

**Schools Division Offices**

**External Services**

## SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

### Office of the Schools Division Superintendent

#### A. 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.

<b>Office or Division:</b>	Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government To Government; G2C- Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application indicating the entry/entries to be corrected ( 1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)

## 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.

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters (1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements/documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent documents to the Records Unit/SDO email add	1.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	5 minutes	Records Officer/ AA VI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff

2. Receive application receipt/email acknowledging receipt 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
<b>TOTAL:</b>		<b>None</b>		

## 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.

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

### 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

<b>Office or Division:</b>	Records Unit	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>High School/Elementary Graduates:</b>		
1.CAV Form 2 – School Referral Form (SRF)	School Attended	
2.Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School attended	
3.Diploma (1 Original and 2 certified true copies certified by the School Head)	School attended	
4.PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client	
5.List of Graduates certified correct by authorized official (1 original and 2 photocopies)	School attended	
6.Latest passport size ID Pictures (2 copies)	Client	
7.Valid ID		
8.Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person and/or Authorized Person	
9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person	
<i>Additional Requirement for Undergraduates:</i>		
10.Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	School Attended	
11.Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended	
<i>Additional Requirements for Graduates from private schools:</i>		

## 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.

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business
<b>Who may avail:</b>	All


CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any.  *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.	Client

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.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	




## SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III <b>SCHOOLS DIVISION OFFICE OF OLONGAPO CITY</b>	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

Date of Filing (*Petsa kailan itinile*): \_\_\_\_\_

COMPLAINANT ( <i>Nagrereklamo</i> )			
NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)			
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail; o Facebook Account name; o Viber)
CELLPHONE NO. / o LANDLINE			
ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)
VICTIM'S INFORMATION ( <i>Biktima</i> ) [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)	GRADE/YEAR (Antas)	AGE (Gulang)
RELATIONSHIP TO COMPLAINANT ( <i>Relasyon sa Nagrereklamo</i> ) (Pakilagyan ng Check (✓) ang angkop na sagot)	<input type="checkbox"/> 1) Father (Ama) <input type="checkbox"/> 2) Mother (Ina)	<input type="checkbox"/> 3) Others (Iba pang relasyon) _____	
RESPONDENT'S INFORMATION ( <i>Inirereklamo</i> )			
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 kailangang detalye)			
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	
ACCOUNT OF INCIDENT / MATTER COMPLAINED ( <i>Kwento tungkol sa Ini-rereklamang Insidente</i> )			
1. Basic details of Complaint ( <i>Pangunahing detalye</i> ):			
Date/s of Incident ( <i>Petsa/Mga petsa Kailan nangyari ang ini-rereklamo</i> )	Specific Time or Span of Time of Incident ( <i>ORAS/Mga ORAS naganap ang insidenteng inirereklamo</i> )	Place of Incident ( <i>Saan nangyari ang inirereklamo</i> )	
2. Evidence for Complaint ( <i>Ebidensya</i> ):			
Do you have Witness/es to the matter complained of? ( <i>Meron bang Naka-saksi/nakakita sa bagay na inirereklamo?</i> )		Do you have supporting documents? ( <i>Meron ka bang pansuportang dokumento?</i> )	
Pakilagyan ng Check (✓) ang angkop na sagot ___ Yes.                      ___ None.		___ Yes.                      ___ None.	
Witness Name ( <i>Pangalan ng Witness</i> )	Witness Address/Office ( <i>Address o Opisina ng Witness</i> )	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.

	Republic of the Philippines <b>Department of Education</b> <b>Region III</b> <b>SCHOOLS DIVISION OFFICE OF OLONGAPO CITY</b>	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

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

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

## 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.

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form / Slip (1 Original Copy)		Client		
2. Valid ID (1 Scanned/ Photocopy)		Client		
3. Borrower's Form		Librarian		
4. Returning Transaction Form		Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check accomplished request form / slip and ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. 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	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	3.2. Check the completeness of the Forms	None	3 minutes	Librarian/ Library staff
	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	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
<b>TOTAL:</b>		<b>None</b>	<b>21</b>	

## 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.

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

Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		Provided by the SMM&E (In charge of Private Schools)		
CLIENT STEPS	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/in-charge 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)/

### 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.

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government To Business
<b>Who may avail:</b>	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Application for DepEd Permit to Operate/Recognition</b>	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution</li> <li>• Feasibility Study               <ul style="list-style-type: none"> <li>Philosophy and Goals of the course                   <ul style="list-style-type: none"> <li>- Demand for the graduates</li> <li>- Prospective learners                       <ul style="list-style-type: none"> <li>- Existing schools offering one same course within the community</li> </ul> </li> </ul> </li> </ul> </li> <li>• Articles of Incorporation and By- Laws</li> <li>• Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>• Location of school in relation to its environment</li> <li>• Campus development and landscaping plans</li> <li>• Document(s) of Ownership of school building(s)</li> <li>• Certificate of Occupancy of school building(s)</li> <li>• Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>• Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>• List of school administrators (president, vice-president, deans, department heads)</li> <li>• List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> <li>• List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> </ul>	School Applicant



<ul style="list-style-type: none"> <li>• School bond</li> <li>• Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>• Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>• Proposed Curriculum</li> <li>• Proposed tuition and other school fees</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> <li>• Inspection and Application Fees</li> </ul>	
<p><b>B. SHS New Application or Additional Track/Strand</b></p>	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• 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)</li> <li>• 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)</li> <li>• Proposed Tuition and other fees</li> <li>• Proposed School Calendar</li> <li>• 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)</li> <li>• Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports</li> <li>• Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,</li> </ul>	<p>School Applicant</p>



	designated/in-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)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

## 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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>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</li> <li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees</li> <li>Comparative schedule of tuition, miscellaneous &amp; 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.</li> <li>Copy of Government Permit to Operate/Recognition Certificate</li> </ul>	School Applicant  School Applicant  School Applicant  School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING 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 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

**Schools Division Office**  
**Internal Services**

## 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.

<b>Office or Division:</b>	Budget Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. ORS (1 Original Copies, 2 Photocopy)	Accounting Unit
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)	Accounting Unit
<b>Purchase Orders (pre-audited)</b>	
1. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
<b>Biddings</b>	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
<b>Cash Advances for Travels</b>	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit

## 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

<b>Office or Division:</b>	Cash unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government To Government			
<b>Who may avail:</b>	DepEd Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Authority to Cash Advance ( 1 Original Copy)			Accounting Unit	
2. Certification of No Liquidated CA's			Respective office/bureau/service	
3. Documentary requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No 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	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records

	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
	<b>TOTAL</b>	<b>None</b>	<b>1 day, 6 hours</b>	

	to the client on what to do			
	1.8. Return the equipment to the client	None	5 minutes	ICT Unit
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 7 minutes</b>	

### 3. Uploading of Publications

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

<b>Office or Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Uploading of Publications Request Sheet		ICT Unit		
2. Request Sheet – Certification of Published Article/s				
3. Request Sheet		Records Unit		
4. Announcements				
5. Articles				
6. Issuances		Bids and Awards Committee		
7. Bidding Documents				
8. Invitation to Bid				
9. Request for Quotation				
10. Notice of Award				
11. Notice to Proceed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
<b>TOTAL</b>		None	<b>16 minutes</b>	



## 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.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Vacation Leave</b> 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
<b>Sick Leave</b> 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
<b>Paternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Marriage Contract (1 photocopy)</li> <li>• Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)</li> </ul>	Personnel Unit Client  Client
<b>Maternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order Form (3 original copies)</li> <li>• Medical Certificate (1 Copy)</li> <li>• Clearance (4 original copies)</li> </ul>	Personnel Unit Client  Front/ Information desk
<b>Solo Parent Leave</b>	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Birth Certificate of Child (1 photocopy)</li> <li>• Photocopy of Solo Parent ID (1 photocopy)</li> </ul>		Client		
<b>Special Privilege Leave</b> <ul style="list-style-type: none"> <li>• CS Form 6 (3 original copies)</li> </ul>		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	15 minutes	Records Section -

#### 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.

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy)		Requesting Party		
2. Clearance from School property custodian/school head of requesting party (3 original copies)		Requesting party		
3. Designation of relieving teacher/ employee in their absence (1 original copy)		Requesting party		
4. Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5. Certificate of No pending case (1 original copy)		SDO/ DO		
6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7. Invitation (1 Original /photocopy)		Event Organizer		
8. Estimated Travel Cost, travel is go (1 Copy)		Requesting party		
9. Complete Staff Work (1 Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit all documentar y requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details	None	15 minutes	Records Section
	If incomplete submission, coordinate with concerned office/ personnel to request lacking	None		Personnel Unit - Person in charge

	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	1 day	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		Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 15 minutes</b>	

## 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

<b>Office or Division:</b>	Personnel Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	New entrants SDO employees	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Acknowledgement of published Items (1 photocopy)	Personnel Unit
	2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
	3. Checklist of Common Requirements (1 original)	Personnel Unit
	4. Appointments Processing Checklist (1 original)	Personnel Unit
	5. 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 –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	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 CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
	14. Work Experience Sheet (3 original)	Appointee
	15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School

16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional		PRC or CSC		
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional		PRC		
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment		Appointee		
19. Performance Rating (3 photocopy) – except for Original and reemployment		Appointee		
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		Accredited Health Care Facility		
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer		Accredited Health Care Facility		
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer		NBI		
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer		PSA		
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	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 of common requirements, Publication and	None	30 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.

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd SDO employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
<b>TOTAL</b>		<b>None</b>	<b>1 day and 3 minutes</b>	

## 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.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government To Government			
<b>Who may avail:</b>	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
CLIENT STEPS	AGENCY 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	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
<b>TOTAL</b>		None	<b>21 minutes</b>	



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 endorsement 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
<b>TOTAL:</b>		<b>None</b>	<b>45 days<sup>5</sup></b>	

<sup>5</sup> 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.

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government To Government			
<b>Who may avail:</b>	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources (Soft and hard copy)				
4. Teacher User's Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	CID personnel
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	
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	