes	Human Resource Unit - Person in charge
1.3. Inform t concern person i requiren are inco	ed f the None nents	1 day	Human Resource Unit - Person in charge
1.4. Authent complete docume retireme Prepare endorse	e nts for None ent. 1st	1 hour	Human Resource Unit - Person in charge
1.5. Fo complete docume SDS offi signatur ODC release Regiona Office	nts to ice for e and for in the	2 days	Human Resource Unit - Person in charge
1.6. Indorse applicati retireme the Reg Office	on for ent to None	2 days	Human Resource Unit - Person in charge
Te	OTAL: None	5 days, 1 hour	



4. Foreign Travel Authority Request on Official Time or Official Business
Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

Office or Divis	ion:	Personnel U	nit			
Classification:		Simple	THE			
Type of Transa		Government to Government (G2G)				
Who may avai			DepEd SDO Employees			
CHECKLIST C	F REQU	IREMENTS	WHI	ERE TO SE	CURE	
1.Letter of Inten	ıt (1 origin	ıal copy)	Requesting Pa	rty		
2.Clearance fro custodian/sch requesting pa	iool l	head of	Requesting par			
3.Designation employee in to original copy)	heir abse	nce (1	Requesting par	rty		
4.Indorsement head/ agency			SDO/ DO			
5.Certificate of original copy)	No pend	ding case (1	SDO/ DO			
	6.Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original		SDO			
7.Invitation (1 C	riginal /pl	notocopy)	Event Organizer			
8.Estimated Tra Copy)	vel Cost,	travel is go (1	Requesting party			
9.Complete Sta	ff Work (1	Copy)	Requesting party			
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE	
1.Submit all documentary requirement s within the prescribe timeline to Personnel Unit	entary check for the completeness of submitted documentary requirements and accuracy of the travel details		None	15 minutes	Records Section	
	sub coo con offic per	complete omission, ordinate with ocerned oce/ sonnel to uest lacking	None		Personnel Unit - Person in charge	

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	documents and/or confirm any inconsistencies			
	If complete and accurate, prepare the necessary additional requirements			
	1.2. Route the travel documents for signature of authorized officials	None		Personnel Unit - Person in charge
2.Receives travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd NCR	None	1 day	Records Section
	TOTAL:	None	1 day, 15 minutes	

5. Issuance of Certificate of Employment

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	Governmer	nt to Government (G2G)	
Who may avail:	DepEd Emp	ployee/ Former Employee	
CHECKLIST OF REQUI			
1. Data sheet request for	sheet request form (1 Copy) Front Desk/Information		
Letter request (for those personnel no longer connected in the Division)		Client	
3. Identification Card (1 C copy)	Original	Client	

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				DESCRIPTION OF THE PROPERTY.
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
	TOTAL:	None	14 minutes	



6. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Divis	ion:	Personne	l Unit			
Classification		Simple	;			
Type of Transa	action:	G2G - G0	vernment to	Government		
Who may avai		DepEd Er	nployees			
	KLIST O			WHERE TO SEC	CURE	
•	REMENT	S			JORE	
1.Accomplished		4-	Personnel/	Records		
Transaction/F	Request F	orm (2				
copies)			01: 1			
2.Previous copy			Client			
	n previoi					
employment (DDCI I thru	Cashiaring Unit		
3.Latest payroll	siip (i pii	оюсору)	KP30 tillu	Cashiering Unit		
CLIENT STEPS		ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Accomplish Transaction/ Request	1.1. Rece revie requ		None			
Form	clier	nt		30 minutes – 2		
	from	uments n file	None	days depending on the size of the	Personnel Unit Person-in- charge	
	1.3. Prod requ	ıest	None division		3	
2. Receive	2.1. Rel	ease	None			
the signed	reco	ord				
service						
record						
		TOTAL:	None	30 Minutes to 2 days		



7. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd SDO employees		

beped obe employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For GSIS Loans	
 Recent Pay slip (one (1) photocopy) 	
2. Certificate of No Pending Case (one (1) original	
copy)	
3. Certificate of No Leave of absence without pay for	r
the next six (6) months (1 original 1 photocopy) For	Requesting Entity
online transaction:	Legal Unit
4. Submit request at email address of the SDO	School Head
Subject: Approval of GSIS Loan	
For Private Lending Institutions:	7
5. Last three (3) months' pay slip (one (1) original copy	
6. Latest Appointment (one (1) photocopy) DepEd	
Email address	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	Personnel Section- Authorized
	1.3 Approve / Disapprove loan application through e- confirmation of GSIS/ email	None	15 minutes	employee
	1.4Notify the client on the action taken by the Office through e- mail.	None	15 minutes	
	None	5	5 inutes	



8. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee

Office or Division:	ce or Division: Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	New entrants SDO employees			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
Acknowledgement of published Items (1 photocopy)		Personnel Unit		
	CSCFO (1 photocopy)	Personnel Unit		
Checklist of Comm original)	, ,	Personnel Unit		
Appointments Proc original)		Personnel Unit		
	original, 1 photocopy)	Personnel Unit		
6. Certificate of Availa original, 1 photoco	py) `	Personnel Unit		
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit		
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit		
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment 7. The second secon		Personnel Unit		
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		Personnel Unit		
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		Personnel Unit		
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		Personnel Unit		
13. Duly accomplished (Revised 2017) –P original)	CSC Form 212 ersonal Data Sheet (3	Appointee		
14. Work Experience S		Appointee		
15. Certified true copy of records (3 photo		Emanating School		

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16. Authenticat		r CSC		
	Reappointment as Provisional			
17. Certified tru	PRC			
Regulation				
Identification				
	except for Reappointment			
as Provisio				
	proved Appointment (3	Appoir	ntee	
	except for Original and			
reemploym				
	e Rating (3 photocopy) –	Appoir	ntee	
	Original and reemployment	_		
	rtificate –CS Form No. 211 017) (1 original, 2 photocopy)	Accred	lited Health Ca	re Facility
	Medical Exam and Laboratory	Accred	lited Health Ca	re Facility
	cocopy) -except for promotion,	7 100.00		
` .	ent and transfer			
	nce (3 photocopy) -except for	NBI		
	reappointment and transfer			
•	Certificate (3 photocopy)-	PSA		
	promotion, reappointment and			
transfer	• • •			
24. Marriage C	ertificate –if applicable (3	PSA		
photocopy) - except for promotion,				
	- except for promotion,			
photocopy)	- except for promotion, ent and transfer			
photocopy) reappointm	ent and transfer	FFFS TO	PROCESSIN	
photocopy) reappointm	·	FEES TO BE PAID	G	RESPONSI
photocopy) reappointm CLIENT STEPS	ent and transfer AGENCY ACTION			
photocopy) reappointm CLIENT STEPS 1. Submit all	AGENCY ACTION 1.1. Receives and check		G	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted		G	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No.	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position	BE PAID	G TIME	RESPONSI BLE
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS	BE PAID	G TIME	RESPONSI
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of	BE PAID	G TIME	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No.	None	G TIME	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to	BE PAID	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No.	None	G TIME	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of	None	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds,	None	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments	None	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing	None	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing	None	G TIME 15 minutes	RESPONSI BLE Personnel
photocopy) reappointm CLIENT STEPS 1. Submit all documentary	AGENCY ACTION 1.1. Receives and check for the completeness of the submitted requirements for appointment 1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist	None	G TIME 15 minutes	RESPONSI BLE Personnel

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				Dellen
	Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
	TOTAL	None	1 hour and 15 minutes	



9. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

Office or Division	on:	Personnel Unit			
Classification:		Simple			
Type of Transac		Government to Government (G2G)			
Who may avail: DepEd employ			yees		
CHECKLIST OF REQUIREMENTS			WH	ERE TO SI	ECURE
1. Letter request (1 original copy)			Concerned R	etiree	
2. Service Recor	d (1 orig	inal copy)	Personnel Un	it	
3. GSIS Retiremo	ent Voud	cher (1 original	Concerned Retiree		
4. GSIS Retire original copy)		Clearance (1	Concerned R	etiree	
5. Certificate of L original copy)	ast Pay	ment (1	Accounting U	nit	
6. Clearances (Maccountabilities	loney &	• •	School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy) 8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)		Personnel Un	it		
9. Certified Copie original copy)	es of Lea	• •			
10. Certification Earned- (1 or		_			
11. Fiscal Cleara					
For deceased e	mploye	e:			
1. Death certifica	te (1 ph	otocopy)	Municipal reg	istrar	
2. Marriage Certificate (1 photocopy)			NSO		
Survivorship (If applicable) (1 photocopy)		Spouse			
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney			
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)					
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE



				HOWARD IN HEAD
1.Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person- In- Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
	TOTAL:	None	3 hours, 55 minutes	



10. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of Republic Act(R.A.) No. 10172 and updating or changing the marital status.

Office or Division: Personnel			Unit		
Classification: Simple					
Type of Transaction: Governme			nt to Gov	ernment (G2G)	
Who may avail:		DepEd SD	O employ	/ees	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR			
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA			
CLIENT STEPS	AOFNO		FEES		
	AGENC	CY ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Reco	eive and ck the aplete ument	_		
complete	1.1 Reconder comdoc 1.2 Prepupd subatta	eive and ck the aplete ument paration of ates and mission of chments to bed Region	PAID	TIME	



F. Property and Supply Unit

1. Requisition and Issuance of Supplies

Requisition and Issue Slip (RIS) is a document required to use for an Employee/ Personnel to request for monthly supplies.

000 - 51.1.1						
			perty and Supply Unit			
Classification: Simple						
Type of Transaction: G2G - Go			ernment 7	To Government		
Who may avail: DepEd en			oloyees			
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE	
		Requisition and Employee o (RIS) (3 Copies – 1				
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents		None	5 minutes		
	1.2 Check the availability of stocks		None	10 minutes	Property and	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval		None	3 minutes	Supply Unit Personnel	
3. Receive the supplies and the copy of approved RIS Form	3.1 Relesup	ease of plies	None	3 minutes		
		TOTAL	None	21 minutes		



2. Property and Equipment Clearance Signing

This process is signing of PECF form retirement, resignation, transfer of division, leave or travel abroad.

Office or Division:		Property and	d Supply Un	it		
Classification:			Simple			
Type of Transaction:		·	G2G - Government To Government			
Who may avail:		DepEd empl	oyees			
CHECKLIST OF I	REQUIRE	MENTS	WH	IERE TO S	ECURE	
1. Property and Eq Form (PECF) – and 1 photocop	3 original		Supp	bly Unit		
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE	
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	acc forn if th emp an acc for p equ a. If e no acc supply signs part and e If cone emplo accous supply reque to set	clearance on property quipment. b. cerned oyee has intability, y officer will st employee	None	15 minutes	Property and Supply Unit Personnel	
	<u> </u>	TOTAL	None	15 minutes		



G. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

Office or Division:	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teaching and Non-Teaching Personnel, LGUs,
	Stakeholders

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Curriculum Guide (1 Original Copy and 1 Photocopy)	LR Portal
Contextualized Material Submitted (1 Original Copy and Soft Copy)	Author/ Owner
3. School/District Pre-Evaluation	Online Link
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)	Office of the PSDS/Office of the CID
5. Accomplished Quality Assurance Tool	LR Office
6. Accomplished Metadata Template for Cataloguing	LR Office

7. Signed Sworn Certification/Anti-Plagiarism Declaration

r lagianism Declaration			1	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR



	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2.Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3.Submit contextualize d LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4.Finalize LR ready for endorsement to District/Divisi on		None	1 day	Writer, School Head
5.Prepare endorsement communicati on to District/Divisi on Quality Assurance Team	5.1 Accept endorsement communicati on	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommend ation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor



				WOMAN I WANT
revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorseme nt for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communicatio n of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
	TOTAL:	None	45 days.1	

¹ Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.



2. Quality Assurance of Supplementary Learning Resource

The Learning Resources Management Section (LRMS) is in-charge of the quality assurance of teacher-made or locally-developed supplementary learning materials to ensure the correctness and appropriateness as to content, language and layout.

Office or Division:	Curriculum Implementation Division
Classification:	Complex
Type of Transaction:	G2G - Government To Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Detailed Lesson Plan	
School Quality Assurance Team (SQAT) Certification	
Supplementary Learning Resources (Soft and hard copy)	Employee
Teacher User's Guide (For Manipulative Materials Only)	
5. Video of Demonstration Teaching	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	CID personnel
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	



Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
	TOTAL	None	7 days and 15 minutes	



C. Schools Governance and Operations Division - Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Office or Division: Planning Unit Classification: Simple Type of Transaction: Covernment to		Simple	2 (222)			
Type of Transac Who may avail:		Government to Internal Stakeh	· · · · · · · · · · · · · · · · · · ·	G2G)		
CHECKLIST (WHERE TO SECURE			
Letter request addressed to SDS (1 original copy)		Client				
2. Request Form	ı (1 origi	nal copy)	Front Desk			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONS IBLE	
1.Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS		None	10 minutes	Records Unit Staff/ ADA	
		Refer letter quest to Chief, GOD	None	5 minutes	SDS	
	red	Refer letter quest to anning Officer	None	5 minutes	Chief, SGOD	
	1.4. ne un sa	Make the cessary action dertaken to the	None	2 days	Planning Officer	
	1.5. Prepare the transmittal letter to be signed by SDS		None	15 minutes	Planning Officer	
2.Receive the necessary documents	do	elease of the cuments to the d user	None	2 minutes	Records Unit Staff/ ADA	
TOTAL:			None	2 days, 4 hour minutes	rs, 32	



2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

This service is intended for the processing of requests of data for EBEIS, LIS, NAT, and Performance Indicators.

Office or Division	n:	SGOD – Planning Unit				
Classification:		Simple				
Type of Transac	tion:	Governmen	t to Govern	ment (G2G)		
Who may avail:		All				
CHECKLIST O	F REQU	IREMENTS	WHERE TO SECURE			
1. Letter reques	st (origin	al)	Station assignment (to be secured by the concerned employee)			
CLIENT STEPS	AGEN	CY ACTION	FEES TO PROCESSING PERSON RESPONSIBL			
1. Submit the necessary document	requ forw SDS of p	ceives letter uest & to be varded to the for referral roper service vider	None	5 minutes		
	1.2 Approval of letter request & referred to the Planning Unit		None	15 minutes	Planning and Research Unit	
	Pro Info	Action & vide Data rmation ded by ents	None	30 minutes		
		TOTAL	None	50 minutes		



Schools Division Offices

External Services

Office of the Schools Division Superintendent

H. Legal Unit

1. Request for Correction of Entries in 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	Legal Unit			
Classification:	Simple				
Type of Transaction:	Government	to Citizen (G	2C)		
Who may avail:	Current and f	ormer learn	ers		
CHECKLIST OF REC	QUIREMENTS	W	HERE TO SE	CURE	
Application indicating to corrected (1 original contents)	• •		Requesting pa	rty	
2. Certificate of Live Birth Statistics Authority (1 photocopy)		PSA			
3. Certified true copy of Formal Diploma whichever original, 1 photocopy)	is applicable (1	School			
4. Affidavit of Two Disinte applicable (1 original,		Affiants			
5. Other documents that the Attorney III of the order to prove the app	ne Division Office in	Requesting party			
6. Authorization Letter Attorney (if the appli person other than the	Requesting party				
7. Data Privacy Consent Fo	orm		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSI BLE	



				MENNAMED TO DESCRIP
1 Submit all the required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
School Records with consideration to Data Privacy Act	appropriate action.			SDS
	1.2 Refers the documents to Legal Unit	None	10minute s	
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer Legal
	1.4 Forward to SDS for signature	None	5 minutes	Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy of the Order	1.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records/ Releasing In- Charge/Ad min Staff
	TOTAL	None	2 days and 35 minutes	



I. Personnel Unit

1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

Any individual with interest in applying for a position in DepEd may submit his/her credentials and other requirements.

Office or Division:		Personnel Unit			
Classification:		Simple			
Type of Transaction:		Governn	nent to Citizen	(G2C)	
Who may avail:		Positions	s (Elem, JHS, ar	Teacher for Permanent and SHS; Not Eligible aal Positions (SHS only)	
CHECKLIST	OF REQUIR	REMENT	s	WHERE TO	SECURE
Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website				Applicant	
2. Letter of Intent fo					2014 11
3. Duly accomplished Data Sheet (3 orig	ginal copies)		·	Form from CS SDO	oC Website/
4. Certified true cop Commission (PRC)	=	_		Certification 1	from PRC
5. Certified true cop (1 original)	y of ratings ob	tained in	the LET/PBET	PRC	
6. Service Record/C performance ratir those with teachi	ng, and school	's clearan	ce for	SDO	
7. Certified true copy (Copy)	of Transcript o	f Record (1 Original	Applicant	
8. Certificate of specia	lized trainings	(1 Photo	copy of each)	Applicant	
9. NBI Clearance (1 Or	iginal Copy)			NBI	
10. Certified true copy of residency as de Screening Commi	emed accepta	able by the		Applicant	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies		Applicant			
12. Application thru D	ivision Websit	e (if appli	cable)	SDO	
CLIENT STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPON SIBLE
1. Register to the Department's online system at application.deped. gov.ph			None	10 minutes	Client



2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committe e
	2.3. Submit a Soft and Hard copy of the result of pre- assessment at the HR Office through the Records Section	None	1 day	District Screening Committe e
	2.4. Receive and stamp the hard copy of the result of Preassessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the preassessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/email	None	10 minutes	HRMO, Personnel Section, SDO
	TOTAL:	None	1 day, 55 minutes	



2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

Any individual with interest in applying for a position in DepEd may submit his/her following credentials and other requirements.

Office or Division:	Personnel Unit				
Classification:	Simple				
Type of Transaction:		ent to Citizen			
Who may avail:	Any perso	n who has int	terest to the position	on	
CHECKLIST OF REC	QUIREMEN	NTS	WHERE TO SECURE		
1. Application Letter (1 origin	-		Applicant		
, , ,		CSC Website			
2x2 ID picture (3 original c	opies)		Form from CSC or	SDO Website	
3. Government Issued ID (1 p	hotocopy)		Applicant		
4. Certified true copy of CSC 6			CSC/PRC		
professional ID, whichever	r is applicab	le (1			
original copy) 5. Certified true copy of Transc	rint of Reco	rds or	School/s attended	I	
Certification, Authen	•	and			
Verification of TOR (1 origi	nal copy)				
6. Performance Ratings for the		,	Previous/Current	employer	
Photocopy of the 3 Perform		igs for the			
last 3 rating periods), if an7. Certificate of relevant Trai			Applicant		
Seminars attended (1 Phot	_). if anv	Арріїсані		
(2 1 110		,,,			
8. Documentation of Outstar	_		Applicant		
Accomplishments (1 cop DepEd Order 66, s. 2007	y), if any,	pursuant to			
9. File of Electronic-copy of			Applicant		
requirements/document			, applicant		
		FEES TO	PROCESSING	PERSON	
CLIENT STEPS AGENCY	ACTION	BE PAID	TIME	RESPONSIB LE	
1. Submit/email 1.1. Stamp)				
the complete Receiv	ve, issue a				
- I	ing copy,			Records	
	orward the	None	5 minutes	Officer/ AA VI	
the Records pertinution docur	nents to				
email add the Hi					
1.2. Check	leteness of	None	5 minutes	HR Unit staff	
docur		140110	5 minutes	Sinc stan	
submi					



				DEPARTMENT OF THE LABOUR.
2. Receive application receipt/email acknowledge ment of application	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate the qualifications of the Applicant vis-à-vis the qualification standards of the position	None	5 minutes	HRMO
3. Applicant received the Result of Initial Evaluation	3.1. Inform the applicant of the result of initial evaluation through email	None	5 minutes	HRMO
	TOTAL:	None		



J. Property and Supply

1. Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary& Non-Autonomous Secondary Schools

Office or Divisio	n:	Property and Supply Unit				
Classification:		Complex	,			
Type of Transac	tion:	Government to Go	overnment (G2G)		
Who may avail:		DepEd employees	•	,		
CHECKLIST	OF REQI	UIREMENTS	WHERE TO SECURE			
1. Delivery rece	ipts		Supplier			
4. Inspection a Property Tra 5. Requisition	ınsfer Rep	ort	Employ Unit	ee/ Property	and Supply	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE	
1. Delivers the textbook and/or equipment together with the receipts	and	eives textbooks /or equipment m suppliers	None	1 day		
·	the thro DR text equ and Trar	cks the quantity of items received ough comparing the of delivered books and/or ipment to the PO for Property asfer Report of ginating office	None	1 day	Property and Supply Personnel	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment		None	3 hours		
	Cus and Issu	epare Inventory todian Slip(ICS) Requisition and ance Slip(RIS) for pient schools	None	1 day		

Da	En
De	JEV
DEPARTMENT 1	OF THE PARTY.

				DESCRIPTION OF THE PARTY.
	1.5. Reviews and approves the ICS/RIS	None	1 day	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	
	1.7. Preparation of distribution list and in coordination with district/schools	None	3 hours	
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	1 day	
	TOTAL	None	6 days and 6 hours	

Note: Additional steps or increase in TAT is due to the geographical challenge in districts/schools



K. Records Unit

1. Issuance of Requested Documents (Non-CTC)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division	on:	1: Records Unit					
Classification:		Simple					
Type of Transac	De of Transaction: Governme			ent to Citizen (G2C)			
Who may avail:	Vho may avail: General Pu						
	LIST O			WHERE TO SE	CURE		
REQUIR							
1. Requisition slip			Records Uni	t			
2. Valid ID (Origin	nal ID and	d 1	Requesting (person and/or Auth	norized Person		
Photocopy)							
3. Authorization			Requesting		DEDOON		
CLIENT		ENCY		PROCESSING	PERSON		
STEPS		TION	BE PAID	TIME	RESPONSIBLE		
1. Fill out the		ide client	None	5 minutes	Administrative		
requisition slip form	the	icition	None	5 minutes	Staff (Records)		
Slip Ioi III	-	iisition form			Stair (Necords)		
2. Submit the		ceive the					
accomplish	_	, forward					
ed		ne records					
requisition		odian.					
slip with		todian					
valid ID or	sear	ch the					
authorizatio	requested		None	5 minutes	Administrative		
n letter of	docı	uments)			Staff (Records)		
the							
requesting							
party and the							
original ID of							
the							
authorized							
person							
3. Receive the	•	are, print	Maria	20	A alma indictivations		
requested		give the	None	20 minutes	Administrative		
document		ument to			Staff (Records)		
	the	client	Mana	20 mintos			
		TOTAL:	None	30 minutes			



2. Issuance of Requested Documents (CTC and Photocopy of Documents)

CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records Unit					
Classification:	Simple					
Type of	Government to Citizen (G2C)					
Transaction:	Government to Governm					
Who may avail:	All					
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE				
1. Requisition Slip (1	• • •	Records U	nit			
2. Valid ID (Original II	D and 1 Photocopy)	Requesting Person	g person and/o	r Authorized		
3. Authorization Lette	er (1 Copy)	Requestin	g person			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIB LE		
1.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrativ e Staff (Records)		
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrativ e Staff (Records)		
(photo copy) and original ID of the authorized person	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrativ e Staff (Records)		
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer		
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrativ e Staff (Records)		
	TOTAL:	None	45 minutes			



3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017

	ce or	Records Unit				
	sion: sification:	Complex				
Type						
	saction:	Government to Citizen (G2C)				
	may avail:	Graduates/learners from defunct private schools and ALS/PEPT				
••••	may avam	passers in the Division Level	ration private serioois and Alsy'i Er i			
	CHECKLIST C	OF REQUIREMENTS	WHERE TO SECURE			
High		entary Graduates:				
10.		chool Referral Form (SRF)	School Attended			
11.	Certificate of Er	nrollment/ Completion/				
		AV Form 4 (1 original and 2	School attended			
	photocopies)					
12.		ginal and 2 certified true	School attended			
4.2	•	by the School Head)				
13.	photocopies)	icate Copy (1 Original and 2	Client			
14.		es certified correct by	School attended			
	authorized offic	cial (1 original and 2				
	photocopies)					
15.	•	size ID Pictures (2 copies)	Client			
16.	Valid ID					
17.		etter (If the requesting	Requesting Person and/or			
	•	record owner) (1 original	Authorized Person			
	copy)		Requesting Person			
18.	•	wer of Attorney (SPA) for				
		representative (1 original				
	copy)	(*				
	•	nent for Undergraduates:	Cabaal Attandad			
		ent Record (Form 137) (1	School Attended			
	•	otocopies certified by the cords Custodian/ Registrar)				
		Original and 2 photocopies				
	certified by the S	•	School Attended			
	itional Requiren ate schools:	nents for Graduates from				



	DOMESTIC CONTRACTOR
12. Special Order (1 Original and 2	School Attended
photocopies certified by the School	
Head)	
Graduate and undergraduate from public	
schools:	
10. List of Approved CAV Request – CAV Form 6,	School Attended (for CAV form 6)
CAV Form 14, CAV 14 (1 original and 2	Division Office (for CAV form 14)
photocopy)	6
11. Request Form for ALS & PEPT Result Rating –	School Attended/ BEA
CAV Form 10 (1 original and 2 photocopies)	
12. Indorsement from School Division – CAV	Division Office
Form 13 (1 original and 2 photocopies)	Division office
13. Diploma (1 Original and 2 certified true	School Attended
copies certified by the School Head)	
14. ALS Accreditation & Equivalency Test Result	Division Office
(for ALS) (1 original and 2 certified true	
copies)	
15. PEPT Test Result Rating (1 original and 2	Division Office/BEA
certified true copies)	
16. PSA Birth Certificate Copy (1 Original and 2	Client
photocopies)	Client
17. Latest Passport size ID picture (2 copies)	Client BIR
18. Documentary Stamp 2 pcs	NIN

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE
1. Submits request and completely fill- out the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administra tive Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administra tive Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Docume ntary stamp is available at BIR offices)	10 minutes	Administra tive Staff (Records)



	TOTAL:	None	1 hour, 5 r	ninutes
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV.The DFA shall honor documents hand- carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administra tive Staff (Records)
	then to be signed by the Chief Admin Officer 2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	tive Staff (Records) Administra tive Staff (Records)
	2.2 Forward printed CAV to Records Section then to be signed by	None	15 minutes	Administra tive Staff

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.



4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

documents to

communication

communications to the concerned office/personnel

communication

communication to Records Section

communication

for ministerial

transaction*

1.6. Forward the acted

Route

1.3. Read and review

SDS

1.5. Act on the

2.1. Release the

1.4.

2. Client receives

communication

Office or Division:		Records U	nit		
Classification:	Simple				
Type of Transactio	n:	Governme	nt to Citizen (G	2C)	
		Governme	nt to Business	(G2B)	
		Governme	nt to Governm	ent (G2G)	
Who may avail:		All			
CHECKLIST OF	REQUIREM	ENTS	WHE	RE TO SEC	URE
Official Communication		Records Unit			
1 5.5 55	· · ·		INCCOTAS OTHE		
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
	AGENCY A 1.1. Receive a the com		FEES TO	SING	RESPONSI

None

None

None

None

None

None

4 hours

5 minutes

2 days

5 minutes

5 minutes

SDS

SDS Staff

Concerned

office/perso n

SDS Staff

Releasing

Records Officer IV

2 days 4 hours, 25

minutes

personnel/

TOTAL

^{*}Note: For ministerial transaction - within 3days, complex transaction - within 7 days, and for Highly Technical transaction - within 20 days



5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd NonTeaching Personnel.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
	Government to Client (G2C)
	Government to Business (G2B)
Who may avail:	All

	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4.	Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.	
5.	Certificate of Non-Forum Shopping duly notarized. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping	Client
6.	Supporting/Evidentiary Document/s, if any.	
	All requirements must be accomplished in two (2) original copies, one (1) notocopy and one (1) additional copy per additional person-complained.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPON SIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.4. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.5. Stamp received the documents and receiving copy with transaction number 1.6. Log the received document/s to the Incoming Logbook.	None	10 minutes 3 minutes 5 minutes	Administra tive Aide VI or Administra tive Officer IV (Records)



2. Receive the	2.1. Return client'	None	3 minutes	Administra
receiving copy	receiving copy			tive Aide VI
for reference				or
				Administra
				tive Officer
				IV
				(Records)
	TOTAL	None	21 minutes	



6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division:	Records Unit
	Legal Unit
	Office of the Assistant Schools Division Superintendent Office of
	the Schools Division Superintendent
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
	Government to Business (G2B)
	Government to Government (G2G)
Who may avail:	All

	Checklist of Requirements	Where to Secure
4.	Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.	
5.	Certificate of Non-Forum Shopping duly notarized. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping	Client
*A	Supporting/Evidentiary Document/s, if any. Il requirements must be accomplished in two (2) ginal copies, one (1) photocopy and one (1) ditional copy per additional person-complained- of.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
1. Submit the	1.3. Evaluate the	None	10 minutes	Administrative
formal	complaint and			Aide VI or
complaint,	attached			Administrative
with	evidentiary			Officer IV
pertinent	document/s, as to			(Records Unit)
documents,	its completeness.			
if any, or	1.4. Stamp received		3 minutes	
sealed	the documents			
document/s	and receiving			
to Records	copy with			
Unit	transaction			
(Receiving	number.			
Window)				



					UPSAISON TO THE LOTTE
		1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Reconstruction the receivable copy reference	for	2.1.Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
		2.2.Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
		2.3.Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
		2.4.Evaluate and make necessary notation and sign the routing slip.		1 day	Schools Division Superintendent (OSDS)
		2.5.Forward to Legal Unit, for appropriate action.		5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
		2.6.Evaluate the complaint if the same is grievable/ mediatable or not and prepare necessary Communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Officer
		2.7.Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)



2.10. Log the docum with attachmen to the appropriate logbook 2.11. Return signed communication Legal Unit, for organization of documents 2.12. Arrange documents to forwarded Records Unit. 2.13. Forward Records Unit, releasing 2.12. Stamp Release the document and arrange for servicing/ sending to addressee	t/s ate to the to to	None	10 minutes 5 minutes 20 minutes	Administrative Aide VI or Administrative Assistant III (OSDS) Administrative Assistant III (Legal) or Attorney III/Division
documents to forwarded Records Unit. 2.13. Forward Records Unit, releasing 2.12. Stamp Release the document and arrange for servicing/ sending to	to to	None		Assistant III (Legal) or Attorney III/Division
the document and arrange for servicing/ sending to			Jimilates	Legal Officer
	:S	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
2.13. Coordinate with the Office/Agency contact the cli	and		30 minutes	
3. Receive and sign the Communic ation, if with proof of service, sign the proof of service. 3.3. Release the Communication 3.4. If there is a proof of service, service and secure a service Proof of Service Service.	on of ve signed	None	5 minutes 10 minutes	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
TC	1	None	3 days, 2 ho	ours, 11 minutes



SAMPLE TEMPLATE FOR COMPLAINT



Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

COMPLAINT FORM

Document Code:	
Revision:	
Effectivity date:	
Name of Office: Legal Services Unit	

	ALEST AND DESCRIPTION OF THE PARTY OF THE PA	COMPLAIN	NANT (Nagre	reklamo)			
NAME (Pangalan); M.I. (Inisy	al ng Panggitnan						
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)		STERNET CONTAC		Pacebook	CELPHON	NE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)	SUBD. / BRG	γ. τ	OWN/CITY (Bayaric	Lungsad)	PR	OVINCE (Liii	awigan)
VICTIM'S IN	FORMATIC	N (Biktima) [Kung may h	ktima ma	lihan	sa nagre	reklamol
NAME (Pangalan); M.I. (Inley				Kuma, ma	moons	an magns	remanoj
NAME OF SCHOOL (Ngalan	ng Paaralan) A	DORESS OF SCHO	OCL (Lokasyon ng	Paaratan)	GRADE (Antas)	YEAR	AGE (Gulang)
RELATIONSHIP TO Nagrereklamo) [Pakila angkop na sagot]			sa1) Father (A) Mother (I		3) Other	s (lbs pang relasyon)
NAME (Pangalan); Mid		ONDENT'S I		Control of the Principle of the Control of the Cont	and the same of th	(do)	
In case there are mo (Kung higit sa isa ang Position (Katungkulai	ini-rereklamo	, isulat sa ibab DL OR OFFICE (a ang kailangs CONNECTED	ing detalye)	School	of or Offic	e Address
1.	(Paar	alan o Opisina	konektado)	1. (L.c	kasyor	ng Paara	ilan o Opisina)
2.	2			2,			
3.	a.			3.			
4:	4.			4.			
5.	5.			5.			
ACCOUNT OF INC	IDENT / MA	TTER COMP	LAINED (Kw	ento tungi	ol sa l	ni-rerekli	among Insidente)
1. Basic details							minus Surrence and a
Date/s of Incident (Per Kailan nangyari ang ini-r	Isa/Mga petsa	Specific Tim	e or Span of ORAS naganap	Time of Inc		Place on nangyari	of Incident (Saar ang inirereldamo)
2. Evidence for			Some w				200
Do you have Witnessle saksi/nakakita sa bagay			47 (Meron bang	Naka-	- 12	documer	ave supporting its? (Meron ka bang
	gyan ng Che	ck (V) ang an	gkop na sago	ot		Manage Committee	tang dokumento?)
Yes.		None,				Yes	Company of the State of the Sta
Pangalan ng Witness)		ess Address/Office s o Ophinii ng Witne	eaa)	elphone Numb Landline	er /	THE CO	OCUMENTS REGARDING IMPLAINT (Listahan ng Into tungkol sa reklamo)
1.	1.		1,			1.	- Contract of the Contract of
	2		2			2.	
2.	13.44						
	1.		3.			3.	
2. 1. 4.	3.		4.			4.	





Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

Document Code:

Revision:

Effectivity date:

Name of Office:
Legal Services Unit

COMPLAINT FORM

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari) (Please use/ask for another paper if the space provided is not enough) / (Gumamit/humingl ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/S AND SIGNATURE/S [ISULAT AND PANGALAN AT PRIMAHAN SA IBABAW NG PANGALAN]





Republic of the Philippines Department of Couration Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

Document Code:
Revalon:
Effectivity date:
Name of Office:
Legal Services Unit

COMPLAINT FORM

									ON-FOR				-
l/We	(Aka/Ki	ami),	_										
Filipino,	of	legal	age	(may	hustong	edad)	and	with	address	(at	may	address r having	na
duly swo	m in a	ccordan	ce with	law, he	reby depos	se and st	ate (ma	tapos m	anumpa ayo	n sa b	-19100000000000000000000000000000000000	Company &	
nagsasaa	d na), T	HAT:											
1.					ant/s in the prereklamo			nt;					
2.					aration of t				reklamong iti	0)			
3.					s thereof; iga nitalama	in ng akin	g / amir	g reklan	10)				
4.	Lah	entic do	cumen a nakas	ts; aad dito			7/1		personal k		231		
	Regi abou knov sa S Cour naka limar	onal Tri ut the pe vledge t upreme ts. Muni hain na ng araw	al Cour indency hereof, Court o cipal Tri parehon mula sa	ts, Muni of simi ((Ako / h anuman al Courts g reklast pagka-a	cipal Trial (lar action, l (ami ay nag g division ni s o anumano no/kaso, ipa dam ko nito)	Courts or shall information of the court of	r any ot form the o na hin court of A a na gob alam ko	her ager Honora di ako na Appeals yemo, K ito sa Ka	peals or any ney of the G able Office v agreklamo/ka o anumang o ung may ma agalang-gala	overn within aso tun division alaman ang na	ment. Sh five days gkol sa p nito; sa man ako Opisinan	from arehong is Regional I ng tungko g ito sa lor	risue Trial I sa ob ng
													_
(Bilang pa	tunay,	ako/kam	i ay lum	alagda r	nitong ika	ng_		2	19 dito	sa			_)
		over Pri abaw ng			_				Signature (Pirma sa				
				o befor	re me this	Ř	day	of) hu	affiant/s	who
competer	y appe	eared be ence of	fore me	ntity. (N	iting his/he IILAGDAAN	r/their_ AT SINU	IMPAAN	i sa hara	ap ko ngayo ng kanyang	ng	Braw	an Winner	a:



L. Curriculum Implementation Division

1. Accessing Available Learning Resources from LRMDS Portal

The LRMDS Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery copyright-free illustrations and graphics for teachers and learners
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office on Divisions	Ta	5			
Office or Division:	Curriculum Implement	tation Division			
Classification:	Simple				
Type of	Government to Citizer	n (G2C)			
Transaction:					
Who may avail:	All				
CHECKLIST OF F	REQUIREMENTS	WHERE TO SECURE			
1.Computer/Laptop and	I Internet Connection	Client			
3. Active LRMDS Portal a. DepEd Email Ad Employees b. Any active Email Learners, Parent	dress for DepEd	LRMDS Portal (Irmds.deped.gov.ph) (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONS IBLE	
1.Register to LRMDS Portal (New Account)	1.1 Access https://lrmds.de ped.gov.ph			RESPONS	
1.Register to LRMDS Portal	1.1 Access https://lrmds.de	BE PAID	ING TIME	RESPONS IBLE	



				BENEFATA DE LOS LANDOS
	2.2. Receive request for resetting of password	None	1 minute	
	2.3. Reset password in LRMDS Portal Dashboard	None	3 minutes	EPS- LR/PDO
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://Irmds.dep ed.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/ Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
	TOTAL:	None	29 m	inutes



2. Borrowing of Learning Materials from Libraries

DepEd recognizes the rights of every teacher and learner to access available learning materials (LMs), thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

Office or Division	•	Curriculum Implementation Division					
Classification:		Simple					
Type of Transaction	on:	Government to Citi	tizen (G2C)				
Who may avail:		Students and Teach	ching Related Personnel				
CHECKLIST O	F RE	QUIREMENTS	WHERE TO SECURE				
1.Request Form / Slip	(1 Or	iginal Copy)	Client				
2.Valid ID (1 Scanned/ Photocopy) Client							
3. Borrower's Form			Librarian				
4. Returning Transact	ion Fo	orm	Librarian				
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PERSON RESPONSI BLE			
1. Accomplish Request Form / Slip (online or face to face)		Check accomplished request form / slip and ID	None	2 minutes	Librarian/ Library Staff		
2. Check and browse available LMs		Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff		
		Send the (1) list of available LMs, (2)Borrower's Form, and (3)Returning Transaction Form	None	1 minute	Librarian/ Library Staff		
3. Accomplish Borrower's and Returning Transaction Forms		Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff		
		Check the completeness of the Forms	None	3 minutes	Librarian/ Library staff		

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	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff
4. Receive LM	•	None		Librarian/ Library staff
	4.2. Sign the Borrower's and Returning Transaction Forms	None		Librarian/ Library staff
	TOTAL:`	None	21 minutes	



3. Alternative Learning System (ALS) Enrollment

ALS provides opportunities for Out-of-School Youth and Adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division		Commission I		ation Division	
Office or Division: Classification:		Curriculum Implementation Division			
	<u> </u>	Simple Government to Citizen (G2C)			
Type of Transaction:			to Citizen	(G2C)	
Who may avail:			WILEDE	TO OFFILE	_
CHECKLIST OF RE	QUIKEME	INIS	WHERE	TO SECURI	
1. Latest 1x1 ID pic	cture (2pcs.)	with name	Client		
2. Photocopy of Bi Baptismal Cert					
3. Valid ID (Driver Voters ID) - 1 p	hotocopy		CID		
4. Functional Liter	acy Test (FLT)			
5. Assessment for	Basic Litera	cy(ABL)	CID		
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	enroll and a docun	Receive aplished ment form II required nents (face e or online)	None	5 minutes	Curriculum Implementation personnel
	1.2. assess /scree and FI	ning : ABL	None	3 hours	Instructional
		ify the entry ittained	None	30 minutes	Managers /ALS Mobile
	1.4. Grou learne accord literac level	ers ding to	None	30 minutes	Teacher/ District ALS Coordinator/ EPS-II for ALS
2. Receive details and information regarding learning session		n schedule of ng session	None	10 minutes	
	TOTAL		None	4 hours	15 minutes



M. School Governance and Operation Division - Planning and Research Section

1. Request for Basic Education Data (External Stakeholders)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division	:	Planning and R	esearch			
Classification:		Simple				
Type of Transaction	on:	Government to	to Citizen (G2C)			
Who may avail:		External Stakeh	older			
CHECKLIST OF	REQI	JIREMENTS	WHERE TO SECURE			
1. Letter request add Copy, 1 Photocop		o SDS (1 Original	Client			
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE	
1. Submit Letter request address to SDS, attention to Planning Officer through division official		Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/I TO	
email		Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO	
		Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS	
		Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD	
	1.5.	Make the	None	2 days	Clerk/Planni	

necessary

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	TOTAL:	None	2 days, 4 ho minutes	ours, 37
documents	the client			Officer
necessary	documents to	None	2 minutes	
2. Receive the	2.1. Release the			Records
	Section			
	Records			
	forward to			
	SDS then			
	be signed by			Officer
	attachments to	None	15 minutes	Planning
	letter and			
	transmittal			
	1.6. Prepare the			
	request			
	the said letter			
	undertaken to			
	action			



N. School Governance and Operation Division - School Management, Monitoring and Evaluation Section

1. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

Office or Division:	School Management, Monitoring &		
	Evaluation (SMM&E) Section		
Classification:	Highly Technical Transaction		
Type of	Government to Citizen (G2C) Government to		
Transaction:	Business (G2B)		
Who may avail:	Private Schools		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Board Resolution: Must be certified by the	School applicant		
Corporate Secretary (for new/recognition)			
1 copy of notarized comprehensive	School applicant		
Feasibility Study(for new/recognition)			
1 copy of application letter stating the	School applicant		
nature of Government Permit being applied			
for(being renewed), or stating intent for			
recognition			
1 copy of Articles of Incorporation and	SEC		
By-Laws duly registered with the Security and			
Exchange Commission (SEC). (for			
new/recognition)			
1 copy of Copy/ies of Transfer Certificate of	School applicant		
Title of school sites (for New/Government			
Recognition)			
Documents of ownership of school	School applicant		
building(s) (for new/recognition)			
1 copy of Certificate of Occupancy signed by	School applicant		
proper authorities (for new/recognition)			
1 copy of Class program of the classes offered	School applicant		
(for new/recognition)			
1 copy of Qualitative Evaluation Processing	Provided by the EPS/In-charge of Private		
Sheet (for SHS application)	Schools		
School Bond (for new/recognition)	To be provided by the RO to the client		
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer		
Copy of the Updated Government PTO (for	School applicant		
renewal)			
Ocular Inspection Report (for Provided by the SMM&E (In charge			
new/recognition/renewal)	Private Schools		



Endorsement from the Schools Division Superintendent (for new/recognition/renewal)

Provided by the SMM&E (In charge of Private Schools

new/recognition/renewar)		EFFO		
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/incharge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
	1.5. Conduct post- conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD)/ PSDS (CID)/



		1	1	USANIO TO OLOUS
				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	TOTAL	None	10 days, 4 hou	urs, 35 minutes



2. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private school with graduating students (Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 2. Application documents (1 original and each document) Letter of intent addressed to the Regional Director thru the Schools Division Superintendent List of Qualified Graduates (per track/strand/specialization) Accomplished Special Order Form Original Form 137-A (SHS Student Permanent Record) 	School Applicant
Form IX (SHS Graduation Form)	
Original Form 137-A (JHS Student Permanent	
Record)	
Birth Certificate (PSA)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



School 1.3. Process, evaluate the documentary requirements and prepares Indorsement 1.4. Secure the signature of the SDS for the indorsement. 1.5. Refer to the Records Unit and release to Regional Office for their appropriate action Staff Staff Staff Staff Staff SMM&E (In charge of Private School)/ Alternate focal SDS SDS Admin Officer IV/ Admin Staff (Records)	TOTAL:	None	6 days and	30 minutes
School 1.3. Process, evaluate the documentary requirements and prepares Indorsement 1.4. Secure the SDS for the SDS Staff Staff Staff SMM&E (In charge of Private School)/ Alternate focal School 1 day SDS	Records Unit and release to Regional Office for their appropriate	None	10 minutes	Admin Staff
School 1.3. Process, evaluate the documentary requirements and prepares Staff Staff SMM&E (In charge of Private School)/ Alternate focal	signature of the SDS for the	None	1 day	SDS
charge for Private SGOD Chief/ SGOD	1.3. Process, evaluate the documentary requirements and prepares		5 days	SMM&E (In charge of Private School)/ Alternate

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.



3. Application for Senior High School (SHS) Additional Track/Strand

The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

Office or Division:	SGOD - School Management, Monitoring and Evaluation	
Classification:	Highly Technical	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Any private schools	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recogn	nition
 2. Application documents (1 original and each document) Letter of intent addressed to the Regional Director thru the Superintendent Board Resolution Feasibility Study Philosophy and Goals of the course Demand for the graduates Prospective learners Existing schools offering one same course within the community Articles of Incorporation and By- Laws Copy(ies) of Transfer Certificate(s) of Title of the school site Location of school in relation to its environment Campus development and landscaping plans Document(s) of Ownership of school building(s) Certificate of Occupancy of school building(s) Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. Proposed budget for the succeeding school year approved by the Board of Trustees/Directors List of school administrators (president, vice-president, deans, department heads) List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher) List of athletic facilities, equipment, supplies and materials (to be certified by the school head) 	School Applicant



- School bond
- Copy of retirement Plan registered with the Securities and Exchange Commission
- Copy of Latest Financial Statement of the school certified by an independent CPA
- Proposed Curriculum
- Proposed tuition and other school fees
- List of New Teaching/Academic Staff for the Course(s) program(s) applied for
- List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)
- List of library holdings (to be certified by the school head)
- Inspection and Application Fees

B. SHS New Application or Additional Track/Strand

- 2. Application documents (1 original of each documents)
 - Letter of intent addressed to the Regional Director thru the Superintendent
 - Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)
 - Certificate of Recognition of any of the following:

 (a) Secondary Education Program DepEd;
 (b) Training Program –TESDA;
 (c) Highest Education Program –CHED;
 (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)
 - Proposed Tuition and other fees
 - Proposed School Calendar
 - Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)
 - Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports
 - Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,

School Applicant



- minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services
- A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others
- Additional requirements for Category D: (a)
 Articles of Incorporation and By-Laws for Private
 Schools only; (b) Documents of ownership of
 school sites under the name of the school, or
 Deed of Usufruct; (c) Proposed Annual Budget and
 Annual Expenditures

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

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TOTAL:	None	6 days a minutes	nd 30
1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS



4. Application of Summer Permit for Private Schools

The Schools Division Office is authorized to evaluate, process, and issue summer permit to private school with summer enrollees to address the learning gaps or failed subjects of learners.

Office or Division:	School Management, Monitoring and Evaluation	
Classification:	Complex	
Type of Transaction:	Government to Business (G2B)	
Who may Avail:	Any private school with summer enrollees	

CHECKL	IST OF REQUIREMENTS	WHERE TO SECURE
	tion documents (1 original and each nent) Letter of intent addressed to the Schools Division Superintendent School Calendar for Summer – 35 days List of teachers who intent to teach during summer classes General class program for summer Tuition and other school fees Tentative list of summer enrollees with learning areas to be taken written opposite each name A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA
•	Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for	Parents
	of fees the PTA/PTCA will contribute for each student. Written consent of parents whose children will attend student summer	Parents School Applicant
•	classes Post summer activities	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
1. Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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1.2.Forward	None	10 minutes	Admin Officer
documents to			IV/ Admin
SGOD Chief and			Staff (Records)
route to			6665 61 : 1/
designated/in-			SGOD Chief/
charge for Private			SGOD Staff
School			
1.3. Process, evaluate the	None	5 days	SMM&E (In
documentary			charge of Private
requirements and			School)/
prepares Indorsement			Alternate focal
1.4.Secure the signature	None	1 day	SDS
of the SDS for the		-	
indorsement.			
1.5.Refer to the Records	None	10 minutes	Admin Officer
Unit and release to			IV/
Regional Office for their			Admin Staff
appropriate action			(Records)
TOTAL:	None	6 days and	
		30	
		minutes	



5. Application for No Increase in Tuition Fee

The Schools Division Office is authorized to evaluate, process, and approve notification of no increase to private schools operating with permit/recognition.

Office or Division:	School Management, Monitoring and Evaluation	
Classification:	Complex	
Type of Transaction:	Government to Business (G2B)	
Who may Avail:	Any private school with permit to operate/recognition	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
 2. Application documents (1 original and each document) Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition 	School Applicant School Applicant
miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and	School Applicant
percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. Copy of Government Permit to Operate/Recognition Certificate	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	10 minutes	Admin Officer IV/ Admin Staff (Records)
1.4. Secure the signature of the SDS for the indorsement.	1 day	SDS
1.3. Process, evaluate the documentary requirements and prepares Indorsement	5 days	SMM&E (In charge of Private School)/Alternate focal
1.2. Forward None documents to SGOD Chief and routes to designated/incharge for Private School	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff



6. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for increase in tuition and miscellaneous fees.

Office or Division:	ce or Division: School Management, Monitoring and Evaluation	
Classification:	Highly Technical	
Type of Transaction:	Government to Business (G2B)	
Who may Avail:	Any private school with recognition	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Application documents (1 original and each document)	
Letter of intent addressed to the Regional Director through a School Division Superintendent	School Applicant
Director thru the Schools Division Superintendent stating the intention to comply with the provision	
of R.A. 6728 for the forthcoming school year;	
Xerox copy of the latest approved tuition,	Calanal Analisana
miscellaneous & other school fees;	School Applicant
Comparative schedule of tuition, miscellaneous &	
other school fees for current school year with that of the previous year indicating in both peso and	School Applicant
percentage the forms for increase. Note: The	
miscellaneous and other fees should be itemized;	
 Percentage of Increase of Tuition/Miscellaneous & 	School Applicant
other fees;	
Copy of Government Recognition Certificate; and Copy of Government Recognition Certificate; and	School Applicant
 Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the 	School Applicant
following requirements of R.A. 6728 have been	School Applicant
complied with namely; (a), (b) and (c):	
d. Appropriate consultation has been conducted with	
duly organized PTA/PTCA and Faculty Association.	School Applicant/PTA
e. Seventy percent (70%) of the amount of tuition	
Increase (incremental proceeds) of the previous school year	
f. At least twenty percent (20 %) went to the	Calcad Analtanal
improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements	
with the amount written opposite each item with supporting	
documents and photocopies of sample receipts of purchases	
and others.	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and	30 minutes



Schools Division Office

Internal Services

Office of the Schools Division Superintendent

Issuance of Foreign Travel Authority

Travel Authority (TA) refers to an Order in writing issued by the approving authority allowing an official or employee to proceed to a specific place or location (the regular place of work and where the official/employee is expected to stay most of the time as required by the nature, duties and responsibilities of the position) outside of their permanent official station for a specific period of time to perform a given assignment or accomplish a personal purpose.

Based on the *Omnibus Travel Guidelines for All Personnel of the Department of Education* (DepEd Orders No. 043 and 046, s. 2022) DepEd officials or employees may request TA for either of the following:

- Official Travel trips pursuant to a legitimate function or interest. These may either be
 official business (where transportation, miscellaneous, and daily travel expenses aside
 from salaries and benefits, are incurred and funded by the Department) or official time
 (where no government expenses are incurred/spent aside from the payment of
 salaries/benefits).
- Personal Travel private trips for personal purpose and undertaken without cost to the government.

Official or Personal Travel may be further categorized into **foreign** (trips outside the Philippines) or local (trips outside the permanent official station).

The minimum conditions for a trip to be considered official travel are the following:

- m. Highly relevant to basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
- n. Essential to the effective performance of official/employee mandate of functions.
- o. Projected expenses involve minimum expenditure or are not excessive.
- p. Presence is critical to the outcome of the activity to be undertaken.
- q. Absence from the permanent official station will not hamper the operational efficiency of the office.
- r. Expenses to be incurred is included on the approved Work and Financial Plan of the office/unit concerned.

1.1 Issuance of Foreign Official Travel Authority

DepEd officials and employees may apply for travel authority for the these foreign official travels:

- g. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- h. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- i. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under



international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

Note that travel authority shall not be issued for the following officials and employees:

- i. With pending administrative case;
- j. Will retire within one year from the date of the foreign official travel;
- k. Whose previous travel has not been liquidated and cleared;
- I. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Offi	ce of the Schools Division Superintendent (OSDS)		
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Dep	Ed officials and employees meeting the conditions for foreign personal		
	trav	el as stated on DOs 043 and 046, s. 2022, specifically		
	•	Requests from schools as recommended by the School Head		
	•	School Heads		
	•	Requests from Division Chiefs and below, including Public Schools		
		District Supervisors (PSDS), in Schools Division Offices (SDOs)		
CHECKLIST OF		WHERE TO SECURE		
REQUIREMENTS		WHERE TO SECORE		
1. One (1) original cor	ру	Annex A, DO 043, s. 2022		
of filled out Travel		https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO s2022 043corrected-		
Authority for Offic	ial	<u>copy.pdf</u>		
Travel Form with				
supporting documents (see				
below)				
2. One (1) original cop	ΟV	Inviting foreign government/institution or international		
of the signed	,	agency/organization		
invitation address	ed			
to the requesting				
party				
3. One (1) original cop	ру			
of Itinerary of Travel 4. One (1) original cop)V	Client		
of Written	у	Oneric		
justification,				
addressed to the				
Approving Author				
to be noted by the	€			
Recommending				
Authority ² ,				
explaining the minimum conditio	ne			
for authorized offi				
travel stated abov				

 $^{^{2}}$ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.



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and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	
5. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client
7. One (1) copy of Estimated Travel Cost	
8. One (1) copy of Work and Financial Plan	Client's office
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the	Office of the Secretary Regional Office Commission on Filipino Overseas
Registration Sticker	

-	For Division Chiefs and higher, a draft Office	Signing authority for OO designated by
	Order (SO) designating an OIC, if applicable,	the Secretary
	so as not to hamper the day-to-day operations	·
	of the office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit



		TOTAL	None	7 days	
J.	report addressed to the Office of the Secretary ³	report.		month after returning to the permanent official station)	Necolus Ollit
	Receive requested document/s from the Records Section Submit post-travel	2.1 Check documents received and process for release; release document/s to intended recipient. 3.1 Receive the posttravel	None None	20 minutes	Records Unit
		1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
		1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
		1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
		1.5 Review and sign the Form and TA	None	4 hours	SDS
		1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
		1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
		1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit

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³ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO s2022 043-corrected-copy.pdf .



1.2 Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study abroad may be required to comply with the required service obligation after the period of their leave.

Note that those who have pending administrative case/s, unliquidated / no clearance / noncompliance to reportorial requirement for any previous travel shall not be granted foreign personal TA.

Office or Division:	Office	Office of the Schools Division Superintendent (OSDS)					
Classification:	Simple	Э					
Type of	Gover	nment to Government (G2G)					
Transaction:							
Who may avail:		DepEd officials and employees meeting the conditions for foreign personal trav					
		stated on DOs 043 and 046, s. 2022, specifically					
		Requests from schools as recommended by the School Head					
		chool Heads					
		equests from Division Chiefs and below, including Public Schools					
	וט	strict Supervisors (PSDS), in Schools Division Offices (SDOs)					
CHECKLIST O	F	WHERE TO SECURE					
REQUIREMEN ⁻	TS						
One (1) original cop	•	Annex D, DO 043, s. 2022					
filled out Travel Authority		https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO s2022 043corrected-					
for Personal Travel	Form	copy.pdf					
with supporting documents (see bel	low)						
One (1) original cop		Client					
written manifestation		Client					
noted by the Head	,						
Office, that absence							
not hamper the							
operational efficience	cy of						
the office							
Certificate of No Pe	nding	Legal unit with jurisdiction over the client					
Case	2022						
CSC Form No. 6, s.	2020	Civil Service Commission (CSC) /					
(Leave Form)		Personnel unit with jurisdiction over the client					
Optional requiremen							
- Draft Office Order		Signing authority for OO designated by the Secretary					
designating an O							
applicable, so as							
hamper the day-to operations of the							
operations of the	UIIICE						



- Study Leave of NTP (up to 6 months): Contract between the agency	Personnel unit with jurisdiction over the client
head or authorized representative and the employee concerned	
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the	1.1 Receive the documents and log on the database, route to	None	10 minutes	Records Unit
SDO	Personnel Unit			
a. School Head b. Office of the School	1.2 Check documents for completeness and	None	2 hours	Personnel Unit
Head – for Teaching and Non-Teaching	accuracy.			
Personnel in Schools	If there is no discrepancy in the documents submitted, forward to the			
c. Division Chiefs and below, including PSDS in SDOs	Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.			
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit

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	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Records Unit
	TOTAL	None	5 days	



H. Budget Unit

1. Processing of ORS

Reimbursement of Travels

Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program Implementers are being served in this process as they implement their Programs, Activities and Projects.

Office or Division:	Budget Unit						
Classification:	Simple						
Type of Transaction:	Government to	Government (G2G)					
Who may avail:	DepEd Employe	es					
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE					
1. ORS (1 Original Copies, 2 Photocopy)		Accounting Unit					
2. Disbursement Vouch	ner (1 Original	Accounting Unit					
Copies, 2 Photocopy)							
Purchase Orders (pr	e-audited)						
AR/ATC (1 Original Cop Photocopy)	ies, 2	Requesting Unit					
2. Other supporting docur Copies, 2 Photocopy)	ments (1 Original	Requesting Unit					
Biddings							
Notice of Award (1 Original Copies, Photocopy)		BAC Secretariat					
2. Signed Contract (1 Orig 2 Photocopy)	inal Copies,	Requesting Unit					
3. Sub-AROs (1 Original Co Photocopy)	opies, 2	Requesting Unit/Budget					
4. AR/ATC (1 Original Copi Photocopy)	es, 2	Requesting Unit					
Cash Advances for	Fravels						
Approved Travel Ord Copies, 2 Photocopy)		Requesting Unit					
2. Memorandum (1 Origin Photocopy)	nal Copies, 2	Requesting Unit					
3. Itinerary of Travel (1 Or 2 Photocopy)	iginal Copies,	Requesting Unit					
4. AR/ATC (1 Original Copi	es, 2 Photocopy)						



	DESCRIPTION OF THE PARTY OF THE
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies,	Requesting Unit
2 Photocopy) 4. Certificate of	Requesting Unit
Appearance/Participation/Attendan ce (1 Original Copies, 2 Photocopy)	
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)	Requesting Unit
6. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for school MOOE	
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Letter request (1 Original Copies, 2 Photocopy)	Requesting Unit
3. WFP (1 Original Copies, 2 Photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSI BLE	
1.Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS	
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budg et Officer III	
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III	
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS	
	1.5. Generate print- out of ORS	None	2 minutes	ADAS	
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available	None	5 minutes	Budget Officer III	

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appropriation (Box B)			
1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allo tment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:	None	30 minutes	



2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Divis	sion:	Budget Un	nit			
Classification: Simple						
Type of Transaction: Government		Governme	ent to Citizen	(G2C)		
Governme			ent to Govern	ment (G2G)		
Who may avai	il:	Learners				
CHECKLIST C	F REQUIR	EMENTS		WHERE TO SE	CURE	
1. Reports of Che	eck Issued (R	(CI)	Cashier's O	ffice		
2. Report of Advice to Debit Account						
Issued (RADA	AI)					
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	1.1. Receiv	e the				
STEPS 1.Submit the required reports (RCI	1.1. Receiv report	de/post	BE PAID	TIME	RESPONSIBLE Receiving	



I. Cash Unit

1. Handling of Cash Advances

Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations

Office or Division	1 ■	Cash unit				
Classification:	Simple					
- I			Covernment (C3C)			
	Government to G	overnmer	it (G2G)			
Who may avail:	DepEd Employee					
CHECKLIST C	IIREMENTS		WHERE TO SE	ECURE		
Authority to Cash Advance (1 Original Copy)			Account	ing Unit		
2. Certification of	No Liquio	dated CA's	Respect	ive office/bureau	/service	
3. Documentary r	equireme	ents				
CLIENT STEPS	AGEN	NCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	to C Cer	e the Authority Cash Advance and tification of No uidated CA's	None	20 minutes	Accounting Staff	
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	doc req nee	Sign the umentary uirements ded for Cash rance	None	15 minutes	Head of Office	
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances		vard the ORS/DV ignatories	None	1 day	Records	



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	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	TOTAL	None	1 day, 6 hours	3
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J. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division	ղ:	ICT Unit					
Classification:	Simple						
Type of Transaction: Gov			Government to Government (G2G)				
Who may avail: SDO Per			onnel, Scho	ool-based Personne	e		
СНІ	OF REQU	JIREMENT	WHERE TO SECURE				
• ICT Technical A	orm			• ICT Unit			
CLIENT STEPS AGEN			FEES TO BE PAID PROCESSING		PERSON RESPONSIBLE		
Submission of accomplished ICT technical assistance form	d "Received"		None	1 minute	Records Section		
			None	5 minutes			
			None	1 minute	Client		
	and inter	uate the ument view client	None	10 minutes	ICT Unit		
	dele rena acco rese	me unt or t word of t	None	15 minutes	ICT Unit		
	1.6. Give the credentials to the client		None	5 minutes	Client and ICT Unit		

Total: None 38 minutes

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2. Checking of	2.1. None	None	2 minutes	ICT Unit
email sent				
	2.2. Evaluate the	None	10 minutes	ICT Unit
	document			
	sent. If			
	blurry or has			
	erroneous			
	entry, return			
	to sender. If			
	client has no			
	signature,			
	return to			
	sender.			
	2.3. Create/	None	15 minutes	ICT Unit
	delete/			
	rename			
	account or			
	reset			
	password of			
	client			
	account	Marca	Г	ICT Unit
	2.4. Give the	None	5 minutes	ICT Unit
	credentials			
	to the sender			
	Total	None	32 minutes	



2. Troubleshooting of ICT Equipment

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

Office or Division:	ICT Unit					
Classification:		Simple				
Type of Transactio	Government to Government (G2G)					
Who may avail:	SDO Per	sonnel				
СНЕ	QUIREN	IENTS		WHERE TO SECURE		
ICT Technical As	sistance Form				ICT Unit	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E	
Submission of accomplished ICT technical	1.1. Stamping "Received" on the document 1.2. Transmitting the stamped document to ICT		None	1 minute	Records Section	
assistance form			None	5 minutes		
	1.3. Receive stamped document		None	1 minute	Client	
	1.4. Evaluate the document and Interview client		None	10 minutes	ICT Unit	
	1.5. Evaluate and analyze the ICT equipment		None	30 minutes to an hour	ICT Unit	
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step		None	1 hour	Client and ICT Unit	
	1.7. Give recommendation to the client on what to do		None	15 minutes	ICT Unit	
	1.8. Return the equipment to cli		None	5 minutes	ICT Unit	
TOTAL None 2 hours and 7 minutes						



3. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division						
Classification:	assification: Simple					
Type of Transaction:	· ·					
Who may avail:		DepEd Personne	I			
CHECKLIST OF	REQ	UIREMENTS	WHERE TO SECURE			
Uploading of Sheet	f Public	cations Request	ICT Unit			
4. Request She Published A		ertification of				
 Request She Announcem Articles 			Records Unit			
12. Issuances 13. Bidding Documents 14. Invitation to Bid 15. Request for Quotation 16. Notice of Award 17. Notice to Proceed			Bids and Awards Committee			
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIB LE	
1. Accomplish the Request Sheet	а	Give the dequest Sheet and receive the locument/s	None	2 minutes		
		Receive the document/s	None	2 minutes		
	d	erify the locument/s to be ploaded	None	2minutes	Administrativ e Assistant III / ICTU	
		Scan the locument/s to PDF format	None	5 minutes		
	do we	pload the ocument/s on the ebsite or orkplace	None	5 minutes		
		TOTAL	None	16 minutes		



K. Legal Unit

1. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Divisi	ion:	Legal Services Unit				
Classification:		Simple				
Type of Transa	ction:	Government to Go	vernment (G2G)			
Who may avail	:	Internal Clients				
CHECKLIST	OF REC	QUIREMENTS	WHERE TO SECURE			
1. Government	issued II)				
2. Division Clea	irance			Requesting En	tity	
3. Authorizatio	n letter					
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
1. Submit all documentary requirements	red vei for	eview and check quirement/s & rify from the list of mally charged aployees	None	5 minutes		
2. Log at the log sheet provided if issued a certification	ha iss sig If e pe cas tha cle sar ha	mployee does not ve a pending case, ue certification / n clearance employee has a nding administrative se, inform employee at he/she will be ared after case has en resolved or action s been mpleted	None	5 minutes	Legal Officer / Legal Assistant	
3. Receive action document/s.	3.1 R do Div	elease action cument / Sign vision earance	None	5 minutes		
		TOTAL	None	15 minutes		



L. Personnel Unit

1. Application for ERF (Equivalent Record Form)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Divisio	n:	Personnel Unit				
Classification:		Complex				
Type of Transact	tion:	Government to Gove	ernment (G2	2G)		
Who may avail:		Deped Licensed Pub	ic School Teachers			
CHECKLIST (QUIREMENTS	WHERE TO SECURE				
 Endorsement Principal/Import Original copie 	mediat	er signed by e Supervisor (3	School/ O	ffice of request	tor	
2. Endorsement Original Copi		signed by SDS (2	Admin Sed	ction		
3. Equivalent Red	ord Fo	rm (4 Original)	Personnel	Unit		
4. Latest Approve Photocopy)	ed App	ointment (5	Applicant			
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)			Emanating Graduate School			
6. PRC License –(5 Phot	tocopy)	PRC/ Applicant			
7. PRC Board Rat Original 4 Ph	•	•	Emanating Graduate School			
8. Certification o 4 Photocopy)		Earned –(1 Original	Concerned agency			
9. Service Recor (1 Ori		vate and Public Photocopy	Applicant			
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy			Applicant			
11. Latest Performance Rating (1 Original 4 Photocopy)			Applicant			
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBL E	
Submit all documentary requirements	t t	eceive and check for he completeness of he submitted ERF equirements	None	15 minutes	Personnel Unit HRMO	



	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
	TOTAL	None	1 hour, 50 minutes	



2. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division: Personnel Unit					
Classification:	Simple				
Type of Transaction:	•	Government (G2G)			
Who may avail:	DepEd Employees	`			
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE			
Vacation Leave					
4. CSC Form 6 (3 original	l copies)	Personnel Unit			
5. Clearance Form, only abroad, or if traveling than 15 days (4 origin6. Letter request, if nece copy)	local for more al copies)	Client			
Sick Leave					
4. CSC Form 6 (3 original 5. Medical Certificate, index sick leave (1 Copposite 6. Letter request, if neccept)	f more than 5 by)	Personnel Unit Client Client			
Paternity Leave					
3. CSC Form 6 (3 origin4. Letter request, if neocopy)	• •	Personnel Unit Client Client			
Additional Requirements	:				
 Marriage Contract (1) Birth Certificate of Ch Certificate of Wife if N photocopy) 	ild or Medical				
Maternity Leave					
3. CSC Form 6 (3 original copies)4. Letter request, if necessary (1 original copy)		Personnel Unit Client			
 Additional Requirements Special Order Form (3 Medical Certificate (1 Clearance (4 original of the content of the content	original copies) Copy)	Front/ Information desk			
Solo Parent Leave		CSC website/ Front/ Information desk			



Spe	cial Privilege Leave	
•	itional Requirements: Birth Certificate of Child (1 photocopy) Photocopy of Solo Parent ID (1 photocopy)	
4.	Letter request, if necessary (1 original copy)	Client
3.	CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies)	Client

• CS Form 6 (3 original copies) Personnel Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
1.Submit complete	1.1. Receive the complete documents	None		Records Section -
documentary requirements within the	1.2. Check the received document as to completeness	None	10 minutes	Person in charge
prescribed timeline from the concerned office	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Section - Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
	TOTAL	None	3 hours, 55 min	utes



3. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division	on:	Personnel Unit				
Classification:		Complex				
Type of Transac	ction:	Governmen	nt to Governr	nent (G2G)		
Who may avail:		DepEd emp	loyees that r	eached the retiring	g age requirement	
		_				
	KLIST O			WHERE TO SEC	CURE	
•	REMENT		Dow Ed Cabo	ala Divisian Office		
1.Application for R	keuremer	і (1 сору)	Deped Scho	ols Division Office		
2.Service Record (1 Origina	l Conv)				
2.561 1166 1166014 (1 01161114	. соруј				
3.Clearance for mo	oney & pi	operty				
Accountabilities	District 8	<u> </u>				
Division (4 Origi	nal Copie	s)				
4.Statement of Ass	sets & Lia	bilities (1				
Original Copy)						
5.Certificate of		nding				
Administrative (Case (1 O	riginal				
Copy)		0 1 14				
6.Certificate of Las	st Day of	Service (1				
Original Copy)	+ Calami					
7.Certificate of Las Received (1 Orig	•	۸)				
8.Certification of L		· -				
pay (1 Original C		TOT WILLIOUT				
9.Ombudsman Cle		1 original	Concerned	retiree		
copy)	(0 -				
10. GSIS Application	on for ret	irement				
benefits form ((1					
original copy)						
11.Provident Clearance (1 original						
copy)						
CLIENT STEPS	_	ENCY	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



				оскамого Толиссиясь
1.Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource Management Officer	None	30 minutes	Human Resource Unit - Person in charge
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge

None

TOTAL:

5 days, 1 hour



4. Issuance of Certificate of Employment

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

Office or Divisio	n:	Personnel U	nit				
Classification:		Simple					
Type of Transact	ion:	Government	t to Government (G2G)				
Who may avail:		DepEd Empl	oyee/ Form	ner Employee			
CHECKLIST OF	REQU	IREMENTS		WHERE TO SE	CURE		
1. Data sheet reque	st form	(1 Copy)	Front Des	k/Information			
2. Letter reque personnel no lo in the Division)	•		Client				
3. Identification Car	d (1 Ori	ginal copy)	Client				
CLIENT STEPS		GENCY ACTION	FEES TO BE PROCESSING PERSON RESPONSIBLE				
1. Submit Data Sheet Request form with other required documents with attached pay slip	fo su co	eceive and orward ubmitted omplete ocuments	None	2 minutes	Front Desk/ Information		
1.2. Verify the complete documents submitted		None	5 minutes	Human Resource Unit Concern			
	si Co	repare and gn ertificate of mployment	None	5 minutes	Admin Officer (Admin Service)		
2. Receive Certificate of Employment	Eı	ertificate of mployment o Client	None	2 minutes	Front Desk/ Information		
		TOTAL:	None	14 minutes			



5. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Divis	ion:	Personnel Unit				
Classification		Simple				
Type of Transa	action:	Governme	nt to Govern	ment (G2G)		
Who may avai	l:	DepEd Em	ployees			
	KLIST O		WHERE TO SECURE			
REQUI	REMENT	S	WHERE TO SECURE			
1.Accomplished			Personnel/	Records		
Transaction/Re	equest For	m (2				
copies)						
2.Previous copy			Client			
Record from	•					
employment (2						
3.Latest payroll s	lip (1 phot	осору)	RPSU thru C	Cashiering Unit		
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
SILFS	AC	TION	BL PAID	I IIVIL	RESPONSIBLE	
1.Accomplish		ceive and				
Transaction/	revie	ew of	None			
Request	-	est from				
Form	clien	_		30 minutes – 2		
	1.2. Retrie			days depending	Personnel Unit	
		ıments	None	on the size of the	Person-in- charge	
	from			division		
	1.3. Pro		None			
	requ					
2. Receive the	2.1. Rele	ase record				
signed			None			
service						
record						
TOTAL:		None	30 Minutes	s to 2 days		



6. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non- implementing units.

Office or Division	: Personnel Unit	Personnel Unit					
Classification:	Simple						
Type of Transacti	on: Government to Go	vernment (G2	G)				
Who may avail:	DepEd SDO emplo	yees					
CHECKL	IST OF REQUIREMEN	тѕ	WHERE '	TO SECURE			
7. Certificate of No I next six (6) month online transact 8. Submit request at Subject: Approval of For Private Lendin 7. Last three (3) months	Pending Case (one (1) origonal case of absence without as (1 original 1 photocopy) ion: The email address of the SDC of GSIS Loan	pay for the For inal copy) epEd Email	Requesting Entity Legal Unit School Head				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE			
1.Submit all the necessary documents for loan application (walk-in/online)	5 minutes	Down					
	20 minutes	Personnel Section- Authorized employee					
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email		15 minutes	етрючее			



1.4Notify the client on the action taken by the Office through email.	None	15 minutes
TOTAL:	None	55 minutes



7. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employees.

Office or Division:	Personnel Unit				
Classification:	Simple				
Type of Transaction:	Government to Govern	ment (G2G)			
Who may avail:	New entrants SDO employees				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
Acknowledgement o photocopy)	f published Items (1	Personnel Unit			
2. Publication –CSC For 2018) received by CS	·	Personnel Unit			
Checklist of Commor original)	n Requirements (1	Personnel Unit			
4. Appointments Proce original)	ssing Checklist (1	Personnel Unit			
Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit			
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit			
7. 4. Oath of Office –C. 2018) (3 original, 1 p	S Form No. 32 (Revised photocopy)	Personnel Unit			
8. 5. Certificate of Assu Form No. 4 (Series o 1 photocopy)		Personnel Unit			
9. Clearance-CS Form 7 photocopy) except for reemployment	, -	Personnel Unit			
10. Position Description No. 1 (Revised version original, 1 photocop	on No. 1 s. 2017) (3	Personnel Unit			
11. Approved Rank list (3 for Reappointment a Permanent and tran	as Provisional,	Personnel Unit			
	Evaluation Report of ocopy) - except for rovisional, Permanent	Personnel Unit			

and transfer



	lished CSC Form 212 (Revised onal Data Sheet (3 original)	Appoin	tee		
14. Work Experie	ence Sheet (3 original)	Appoin	tee		
-	e copy of Original Transcript of	· · · · · ·	ting School		
16. Authenticate Eligibility (1 for Reappoir	PRC or	CSC			
Regulation C Identification	e copy of Professional Commission (PRC) n card —if applicable (3 —except for Reappointment al	PRC			
	ved Appointment (3 photocopy) Original and reemployment	Appointee			
19. Performance Rating (3 photocopy) – except for Original and reemployment		Appointee			
20. Medical Certificate –CS Form No. 211		Accred	Accredited Health Care Facility		
(Revised 2017) (1 original, 2 photocopy)					
21. Results of Me	edical Exam and Laboratory test	Accredited Health Care Facility			
(3 photoco	ppy) -except for promotion,				
reappointme	ent and transfer				
	nce (3 photocopy) –except for reappointment and transfer	NBI			
	Birth Certificate (3 photocopy)- except promotion, reappointment and transfer				
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA			
CLIENT ACENOV ACTION		FEES TO	PROCESSIN	PERSON	
STEPS	AGENCY ACTION	BE PAID	G TIME	RESPONSI BLE	
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes		



Ţ			1 1
1.2. Prepare Appointment paper (CS Form No. 33A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items	None	30 minutes	Personnel Unit
1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	



2. Appointee receives a copy of the signed appointment (CS Form No. 33-A	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
	TOTAL	None	1 hour and 15 minutes	



8. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

Office or Division:	Personnel Unit					
Classification:	Simple	Simple				
Type of Transaction:	Government to	Government (G2G)				
Who may avail:	DepEd employe	ees				
CHECKLIST OF REQU	JIREMENTS	WHERE TO SECURE				
1. Letter request (1 original	сору)	Concerned Retiree				
2. Service Record (1 original	l copy)	Personnel Unit				
3. GSIS Retirement Vouche copy)	r (1 original	Concerned Retiree				
4. GSIS Retirement Clearan copy)	ce (1 original	Concerned Retiree				
5. Certificate of Last Payme copy)	ent (1 original	Accounting Unit				
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO				
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit				
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)						
9. Certified Copies of Leave original copy)	Cards- (1					
10. Certification of Leave Control Earned (1 original copy						
11. Fiscal Clearance (1 Orig						
For deceased employee:						
1. Death certificate (1 phot	осору)	Municipal registrar				
2. Marriage Certificate (1 p	hotocopy)	NSO				
3. Survivorship (If applicabl photocopy)	e) (1	Spouse				
4. Special Power of Atto copy, 2 photocopies)	rney (1 original	Attorney				



	ate of Children (if no living spouse) (1			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness 1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person- In- Charge



Form 6	TOTAL:	None	minutes 3 hour	in charge rs, 55 minutes
2.Receive the approved	2.1 Release the approved Form 6	None	10	Records Section - Person
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge



9. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of Republic Act(R.A.) No. 10172 and updating or changing the marital status.

Office or Division:	Personnel U	Jnit		
Classification:	Simple			
Type of Transaction:	Governmer	nt to Gover	nment (G2G)	
Who may avail:	DepEd SDO	employee	S	
CHECKLIST OF REQUI	REMENTS		WHERE TO SE	CURE
1. BIR Form 1905 (duly red and PSA Marriage Cer Change of Status). (1 original and photocopy)	tificate (for	Employe	ee/ BIR	
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS AGEN	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
complete che documents cor	eive and eck the mplete cument	None	3 minutes	
up sub att	reparation of dates and omission of achments to ped Region fice	None	1 day	Personnel Unit
	TOTAL	None	1 day and 3 minutes	



M. Property and Supply Unit

1. Requisition and Issuance of Supplies

Requisition and Issue Slip (RIS) is a document required to use for an Employee/ Personnel to request for monthly supplies.

Office or Divisio	n:	Property and	d Supply U	nit			
Classification:		Simple					
Type of Transact	tion:	Government	to Govern	nment (G2G)			
Who may avail:		DepEd empl	oyees				
CHECKLIST OF	REQUI	REMENTS	WHERE TO SECURE				
	1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee				
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID TIME PERSON RESPONSIBLE				
1. Submit all the requirements to Supply Office	che	ceive and ck all the uments	None	5 minutes			
	avai	eck the lability tocks	None	10 minutes	Property and		
	Fori Divi Offi	vards the RIS m to the sion Supply cer for proval	None	3 minutes	Supply Unit Personnel		
3. Receive the supplies and the copy of approved RIS Form	3.1 Rele sup	ase of plies	None 3 minutes				
	•	TOTAL	None	21 minutes			



2. Property and Equipment Clearance Signing

photocopy

This process is signing of PECF form retirement, resignation, transfer of division, leave or travel abroad.

Office or Division:	Property and	Supply Unit		
Classification:	Simple	Simple		
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREM	MENTS	WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1		Supply Unit		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.2 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel



TOTAL	None	15 minutes	
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N. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the

Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

Office or Division	լ:	Curriculum Implementation Division				
Classification:		Highly Technical				
Type of Transacti	ion:	Government to Government (G2G)				
Who may avail:		Teaching an	d Non-Teachi	ng Personnel, LGUs	, Stakeholders	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Curriculum Guide and 1 Photocopy	•	riginal Copy	LR Portal			
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner				
3. School/District Pre	e-Evalu	ation	Online Link			
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)			Office of the PSDS/Office of the CID			
5. Accomplished Qua	ality As	ssurance	LR Office			
6. Accomplished Metadata Template for Cataloguing			LR Office			
7. Signed Sworn Certification/Anti- Plagiarism Declaration						
CLIENT STEPS		SENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



				20.00000
1.Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR
		.		
	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2.Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3.Submit contextualize d LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4.Finalize LR ready for endorsement to District/Divisi		None	1 day	Writer, School Head

on



5.Prepare endorsement communication to District/Divisi on Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommend ation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor
revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorseme nt for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor



7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:	None	45 days.4	

⁴ Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.



2. Quality Assurance of Supplementary Learning Resource

The Learning Resources Management Section (LRMS) is in-charge of the quality assurance of teacher-made or locally-developed supplementary learning materials to ensure the correctness and appropriateness as to content, language and layout.

Office or Division:	ffice or Division: Curriculum I					
Classification:		Complex				
Type of Transaction:		Government	nent to Government (G2G)			
Who may avail:		DepEd emplo	oyees			
CHECKLIST OF	REQUIRE	MENTS	WHERE TO SECURE			
1. Detailed Lesson P	lan					
2. School Quality As Certification	surance Tear	n (SQAT)				
3. Supplementary Leand hard copy)	earning Reso	urces (Soft	t Employee			
4. Teacher User's Gu Manipulative Ma)					
5. Video of Demons	tration Teach	ning				
CLIENT STEPS	AGENC	ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE	
1. Submit duly Accomplished requirements and the teacher made Supplementary Learning Resources (SLR)	made Supple Learni Resou (SLR)	ementary ing rces together	None	15 minutes		
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess Supple Learn Resou	ementary ing	None	1 day	CID personnel	



3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
	TOTAL	None	7 days and 15 minutes	



C. Schools Governance and Operations Division - Planning and Research Section

3. Request for Basic Education Data (Internal Stakeholder)

Planning Unit

Office or Division:

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Cinco of Bivior	<u> </u>	Transing Onic					
Classification:		Simple					
Type of Transac		Government to 0	Government (G2G)				
Who may avail:		Internal Stakeho	lder				
CHECKLIST (OF REQ	UIREMENTS	TS WHERE TO SECURE				
1. Letter reques original copy)	Letter request addressed to SDS (1 original copy)						
2. Request Form (1 original	І сору)	Front Desk				
CLIENT STEPS	AGE	NCY ACTION	FEES TO PROCESSIN RESPO				
1.Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS		None	10 minutes	Records Unit Staff/ ADA		
	1.2. Refer letter request to Chief, SGOD		None	5 minutes	SDS		
	1.3. Refer letter request to Planning Officer		None	5 minutes	Chief, SGOD		
	un	Make the cessary action dertaken to the dietter request	None	2 days	Planning Officer		
	tra	epare the Insmittal letter to Signed by SDS	None	15 minutes	Planning Officer		



2.Receive the	2.1 Release of the			Records
necessary	documents to the	None	2 minutes	Unit Staff/
documents	end user			ADA
	TOTAL:	None	2 days, 4 hours, 32 minutes	



4. Request for Data for EBEIS/LIS/NAT and Performance Indicators

This service is intended for the processing of requests of data for EBEIS, LIS, NAT, and Performance Indicators.

Office or Division	n:	SGOD – Plan	ning Unit				
Classification:		Simple					
Type of Transac	tion:	Government	vernment to Government (G2G)				
Who may avail:		All					
CHECKLIST O	F REQU	IREMENTS	TS WHERE TO SECURE				
1. Letter request	ter request (original)		Station assignment (to be secured by concerned employee)				
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE			
1. Submit the necessary document	requ forw SDS prop	ives letter lest & to be larded to the for referral of oer service lider	None	5 minutes			
	requ	oval of letter uest & referred ne Planning	None	15 minutes	Planning and Research Unit		
	Info	vide Data rmation ded by	None	30 minutes			

None

50 minutes

TOTAL