

### CITIZEN'S CHARTER HANDBOOK

2022 (1st Edition)



### **DEPARTMENT OF EDUCATION**

### **CITIZEN'S CHARTER**

2022 (1st Edition)



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.

Office or Division: Legal Unit						
CI	assification:		Simple			
Ту	pe of Transaction:		G2G - Government To Government; G2C- Government to Citizen			
Who may avail: ALL						
	CHECKLIST OF REQUIREMENTS				HERE TO SE	CURE
Application indicating the entry/entries to be corrected ( 1 original copy)					Requesting p	arty
	Certificate of Live     Philippine Statistic     1 photocopy)				PSA	
	<ol> <li>Certified true copy or Diploma which original, 1 photoce</li> </ol>	ever is ap <sub>l</sub>		School		
	Affidavit of Two Di applicable (1 original)			Affiants		
	5. Other documents by the Attorney III in order to prove to	of the Div	ision Office	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 Cons	sent Form		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	recor and/o	eives and ods to DTS or logbook forward to for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



School Records with consideration to Data Privacy Act	appropriate action.  1.2 Refers the documents to	None	10minute s	SDS
	Legal Unit  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:		Personnel Unit			
Classification:		Simple			
Type of Transaction:		Government to Citizen (G2C)			
Who may avail:		Licensed Professional Teacher for Permanent			
		Positions (Elem, JHS, and SHS; Not Eligible			
		Teachers for Provisional Positions (SHS			(SHS only)
CHECKLIST	OF REQUIR	REMENTS WHERE TO SEC		SECURE	
<ol> <li>Applicant Number</li> </ol>		•	• • •		
indicated in the D		cant can'	t easily	Applicant	
access the webs		••• /4		, applicant	
2. Letter of Intent fo				<b>.</b>	200
3. Duly accomplished				Form from C	
2017)-Personal [				Website/ SD	00
Certified true cop     Commission (PR	C) Identifica	tion Card	d (1 original)	Certification	from PRC
5. Certified true cop LET/PBET (1 orig	•	obtained	in the	PRC	
6. Service Record/0		Employr	ment,		
performance ratir				SDO	
those with teachi	-				
7. Certified true copy	of Transcrip	ot of Rec	ord (1	Applicant	
Original Copy)					
8. Certificate of speci	ialized trainir	ngs (1 Ph	notocopy of	Applicant	
each) 9. NBI Clearance (1	Original Cor	py) NBI			
10. Certified true cop					
•	•		acceptable by the Applicant		
School Screening				Арріїсані	
11. Omnibus Certifica					
of documents of				Applicant	
	by the applicant (2 original copies				
12. Application thru D	Division Web	site (if ap	pplicable)	SDO	
			FEES TO	PROCESS	PERSON
CLIENT STEPS	AGENCY A	CTION	BE PAID	ING TIME	RESPON SIBLE
1. Register to the					
Department's					
online system at			None	10 minutes	Client
application.deped.					
gov.ph					



	TOTAL:	None	1 day, 55 minutes	
3. Receive the notification from HRMO	3.1.Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
	2.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
	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
	2.3. 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
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committe e
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. 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	n:	Personnel Unit				
Classification:		Simple				
Type of Transact	tion:	Government to Citizen (G2C)				
Who may avail:		Any person who h	nas intere	st to the position		
CHECKLI	ST OF REG	QUIREMENTS		WHER	E TO SECURE	
Application Log				Applicant		
		Form 212 with the			ite Form from	
		riginal copies)		CSC or SD	O Website	
3. Government				Applicant CSC/PRC		
		C eligibility or PRC er is applicable (1	•	CSC/PRC		
original copy)		ei is applicable (i				
		nscript of Records		School/s at	tended	
or Certificatio						
Verification of	f TOR (1 or	iginal copy)				
		the last 3 semeste		Previous/C	urrent	
		rmance Ratings fo	r the	employer		
last 3 rating p				A 1: 4		
		ainings and Semina	ars	Applicant		
attended (1 P 8. Documentation				Applicant		
		y), if any, pursuant	to	Applicant		
DepEd Order			10			
9. File of Electron				Applicant		
			FEES TOBE	PROCESSING TIME	PERSON	
CLIENT STEPS	AGE	NCY ACTION	PAID	TIME	RESPONSIBLE	
	4 4 01					
1. Submit/email		Receive, issue	None	5 minutes	Records	
complete documents to		copy, and forward nents to HR			Officer/ AAVI	
Records/		ck completeness	None	5 minutes	HR Unit staff	
SDO email	of docume	ents submitted	INOTIC	5 minutes	The Offic Staff	
2. Receive		de application	None	5 minutes	HR Unit Staff/	
acknowledge	details	• •			HRMO	
ment email	2.2. Pre-e	valuate				
	•	ions of the	None	5 minutes	HRMO	
		vs. qualification				
2 Dossins		s of position	Nless-	E malacetas	LIDMO	
3. Receive Result of		n applicant of of initial	None	5 minutes	HRMO	
Evaluation		ation via email				
Lvaluation	Evalu	ation via Gillali				
		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 Divisio	n:	Property and Supply Unit				
Classification:		Complex				
Type of Transac	tion:	G2G - Government To Government				
Who may avail:		DepEd employed	es			
CHECKLIST	OF REQI	UIREMENTS	WHER	RE TO SECU	JRE	
1. Delivery red	eipts		Supplie	er		
Inspection     Property Ti     Requisition	ansfer R	•	Employ Supply Unit	yee/ Propert	y and	
CLIENT STEPS	AGE	NCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE	
1. Delivers the textbook and/or	and	ceives textbooks d/or equipment n suppliers	None	1 day		
equipment together with the receipts	of t rec con of c text equ PO Tra orig	ecks the quantity he items eived through nparing the DR delivered tbooks and/or uipment to the and/or Property nsfer Report of ginating office	None	1 day	Property and Supply	
	and rec	pects, verifies, d approves the eipt of textbooks d/or equipment	None	3 hours	Personnel	
	Invo Slip Red Isso	Prepare entory Custodian o(ICS) and quisition and uance Slip(RIS) recipient schools	None	1 day		



	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



#### 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 Divisi	on:	Records I	Jnit			
Classification:		Simple				
Type of Transa	ction:	Governme	ent to Citizen (G2C)			
Who may avail:		General F	Public			
CHECK REQUIR	CLIST O			WHERE TO SE	CURE	
1. Requisition s	slip (1 Co	ру)	Records U	nit		
2. Valid ID (Ori Photocopy)			Requesting	person and/or A	uthorized Person	
3. Authorization	n Letter (	(1 Copy)	Requesting	person		
CLIENT STEPS	_	ENCY TION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fill out the requisition slip form	requ	vide nt the uisition form	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	form to the reconstruction (Cust seat requ		None	5 minutes	Administrative Staff (Records)	
3. Receive the requested document	and doc	pare, print give the ument 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:	sion: Records Unit					
Classification:	Simple	(2.2.2)				
Type of	Government to Citizen		2)			
Transaction:	Government to Govern	iment (G20	خ)			
Who may avail:	All	VA	UEDE TO CE	CLIDE		
	REQUIREMENTS	Records I	HERE TO SE	CURE		
1. Requisition Slip				I/or Authorized		
, ,	I ID and 1 Photocopy)	Person	<b>.</b>	l/or Authorized		
3. Authorization Le	tter (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	Administrativ e 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	Administrativ e Staff (Records)		
	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

Office or Division:	Records Unit				
Classification:	Complex				
Type of	Government to Citizen (G2C)				
Transaction:					
Who may avail:		defunct private schools and			
CHECKLIST	ALS/PEPT passers in the <b>PREQUIREMENTS</b>	WHERE TO SECURE			
High School/Eleme		WHERE TO GEOGRE			
	chool Referral Form	School Attended			
(SRF)					
	ollment/ Completion/	School attended			
	/ Form 4 (1 original and 2				
photocopies)	nal and 2 certified true	School attended			
	y the School Head)	School attended			
	cate Copy (1 Original and	Client			
2 photocopies)					
	certified correct by	School attended			
	l (1 original and 2				
photocopies)	size ID Pictures (2 copies)	Client			
7. Valid ID	ize ib i lotares (2 dopies)	Oliciti			
8. Authorization Let	ter (If the requesting party	Requesting Person and/or			
	owner) (1 original copy)	Authorized Person			
-	wer of Attorney (SPA) for	Requesting Person			
	presentative (1 original				
copy)					
Additional Requirem	nent for Undergraduates:				
•	nent Record (Form 137)	School Attended			
` •	2 photocopies certified by				
	d/ Records Custodian/				
Registrar)	Original and 2 photocopies	School Attended			
certified by the	,	School Allehaea			
_	nents for Graduates from				
private schools:					



12. Special Order (		School Atte	ended	
photocopies cei Head)	tified by the School			
,	ergraduate from public			
schools:	g. a a a a a a a a a a a a a a a a a a			
	d CAV Request – CAV		ended (for C	
•	orm 14, CAV 14 (1 original	Division Of	fice (for CA	√ form 14)
and 2 photocop	y) or ALS & PEPT Result	School Atte	ended/ BEA	
	orm 10 (1 original and 2	001100171110	mada, BE, t	
photocopies)	, 0			
	m School Division – CAV	Division Of	fice	
	nal and 2 photocopies) inal and 2 certified true	School Atte	ended	
	by the School Head)	001100171110	mada	
	on & Equivalency Test	Division Of	fice	
` `	(1 original and 2 certified			
true copies) 6 PEPT Test Res	ult Rating (1 original and	Division Of	fice/BFA	
2 certified true of		DIVIDION OF	noc/DL/(	
	icate Copy (1 Original	Client		
and 2 photocop	Client			
8. Latest Passport 9. Documentary S	BIR			
		FEES TO	PROCES	PERSON
CLIENT STEPS	AGENCY ACTION	BE PAID	SING TIME	RESPON SIBLE
1. Submits	1.Receives and checks			
request and				
request and completely fill-	the completely filled			
request and completely fill- out the CAV		None	10	Administra
completely fill- out the CAV Application	the completely filled out CAV application form and all supporting documents	None	10 minutes	tive Staff
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if	None		
completely fill- out the CAV Application	the completely filled out CAV application form and all supporting documents	None		tive Staff
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  1.2 Assigns specific	None		tive Staff
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  1.2 Assigns specific CAV number and	None		tive Staff (Records)
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  1.2 Assigns specific CAV number and print 2 copies of CAV		minutes	tive Staff (Records)
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  1.2 Assigns specific CAV number and	None None	minutes	tive Staff (Records)
completely fill- out the CAV Application Form from the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original		minutes	tive Staff (Records)  Administra tive Staff
completely fill- out the CAV Application Form from the Records	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  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  2.1 Attach picture,	None	minutes	tive Staff (Records)  Administra tive Staff
completely fill- out the CAV Application Form from the Records  2. Verify the accuracy of the	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  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  2.1 Attach picture, documentary stamp	None None (Docume	minutes	tive Staff (Records)  Administra tive Staff (Records)
completely fill- out the CAV Application Form from the Records	the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal  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  2.1 Attach picture,	None	minutes	tive Staff (Records)  Administra tive Staff

at BIR

offices)

(Records)

return to the

processor



	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administra tive Staff (Records)
	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	Administra tive 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	Administra tive 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 U	Unit					
Classification:	Classification: Simple							
Type of Transaction:  G2C – Government to Public  G2B – Government to Private  G2G - Government to Government								
Who may avail:		All						
CHECKLIST OF	REQUIREM	ENTS	WHERE TO SECURE					
Official Communicat	ion		Records Un	it				
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE			
1. 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/perso			
	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 Government
	(G2G)G2C - Government to Client
	Government to Business (G2B)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol> <li>Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.</li> <li>Certificate of Non-Forum Shopping duly notarized.</li></ol>	Client

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)	<ul> <li>1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.</li> <li>1.2. Stamp received the documents and receiving copy with transaction number</li> <li>1.3. Log the received document/s to the Incoming Logbook.</li> </ul>	t l	10 minutes 3 minutes 5 minutes	Administra tive Aide VI or Administra tive Officer IV (Records)



2. Receive the	2.1. Return client's	None	3 minutes	Administra
receiving copy	receiving copy			tive Aide
for reference				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

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.  Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping	Client
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 STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	<ul> <li>1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.</li> <li>1.2. Stamp received the documents and receiving copy with transaction number.</li> </ul>	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)



	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 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)



	<ul> <li>2.8. Log the document, with attachment/s to the appropriate logbook</li> <li>2.9. Return signed communication to Legal Unit, for organization of documents</li> </ul>	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	<ul> <li>2.10. Arrange the documents to be forwarded to Records Unit.</li> <li>2.11. Forward to Records Unit, for releasing</li> </ul>	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  2.13. Coordinate with the Office/Agency	None	10 minutes 30 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communic ation, if with proof of service, sign the proof of service.	and contact the client.  3.1. Release the Communication  3.2. 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

40	ALLE VOICE
. 110	
	111111111111111111111111111111111111111

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

Document Code:

Ravision:

Effectivity date:

Name of Office:
Legal Services Unit

COMPLAINT FORM

		COMPL	AINANT (Nag	rereklamo)			
NAME (Pangalan); M.I. (Inisy	al ng Panggitn						
	CIVIL STATUS (Kasal/Single)	AGE (Edad)	Account name: 6		Facebook	CELPHO	NE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)	SUBD. / B	RGY.	TOWN/CITY (Billy)	in/Lungsad)	PR	OVINCE (LI	(awigan)
			Legen is to test and the	and the same of the	3100	Opensi si Calbini	
VICTIMIC IN	IEODMAT	ION /Dildima	Titung man	hiletima m	aliban		resklame)
NAME (Pangaian): M.I. (Inisy			Kung may		anban	sa nagn	втектаттој
	250	Service Contract	AVERTON STREET				
NAME OF SCHOOL (Ngalan)	ng Paaralan)	ADDRESS OF SO	CHOOL (Lokasyon)	ng Paaralan)	GRADE (Antas)	YEAR	AGE (Gulang)
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5.	5.			5.			
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Date/s of Incident (Per Kailan nangyari ang ini-r	sa/Mga peb	Sa Specific T	ime or Span o	f Time of I		Place nangyan	of Incident (Saan ang inirereldamo)
2. Evidence for	Complain	nt (Ebidensya	a):				
Do you have Witnessle saksi/nakakita sa bagay	s to the ma	tter complaine		ng Naka-		docume	nave supporting nts? (Meron ka bang
Pakila	gyan ng C		angkop na sa	got		CONTRACTOR STO	rtang dokumento?)
Yes.	The state of the s	_ None,		MANAGEMENT AND		Yes	
Witness Name (Pangalan ng Witness)		itness Address/O ress o Oplaina ng V		Celphone Num Landline	ber /	THE CO	OCUMENTS REGARDING OMPLAINT (Listahan ng orto tungkol sa reklamo)
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5.	5.		5.			5.	





# 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

/ (Gumamit/humin	gi ng isa pang papel k	ung hindi kasya sa pal	ninang ito)

PRINTED NAME/s OF COMPLAINANT/S AND SIGNATURE/S





# 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

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#### **E. 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 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	en (G2C)		
Transaction:		- ( /		
Who may avail:	All			
CHECKLIST OF F	WHI	ERE TO SEC	URE	
1.Computer/Laptop ar Connection	nd Internet	Client		
2. Active LRMDS Por a. DepEd Email A Employees b. Any active Email Learners, Pare Stakeholders	LRMDS Portal (Irmds.deped.gov.ph)  (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)			
	LIENT STEPS AGENCY ACTION			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONS IBLE
1.Register to LRMDS Portal (New Account)	1.1 Access <a href="https://lrmds.de">https://lrmds.de</a> <a href="ped.gov.ph">ped.gov.ph</a>			RESPONS
1.Register to LRMDS Portal	1.1 Access https://lrmds.de	BE PAID	ING TIME	RESPONS IBLE



	O.O. Donoities		1	
	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://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:	•		Curriculum Implementation Division Simple					
	on:		itizon (COC	•1				
Type of Transacti Who may avail:	OH:		overnment to Citizen (G2C) udents and Teaching Related Personnel					
WIIO IIIay avaii.		Students and Tea	actiling trelated t ersoriner					
CHECKLIST OF REQUIREMENTS			Client WHERE TO SECURE					
	lest Form / Slip (1 Original Copy)							
2.Valid ID (1 Scann		hotocopy)	Client					
3. Borrower's Form			Librarian					
4. Returning Transa	action	Form	Librarian					
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	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	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		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			



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
	TOTAL:	None	21	



### 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	Implemer	ntation Divisio	n
Classification:		Simple			<u> </u>
Type of Transactio	n:	Governmer	nt to Citize	en (G2C)	
Who may avail:		All		,	
CHECKLIST OF RE	QUIREME	NTS	WHERE	TO SECURE	
Latest 1x1 ID picture (2pcs.) with name tag			Client		
<ol><li>Photocopy of Baptismal Ce</li></ol>					
3. Valid ID ( Driv ID, Voters ID)					
4. Functional Lite			CID		
5. Assessment for	or Basic Lite	eracy(ABL)	CID		
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE	PROCESS ING TIME	PERSON RESPONSIBL
			PAID	IIIG TIME	E
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	enrolli and a docun to face	nplished ment form Il required nents (face e or online)	None	5 minutes	Curriculum Implement ation personnel
		sment ening : ABL	None	3 hours	Instructional
		fy the entry attained	None	30 minutes	Managers /ALS Mobile
	1.4. Group the learners according to literacy level		None	30 minutes	Teacher/ District ALS Coordinator/ EPS-II for
2. Receive details and information regarding learning session	1.5. Inform of lea session	•	None	10 minutes	ALS
<i>y</i>	TOTAL		None	4 hours, 15 minutes	



### F. 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.

		Planning and	d Research				
Classification:		Simple					
Type of Transacti	on:		o Citizen (G2C	<b>;</b> )			
Who may avail:		External Stake	eholder				
CHECKLIST OF REQUIREMENTS			WH	HERE TO SECU	RE		
Letter request address to SDS (1     Original Copy, 1 Photocopy)		Client					
CLIENT STEPS	A	AGENCY 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 email	t r t	Receive and acknowledge the letter request from thruwalk-in/email	None	10 minutes	Records Unit Personnel/I TO		
	l r	Forward etter of equest to the SDS	None	5 minutes	Records Unit/ITO		
	r r ii c c	Read and review request letter n consideration of the DPA/FOI	None	4 hours	SDS		
	1.4. 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/Planni ng Officer		



	TOTAL:	None	2 days, 4 hours, 37 minutes	
necessary	documents to the client	None	2 minutes	Records Officer
2. Receive the	2.1. Release the			Dagarda
	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



## **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 &
	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	School applicant
the Corporate Secretary (for	
new/recognition)	
1 copy of notarized comprehensive Feasibility Study(for new/recognition)	School applicant
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	School applicant
of 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	School applicant
by proper authorities (for	
new/recognition)	
1 copy of Class program of the classes	School applicant
offered (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	School applicant
(for renewal)	
Ocular Inspection Report (for	Provided by the SMM&E (In charge
new/recognition/renewal)	of Private Schools



Endorsement from the Schools Division Superintendent (for

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

new/recognition/	renewal)
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new/recognition/re	/110 ** u1)	FEES		
	AGENCY ACTION	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)/



				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)
ТО	TAL		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
<ol> <li>Application documents (1 original and each document)         <ul> <li>Letter of intent addressed to the Regional Director thru the Schools Division Superintendent</li> <li>List of Qualified Graduates (per track/strand/specialization)</li> <li>Accomplished Special Order Form</li> <li>Original Form 137-A (SHS Student Permanent Record)</li> <li>Form IX (SHS Graduation Form)</li> <li>Original Form 137-A (JHS Student Permanent Record)</li> <li>Birth Certificate (PSA)</li> </ul> </li> </ol>	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)



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)/ Alternate focal
charge for Private School			SGOD Chief/ SGOD Staff

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/Recog	
<ol> <li>Application for DepEd Permit to Operate/Recoging</li> <li>Application documents (1 original and each document)</li> <li>Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>Board Resolution</li> <li>Feasibility Study         <ul> <li>Philosophy and Goals of the course</li> <li>Demand for the graduates</li> <li>Prospective learners</li> <li>Existing schools offering one same course within the community</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>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</li> </ol>	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

- 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
	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. 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:	sification: Complex		
Type of Transaction:	G2B – Government to Business		
Who may Avail:	Any private school with summer enrollees		

CHECKLIST OF REQU	IREMENTS	WHERE TO SECURE
	nts (1 original and each	
document)		School Applicant
	it addressed to the	School Applicant
	ion Superintendent dar for Summer – 35	School Applicant
days	ual for Suffiller – 55	Concert (pphoant
,	rs who intent to teach	
during summe		School Applicant
J	program for summer	
<ul> <li>Tuition and ot</li> </ul>	her school fees	Teachers/School Applicant
	of summer enrollees	School Applicant
	areas to be taken	School Applicant
	ite each name approved PTA/PTCA	PTA/PTCA
	questing the conduct of	
	ses and stating the	
	es the PTA/PTCA will	
contribute for	each student.	
	ent of parents whose	Parents
	ttend student summer	1 dionio
classes	activities	
<ul> <li>Post summer</li> </ul>	activities	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
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	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



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)/
designated/in- charge for Private School			SGOD Chief/ 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:	on: 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
<ol> <li>Application documents (1 original and each document)</li> <li>Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the</li> </ol>	School Applicant
<ul> <li>forthcoming school year</li> <li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees</li> </ul>	School Applicant
Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the	School Applicant
previous year indicating in both peso and percentage the forms of no	
<ul> <li>increase. Note: The miscellaneous and other fees should be itemized.</li> <li>Copy of Government Permit to Operate/Recognition Certificate</li> </ul>	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)
	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



1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/
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	



### 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:	ation: Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may Avail:	Any private school with recognition			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application documents (1 original and each document)	
<ul> <li>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     </li> </ul>	School Applicant
<ul> <li>forthcoming school year;</li> <li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees;</li> </ul>	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 percentage the forms for increase. Note: The	School Applicant
miscellaneous and other fees should be itemized;	School Applicant
<ul> <li>Percentage of Increase of Tuition/Miscellaneous &amp; other fees;</li> </ul>	School Applicant
<ul> <li>Copy of Government Recognition Certificate; and</li> <li>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)</li> </ul>	School Applicant
and (c):  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/PTA
year	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



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



#### 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	/ees			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
ORS (1 Original Cop Photocopy)	ies, 2	Accounting Unit			
2. Disbursement Vouch Copies, 2 Photocopy	` •	Accounting Unit			
Develope Ondone (or					
Purchase Orders (pr		Do supporting a Limit			
AR/ATC (1 Original Photocopy)		Requesting Unit			
Other supporting doc Original Copies, 2 P		Requesting Unit			
Biddings					
Notice of Award (1 O Copies, 2 Photocopy		BAC Secretariat			
2. Signed Contract (1 O Copies, 2 Photocopy		Requesting Unit			
3. Sub-AROs (1 Origina Photocopy)		Requesting Unit/Budget			
4. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit			
Cash Advances for					
<ol> <li>Approved Travel Ord Copies, 2 Photocopy</li> </ol>	` •	Requesting Unit			
Memorandum (1 Orig 2 Photocopy)	•	Requesting Unit			
3. Itinerary of Travel (1 Copies, 2 Photocopy		Requesting Unit			



14. AIV/AICII (	Original Copies, 2					
Photocopy)	onginai Copies, 2					
17/	nent of Travels					
Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting U	Init			
	m (1 Original Copies,	Requesting U	Init			
	ravel (1 Original	Requesting U	Init			
4. Certificate of Appearance ce (1 Origin Photocopy)	e/Participation/Attendan al Copies, 2	Requesting U				
	of Travel Completed Copies, 2 Photocopy)	Requesting U	Init			
6. AR/ATC (1 C Photocopy)	Original Copies, 2	Requesting U	Init			
Cash Advan	ces for school MOOE					
1. Purpose of c	ash advance (1	Requesting U	Init			
	Original Copies, 2 Photocopy)  2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit			
3. WFP (1 Orig Photocopy)	, ,					
CLIENT STEPS	AGENCY ACTION	FEES TO PROCESSI RESPO				
1.Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS		
	documents from the requesting	None None	2 minutes 5 minutes	ADAS  ADAS/Budg et Officer III		
	documents from the requesting party 1.2. Review, analyze and verify the			ADAS/Budg		
	documents from the requesting party  1.2. Review, analyze and verify the documents  1.3. Verify the availability of	None	5 minutes	ADAS/Budg et Officer III Budget		
	documents from the requesting party  1.2. Review, analyze and verify the documents  1.3. Verify the availability of allotments  1.4. Record and posting of entries	None None	5 minutes 3 minutes	ADAS/Budg et Officer III Budget Officer III		



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	ion:	Budget Unit			
Classification		Simple			
Type of Trans	action:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avai	l:	Learners			
REQUI	KLIST O	WHEDE IN SECTION			
1. Reports of C		sued (RCI) Cashier's Office			
Report of Ad     Account Issuer					
			FEES TO PROCESSING PERSON RESPONSIBLE		
CLIENT STEPS		ENCY TION			PERSON RESPONSIBLE
_		TION eive the			
STEPS  1.Submit the required reports (RCI	1.1. Recorepose	TION eive the	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

		T			
Office or Division	:	Cash unit			
Classification:		Simple			
Type of Transacti	on:	G2G - Governm	ent To G	overnment	
Who may avail:		DepEd Employee			
CHECKLIST C	F REQU	IREMENTS	WHERE TO SECURE		
Copy)	Authority to Cash Advance ( 1 Original Copy)		Accoun	ting Unit	
2. Certification of	of No Liqu	uidated CA's	Respec	tive office/burea	au/service
3. Documentary	requiren	nents			
CLIENT STEPS	AGEN	ICY 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 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	requence	n the cumentary uirements eded for Cash vance	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



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						
Classification:		Simple				
Type of Transact	ion:			vernment (G2G)		
Who may avail:		SDO Pe	rsonnel, S	chool-based Pers		
СНІ	WHERE TO SECURE					
ICT Technic	ICT Technical Assistance Form					
CLIENT STEPS	AGE ACT		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document		None	1 minute	Records Section	
	1.2. Transmitting the stamped document to the 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. Create/ delete/ rename account or reset password of client account		None	15 minutes	ICT Unit	
		lentials ne client	None	5 minutes	Client and ICT Unit	
		Total:	None	38 minutes		



2. Checking of	2.1. None	None	2 minutes	ICT Unit
email sent				
	2.2. Evaluate	None	10 minutes	ICT Unit
	the			
	document			
	sent. If			
	blurry or			
	has			
	erroneous			
	entry, return			
	to sender. If			
	client has			
	no			
	signature,			
	return to			
	sender.	Nana	15 minutes	ICT Unit
	2.3. Create/	None	15 minutes	ICT Unit
	delete/			
	rename			
	account or reset			
	password of			
	client			
	account			
	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 Transaction	on:			overnment (	G2G)
Who may avail:		SDO Personnel			
СНЕ	CKLIST OF RE		MENTS		WHERE TO SECURE
<ul> <li>ICT Technica</li> </ul>	al Assistance For	m			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" on the document		None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit		None	5 minutes	
	1.3. Receive sta document	amped	None	1 minute	Client
	1.4. Evaluate the document and interview the client		None	10 minutes	ICT Unit
	1.5. Evaluate ar analyze the 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 recommend	dation	None	15 minutes	ICT Unit



to the client on what to do			
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	d Communica	tions Technolo	gy (ICT) Unit
Classification:		Simple			,
Type of Transaction:		G2G - Governn	nent to Gover	nment	
Who may avail:		DepEd Personi	nel		
CHECKLIST OF REQUIREMENTS			WH	HERE TO SEC	URE
Published /	neet neet – Article/	Certification of	ICT Unit		
<ol> <li>Request SI</li> <li>Announcer</li> <li>Articles</li> </ol>			Records		
6. Issuances 7. Bidding Do 8. Invitation to 9. Request fo 10. Notice of A 11. Notice to P	Bid r Quota ward	ation	Bids and Awards Committee		
CLIENT STEPS	AGE	NCY ACTION	FEES TO PROCESSI RESPON LE		
Accomplish     the Request     Sheet	F	Give the Request Sheet and receive the locument/s	None	2 minutes	
		Receive the locument/s	None	2 minutes	
	C	Verify the locument/s to be uploaded	None	2minutes	Administrativ e Assistant III / ICTU
	C	Scan the locument/s to PDF format	None	5 minutes	11171010
1.5 Upload the None document/s on the website or Workplace					
		TOTAL	None	16 minutes	



#### 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 U	nit		
Classification:		Simple			
Type of Transa	ction:	G2G - Governme	nt to Gove	rnment	
Who may avail	Who may avail: Internal Clients				
		QUIREMENTS	WHERE TO SECURE		
Government					
2. Division Cl				Requesting E	ntity
3. Authorization	on letter				
CLIENT STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees		None	5 minutes	
2. Log at the log sheet provided if issued a certification	ha ca cle cle If e pe ad infi he cle ha sa	employees  2.1 If employee does not have a pending case, issue certification / sign clearance  If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed		5 minutes	Legal Officer / Legal Assistant
3. Receive action document/s.	do	lease action cument / Sign vision Clearance	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		Government to Go	vernment (	G2G)		
Transaction:		Danad Licanood D	ıblia Cabac	al Tagahara		
Who may avail:		Deped Licensed Po	JOHC SCHOO	reachers		
CHECKLIST (	OF RE	QUIREMENTS	WHERE TO SECURE			
Original cop	imedia ies)	te Supervisor (3		Office of reque	estor	
2. Endorsemen (2 Original C		r signed by SDS )	Admin Se	ection		
3. Equivalent R	ecord	Form (4 Original)	Personne	el Unit		
4. Latest Appro Photocopy)	ved Ap	opointment (5	Applicant			
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)			Emanating Graduate School			
6. PRC License	-( 5 F	Photocopy)	PRC/ Applicant			
7. PRC Board F Original 4 Pl	_	Certification –( 1	Emanating Graduate School			
8. Certification Original 4 Pl			Concerned agency			
<ol> <li>Service Record/s Private and Public (1 Original 4 Photocopy</li> </ol>			Applicant			
Seminar/s a	10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras ( 1 Original 4			Applicant		
11.Latest Perfo	11.Latest Performance Rating (1 Original 4 Photocopy)					
CLIENT STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBL E	
Submit all documentary requirements	fo	Receive and check or 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 (G2G)
Who may avail:	DepEd Employe	es
CHECKLIST OF REG	UIREMENTS	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)		Personnel Unit Client
<ol><li>Letter request, if neo original copy)</li></ol>	cessary (1	
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)		Personnel Unit Client
<ul> <li>Additional Requirements</li> <li>Special Order Form copies)</li> <li>Medical Certificate (</li> <li>Clearance (4 original</li> </ul>	(3 original 1 Copy)	Front/ Information desk
Solo Parent Leave		CSC website/ Front/ Information desk



<ol> <li>CSC Form No. 6 (Revised 1995)         Application for Leave (3 original copies)     </li> <li>Letter request, if necessary (1</li> </ol>	Client
original copy)	Client
<ul><li>Additional Requirements:</li><li>Birth Certificate of Child (1</li></ul>	
photocopy)  • Photocopy of Solo Parent ID (1	
photocopy)  Special Privilege Leave	

Pecial Privilege LeaveCS 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	None	15 minutes	Records Section -	



	the Records Section for release			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	



### 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.

Dargannal Unit				
	Offic			
	ent to Gover	nment (G2G)		
			ring age	
•	•	treached the reti	illig age	
)F		WHERE TO SEC	TIRE	
		WIILKE TO SEC	JOILE	
nent (1	DepEd Sch	nools Division Offi	ice	
ginal				
Liabilities				
:				
5.Certificate of No Pending				
Administrative Case (1 Original				
Copy) 6.Certificate of Last Day of Service				
OI Service				
arv				
•				
	Concerned	retiree		
•				
r				
orm (1				
-				
(1 original				
GENCY	FEES TO	PROCESSING	PERSON	
		TIME	RESPONSIBLE	
noivo.				
•			Human	
			Resource Unit -	
	None	30 minutes	Person in	
			charge	
			onargo	
	Complex Governme DepEd en requireme TS nent (1 ginal & property ct & opies) & Liabilities ling 1 Original	Government to Govern DepEd employees that requirement  OF ITS nent (1 DepEd School	Complex Government to Government (G2G) DepEd employees that reached the retirequirement  OF TS  MHERE TO SEC  Menent (1  DepEd Schools Division Off  ginal  A property ct & opies)  A Liabilities  ling 1 Original  Of Service  ary Copy) with or II Copy) ce (1  Concerned retiree  r orm (1  A (1 original)  GENCY CTION  GENCY  GENCY CTION  GENCY CTION  GENCY CTION  GENCY  GENCY	



	TOTAL:	None	5 days, 1 hour	
1.6	6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
1.5	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
1.4	4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
1.3	3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
1.2	Management Officer 2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	Management			



## 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	ce or Division: Personnel Unit					
Classification		Simple				
Type of Trans	action:	Government	to Government	(G2G)		
Who may avai		DepEd SDO		,		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE			
1.Letter of Intent (1 original copy)			Requesting Pa	rty		
2.Clearance from custodian/scharce requesting page	nool arty (3 orig	head of ginal copies)	Requesting par			
3.Designation of employee in original copy)	n their a	absence (1	Requesting par	rty		
4.Indorsement head/ agend copy)			SDO/ DO			
<ol><li>5.Certificate of original copy)</li></ol>		ling case (1	SDO/ DO			
6.Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)			SDO			
7.Invitation (1 C	Original /p	hotocopy)	Event Organize	er		
8.Estimated Tra (1 Copy)	avel Cost	, travel is go	Requesting party			
9.Complete Sta	off Work (1	1 Copy)	Requesting party			
CLIENT STEPS	AGENO	CY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE	
1.Submit all documentar y requirement s within the prescribe timeline to Personnel Unit	com of si doc requ and	ck for the apleteness ubmitted umentary uirements accuracy of travel	None	15 minutes	Records Section	
	sub coo con offic per	complete omission, ordinate with ocerned ce/ sonnel to uest lacking	None			



	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 Divisio	<b>.</b>	Doroonnoll	Init			
Office or Division: Personnel U		Unit				
Classification: Simple		-1.1- 0				
		nt to Government (G2G)				
Who may avail: DepEd Emp		ployee/ Former Employee				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Data sheet request form (1 Copy)		Front Desk/Information				
2. Letter request (	for thos	se	Client			
personnel no longer connected in the Division)						
3. Identification C		Driginal	Client			
copy)		J				
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	fo St Co	eceive and orward ubmitted omplete ocuments	None	2 minutes	Front Desk/ Information	
	co de	erify the omplete ocuments ubmitted	None	5 minutes	Human Resource Unit Concern	
	si C	repare and gn ertificate of mployment	None	5 minutes	Admin Officer (Admin Service)	
2. Receive Certificate of Employment	C E	elease ertificate of mployment 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 Division: Personnel			l Unit			
Classification: Simple						
Type of Transaction: G2G - Gov		overnment to Government				
Who may avai	Who may avail: DepEd En		nployees			
	KLIST O			WHERE TO SEC	IIDE	
	REQUIREMENTS					
•	1.Accomplished		Personnel/ Records			
Transaction/F	Request F	orm (2				
copies)						
2.Previous copy		ce	Client			
Record from previous						
employment (2 copies)						
3.Latest payroll	slip (1 pr	iotocopy)	RPSU thru Cashiering Unit			
CLIENT	AGE	ENCY	FEES TO	PROCESSING	PERSON	
STEPS	AC.	TION	BE PAID	TIME	RESPONSIBLE	
1.Accomplish Transaction/ Request Form	_	ew of lest from	None			
	1.2. Retr docu from	uments	None	30 minutes – 2 days depending on	Personnel Unit Person-in- charge	
	1.3. Prod requ		None	the size of the division		
2. Receive	2.1. Rel	ease				
the signed service record	reco	ord	None			
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	Simple				
Type of Transacti	on: Government to Government	Government to Government (G2G)				
Who may avail:						
CHECKL	WHERE TO SECURE					
<ol> <li>Certificate of No copy)</li> <li>Certificate of No the next six (6) r</li> <li>For online transact</li> <li>Submit request Subject: Approval</li> <li>For Private Lendin</li> <li>Last three (3) m</li> </ol>	<ol> <li>Recent Pay slip (one (1) photocopy)</li> <li>Certificate of No Pending Case (one (1) original copy)</li> <li>Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy)</li> <li>For online transaction:</li> <li>Submit request at email address of the SDO Subject: Approval of GSIS Loan</li> <li>For Private Lending Institutions:</li> <li>Last three (3) months' pay slip (one (1) original copy)</li> <li>Latest Appointment (one (1) photocopy) DepEd</li> </ol>			Requesting Entity Legal Unit School Head		
OLIENT OTERO	A OFNOV A OTION	FEES	PROCES	PERSON		
CLIENT STEPS	AGENCY ACTION	TO BE PAID	SING TIME	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		
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	Section- Authorized employee		
	1.4Notify the client on the action taken by the Office through e- mail.	None	15 minutes			
	TOTAL:	None	55	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:	1: Personnel Unit				
Classification:	Simple				
Type of Transaction:	Government to Government (G2G)				
Who may avail:	New entrants SDO employees				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Acknowledgement of published Items (1 photocopy)		Personnel Unit			
Publication –CSC I 2018) received by	Form No. 9 (Revised CSCFO (1 photocopy)	Personnel Unit			
<ol><li>Checklist of Comm original)</li></ol>	. ,	Personnel Unit			
Appointments Proconiginal)	-	Personnel Unit			
	original, 1 photocopy)	Personnel Unit			
6. Certificate of Availa original, 1 photocol	py)	Personnel Unit			
7. 4. Oath of Office – (Revised 2018) (3	CS Form No. 32 original, 1 photocopy)	Personnel Unit			
	sumption to Duty –CS of 2018) (3 original,	Personnel Unit			
Clearance-CS Forr photocopy) except reemployment		Personnel Unit			
10. Position Descriptio Form No. 1 (Revise 2017) (3 original, 1	ed version No. 1 s.	Personnel Unit			
11. Approved Rank list except for Reappoi Provisional, Perma	intment as	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			



CSC Eligib	ed copy of PRC Board rating/ ility (1 original, 2 photocopy) – Reappointment as Provisional	PRC o	r CSC	
17. Certified tru Regulation Identification	ne copy of Professional Commission (PRC) on card –if applicable (3 –except for Reappointment	PRC		
	roved Appointment (3 –except for Original and ent	Appoir	itee	
	ce Rating (3 photocopy) – Original and reemployment	Appoir	ntee	
20. Medical Ce	rtificate –CS Form No. 211 017) (1 original, 2 photocopy)	Accred	lited Health Ca	re Facility
test (3 phot	Medical Exam and Laboratory ocopy) -except for promotion, ent and transfer	Accred	lited Health Ca	re Facility
	nce (3 photocopy) –except for reappointment and transfer	NBI		
23. PSA Birth (	Certificate (3 photocopy)- promotion, reappointment and	PSA		
24. Marriage C photocopy)	PSA			
reappointin	ent and transfer			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE
CLIENT	AGENCY ACTION  1.1. Receives and check for the completeness		G	RESPONSI



	TOTAL	None	1 hour and 15 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	
	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	
	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	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	Acknowledgement of published items			



#### 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 Divisio	n:	Personnel Un	it		
Classification:		Simple			
Type of Transac	tion:	Government t	o Government	(G2G)	
Who may avail:		DepEd emplo	yees		
CHECKLIST OF	CHECKLIST OF REQUIREMENTS			ERE TO SI	ECURE
1. Letter request (	(1 origir	nal copy)	Concerned R	etiree	
2. Service Record	l (1 orig	jinal copy)	Personnel Un	it	
3. GSIS Retireme original copy)	nt Vou	cher (1	Concerned R	etiree	
4. GSIS Retireme original copy)	nt Clea	rance (1	Concerned R	etiree	
5. Certificate of La original copy)	ast Pay	ment (1	Accounting U	nit	
6. Clearances (Mo	-	• •	School and S	DO	
7. Latest Notice of (NOSA)- (1 original)	f Salary	/ Adjustment	Personnel Un	it	
8. Certification of A Credits by the Officer- (1 orig	Accum Divisio	ulated Leave n Personnel			
9. Certified Copies (1 original copy	s of Lea				
10. Certification of Earned- (1 orig	Leave				
11. Fiscal Cleara Copy)	nce (1	Original			
For deceased en	nploye	e:			
1. Death certificate			Municipal reg	istrar	
2. Marriage Certifi	•		NSO		
3. Survivorship (If photocopy)		, ,	Spouse		
4. Special Power original copy, 2	2 photo	copies)	Attorney		
5. Birth Certificate employee has					
photocopy)	TIO IIVIII	ig spouse, (I			
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE



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



# 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: Personn			Unit		
Classification:		Simple			
Type of Transaction	on:	Governme	nt to Gov	ernment (G2G)	
Who may avail:		DepEd SD	O employ	/ees	
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)  2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)			vee/ BIR vee/ PSA		
			FEES		
CLIENT STEPS	AGENC	Y ACTION	TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Rec	eive and ck the aplete ument	TO BE		
Submit the complete	1.1 Recorded company c	eive and ck the applete ument paration of ates and mission of chments to ped Region	TO BE 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.

Office or Divisio	n:	Property an	d Supply	Linit	
Classification:	-1 - 1/2 - 1/4 / 2 - 1				
	tion.		oromont T	To Covernment	
Type of Transac					
Who may avail:		DepEd employees			
CHECKLIST OF	REQUIR	REMENTS		WHERE TO SE	CURE
1. Filled Out Issue Sli Original)	•	ion and 3 Copies – 1	En	nployee	
CLIENT STEPS	AGENO	Y ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	che	ceive and ck all the uments	None	5 minutes	
	1.2 Che ava stoo	ilability of	None	10 minutes	Property and
	RIS Divi Offi	wards the Form to the sion Supply cer for proval	None	3 minutes	Property and Supply Unit Personnel
3. Receive the supplies and the copy of approved RIS Form	3.1 Relo	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	N Supply I In	iŧ	
Classification:	Simple		a Supply Off	11.	
Type of Transaction	<u>'</u>			Governmen	.t
Who may avail:	•	DepEd empl		Jovenninen	· · · · · · · · · · · · · · · · · · ·
-					
CHECKLIST OF I	REQUIRE	MENTS	WH	IERE TO S	SECURE
1. Property and Eq Form (PECF) – and 1 photocopy	3 original		Supp	oly 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)	according form if the emptor and according signs part or and end according supply reques to settle s	ceive the complished in and checks e concerned ployee has countability property and ipment ip	None	15 minutes	Property and Supply Unit Personnel
		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 Tec	hnical	
Type of Transaction:	Governme	nt to Government (G2G)	
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders		
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-Ev	aluation	Online Link	

4. Indorsement from the Public Schools District Supervisor or

in the absence of PSDS) (1
Original Copy and 1 Photocopy)

5. Accomplished Quality
Assurance Tool

LR Office

6. Accomplished Metadata

Template for Cataloguing

Template for Cataloguing

7. Signed Sworn Certification/Anti-Plagiarism Declaration

District QAD (or School Heads

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



2.Attend	for capability building  2.1 Manage and			Supervisor, Writer, Illustrator, Layout Artist School Head,
capacity building, write shop	facilitate the write shop	None	5 days	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



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 days⁵	

<sup>&</sup>lt;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 layou *t*.

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	
<ol><li>School Quality Assurance Team (SQAT) Certification</li></ol>	
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 Divisi	on:	Planning Unit				
Classification:		Simple				
Type of Transa		Government to		G2G)		
Who may avail:		Internal Stakeh	older			
CHECKLIST (	OF REQ	UIREMENTS				
Letter request addressed to SDS (1 original copy)		sed to SDS (1	Client			
2. Request Form	n (1 origi	nal copy)	Front Desk			
CLIENT STEPS	AGEI	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	
	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	
	1.4. Make the necessary action undertaken to the said letter request		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	2.1 Release of the documents to the end 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 – Pla	anning Unit			
Classification:		Simple	<u> </u>			
Type of Transac	tion:		ment to Government (G2G)			
Who may avail:		All				
CHECKLIST O	F REQU	IREMENTS		WHERE TO SE	CURE	
Letter request (original)			issignment (to be ed employee)	secured by the		
CLIENT STEPS	AGEN	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the necessary document	requ forw SDS of p	eives 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  1.3 For Action & Provide Data Information needed by Clients		None	15 minutes	Planning and Research Unit	
			None	30 minutes		
	1	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.

Of	ffice or Division:		Legal Unit			
CI	assification:		Simple			
Ту	pe of Transaction:		Government to Citizen (G2C)			
W	ho may avail:		Current and former learners			
	CHECKLIST OF R	EQUIREN	MENTS	WI	HERE TO SE	CURE
	1. Application indication	ng the enti	ry/entriesto			
	be corrected (1 orig	ginal copy)			Requesting pa	rty
	2. Certificate of Live Bir Statistics Authority 1 photocopy)				PSA	
	3. Certified true copy of Form 137 or FS 9or Diploma whichever is applicable (1 original, 1 photocopy)			School		
	4. Affidavit of Two Disi applicable (1 origin			Affiants		
	5. Other documents the Attorney III or order to prove the	f the Divis	ion Office in	Requesting party		
	6. Authorization Lette Attorney (if the apperson other than record	oplication is the owner	s filed by the	Requesting party		
	7. Data Privacy Consen	t Form			Legal Unit	
	CLIENT STEPS AGENCY ACTION		CY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSI BLE
1	Submit all the required documents and fill out the applicationform for Correctionof Entries in the	and/d	ds to DTS or logbook forward to	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



School Records with consideration to Data Privacy Act	appropriate action.  1.2 Refers the documents to	None	10minute s	SDS
	Legal Unit  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 publicor private school to change the entries in the school records ofthe applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy ofthe Order	1.1. Release a copy of the Order to the applicant andto 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:		Personn	el Unit		
Classification:		Simple			
Type of Transaction:		Governn	nent to Citizen	(G2C)	
Who may avail:				Teacher for Per	
			•	nd SHS; Not Eli	_
		Teachers	s for Provisiona	al Positions (SHS only)	
CHECKLIST	CHECKLIST OF REQUIREMENTS				SECURE
Applicant Number					
indicated in the D	O but applicar	nt can't ea	silyaccess the	Applicant	
website				Аррпсанс	
2. Letter of Intent fo					
3. Duly accomplished		•	d 2017)-	Form from CS	_
Personal Data She	<u> </u>	• •		Website/SDC	)
4. Certified true cop Commission (PRC)	•	_		Certification f	from PRC
5. Certified true cop		tained in	the	PRC	
LET/PBET (1 origin 6. Service Record/Ce	•	nnlovmen	ı <b>+</b>		
performance ratir		•		SDO	
those with teaching	<u> </u>				
7. Certified true copy				Analinani	
Original Copy)	·			Applicant	
8. Certificate of specia	lized trainings	(1 Photo	copy of	Applicant	
each)					
9. NBI Clearance (1 O				NBI	
10. Certified true copy			•		
proof of residency		•	by the	Applicant	
School Screening 11. Omnibus Certificat			voracityof		
documents of all o		•	•	Applicant	
by the applicant (2			signeu	Applicant	
12. Application thru D			cable)	SDO	
		<u> </u>			PERSON
CLIENT STEPS	AGENCY A	CTION	FEES TO BE PAID	PROCESS ING TIME	RESPON SIBLE
1. Register to the					
Department's					
online system at			None	10 minutes	Client
application.deped.					
gov.ph					



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
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 Divisio	n:	Personnel	Unit			
Classification:		Simple				
Type of Transac	tion:		ent to Citizen			
Who may avail:		Any perso	n who has in	terest to the position	on	
CHECKLI	ST OF REC	QUIREMEN	NTS	WHERE TO	SECURE	
1. Application Le		-		Applicant		
2. Duly accomplis	shed CSC For	m 212 with	n the	CSC Website		
latest 2x2 ID p	icture (3 orig	ginal copies	)	Form from CSC or	SDO	
2 Construction		h - t \		Website		
3. Government Is			DDC	Applicant		
4. Certified true		•		CSC/PRC		
professional IE original copy)	, whichever	is applicabl	ie (I			
5. Certified true	copy of Trans	script of Re	cords	School/s attended	1	
or Certification		•		,		
Verification of						
6. Performance F	Ratings for th	ne last 3 sen	nesters(1	Previous/Current	employer	
Photocopy of t			ngs for the			
last 3 rating pe						
7. Certificate of r		_	\ .c	Applicant		
Seminars atter	nded (1 Phot	ocopy each	i), ifany			
8. Documentatio	n of Outstan	ding		Applicant		
Accomplishme		_	suantto	, ipplicant		
DepEd Order 6		,,,				
9. File of Electi	ronic-copy of	f		Applicant		
requirements	s/documents	S			-	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE	
1. Submit/email	1.1.Stamp					
the complete		/e, issuea				
pertinent		ing copy,			Records	
documents to		rward	None	5 minutes	Officer/ AA	
the Records	-	ertinent			VI	
Unit/SDO email add	the HF	nents to				
Citiali add						
	1.2.Check					
	-	eteness	None	5 minutes	HR Unit staff	
		cuments				
	submi	ııea				



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 areneeded for Elementary& Non-Autonomous Secondary Schools

Office or Divisio	n:	Property and Supply Unit				
Classification:		Complex	•			
Type of Transac	tion:	Government to Government (G2G)				
Who may avail:		DepEd employees				
CHECKLIST	OF REQI	UIREMENTS	WHER	RE TO SECU	JRE	
1. Delivery rece	ipts		Supplie	r		
4. Inspection a Property Tra 5. Requisition a	nsfer Rep		Employ Supply Unit	ee/ Property	and	
CLIENT STEPS		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		
	1.2.Checks the quantityof the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office		None	1 day	Property and Supply Personnel	
	app rece	pects, verifies, and proves the eipt of textbooks /or equipment	None	3 hours		
	Cus and Issu	pare Inventory todianSlip(ICS) Requisition and ance Slip(RIS) for pient schools	None	1 day		



	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 Divisi	on:	Records U	Records Unit				
Classification:		Simple	Simple				
Type of Transa			nt to Citizen	(G2C)			
Who may avail:							
	(LIST O			WHERE TO SE	CURE		
REQUIR							
1. Requisition sli			Records Uni	t			
2. Valid ID (Origi	nal ID an	d 1	Requesting	person and/or Auth	norized Person		
Photocopy)	1 -44 - 11 /4	C\		-			
3. Authorization CLIENT		ENCY	Requesting FEES TO	PROCESSING	PERSON		
STEPS	_	TION	BE PAID	TIME	RESPONSIBLE		
1. Fill out the	1.1 Prov						
requisition		nt the			Administrative		
slip form		isition	None	5 minutes	Staff (Records)		
	-	form			( ) ;		
2. Submit the	2.1 Rece						
accomplish	form	n, forward					
ed	to the records custodian.						
requisition							
slip with	(Cus	todian					
valid ID or	sear	ch the					
authorizatio	requ	ıested			Administrative		
n letter of	ter of documents)		None	5 minutes	Staff (Records)		
the					Stan (Necords)		
requesting							
party and							
the original							
ID of the							
authorized							
person	2.10	oro print					
3. Receive the	-	are, print			Administrative		
requested document		give the ument to	None	20 minutes	Staff (Records)		
uocument		client			Stair (Necords)		
	l tile	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 Government (G2G)							
Who may avail:	All							
	REQUIREMENTS WHERE TO SECURE							
1. Requisition Slip (1		Records U	nit					
2. Valid ID (Original II		Person	g person and/o	r Authorized				
3. Authorization Lett	er (1 Copy)	Requesting	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	Administrative Staff (Records)				
(photo copy) and original ID of the authorized person	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

Classification: Complex  Type of Government to Citizen (G2C)	Office or	Records Unit						
'								
Type of Government to Citizen (G2C)		Complex						
	Type of	Government to Citizen (G2C)						
Transaction:								
Who may avail: Graduates/learners from defunct private schools and	Who may avail:	-	•					
ALS/PEPT passers in the Division Level  CHECKLIST OF REQUIREMENTS WHERE TO SECURE	CUECKLIST							
			WHERE TO SECURE					
High School/Elementary Graduates:  10. CAV Form 2 – School Referral Form  School Attended	_		Calcal Attanded					
10. CAV Form 2 – School Referral Form School Attended (SRF)		CHOOL KEIEHAL FOITH	School Attended					
	, ,	arollment/Completion/	School attended					
11. Certificate of Enrollment/ Completion/ School attended Graduation - CAV Form 4 (1 original and 2		-	Scribbi atteriueu					
photocopies)		om + (1 original and 2						
12. Diploma (1 Original and 2 certified true School attended	1	ginal and 2 certified true	School attended					
copies certified by the School Head)	' '		School attended					
13. PSA Birth Certificate Copy (1 Original and 2   Client	1	•	Client					
photocopies)		Stilledic copy (1 original and2						
14. List of Graduates certified correct by School attended		es certified correct by	School attended					
authorized official (1 original and 2		•						
photocopies)		, ,						
15. Latest passport size ID Pictures (2 copies) Client	1 ' '	size ID Pictures (2 copies)	Client					
16. Valid ID	16. Valid ID							
17. Authorization Letter (If the requesting Requesting Person and/or	17. Authorization L	etter (If the requesting	Requesting Person and/or					
partyis not the record owner) (1 original copy) Authorized Person	partyis not the rec	ord owner) (1 original copy)	Authorized Person					
18. Valid Special Power of Attorney (SPA) forthe Requesting Person	18. Valid Special Pow	er of Attorney (SPA) forthe	Requesting Person					
authorized representative (1 original copy)	authorized represe	entative (1 original copy)						
Additional Description of facility description	A -1-1111 1 D i							
Additional Requirement for Undergraduates:	•	•						
12. Student Permanent Record (Form 137) (1 School Attended Original and 2 photocopies certified bythe			School Attended					
School Head/ Records Custodian/ Registrar)								
13. Transmittal (1 Original and 2 photocopies	-	, ,						
certified by the School Head) School Attended	· ·	• •	School Attended					
Scrinica by the School Heady	certified by tile 3	chool Head)	School Attenueu					
Additional Requirements for Graduates from	Additional Requirer	ments for Graduates from						
private schools:	•							



12. Special Order (1 0	_	School Atte	nded			
photocopies certi Head)	ified by the School					
·	ergraduate from public					
schools:	signaduate irom public					
	d CAV Request – CAV Form	School Atte	nded (for CAV	/ form 6)		
· ·	CAV 14 (1 originaland 2		ice (for CAV fo	•		
photocopy)	2 · · · 1 · (= 0 · · 0 · · 0 · · · 0 · · · · · · -	Division on	ice (101 CAV II	31111 14)		
1	or ALS & PEPT Result	School Atte	nded/ BEA			
Rating – CAV Forr	m 10 (1 original and 2		,			
photocopies)						
12. Indorsement fro	om School Division – CAV	Division Off	ice			
Form 13 (1 origin	al and 2 photocopies)					
13. Diploma (1 Orig	inal and 2 certified true	School Atte	nded			
copies certified b	y the School Head)					
	on & Equivalency Test	Division Off	ice			
, , ,	1 original and 2 certifiedtrue					
copies)						
	t Rating (1 original and2	Division Off	ice/BEA			
certified true cop	·					
	icate Copy (1 Original	Client				
and 2 photocopie	•					
17. Latest Passport	Client					
18. Documentary St	tamp 2 pcs	BIR				
		EEES TO	PROCES	PERSON		

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 tothe 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)



	2.2 Forward printed CAV to Records Section then to be signed by the ChiefAdmin Officer	None	15 minutes	Administra tive Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelopeand paste the DFA Authentication section addressesat the back.	None	10 minutes	Administra tive 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 DFAshall 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)
	TOTAL:	None	1 hour, 5 ı	ninutes

Note: The CAV Service is changed to a complex transaction as the document to beCAVed 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.		Dana sala III	. ta		
Office or Division:		Records Unit			
Governme			nt to Citizen (G nt to Business nt to Governm	(G2B)	
Who may avail:		All		ent (020)	
CHECKLIST OF	REQUIREM	ENTS	WHE	RE TO SEC	URE
Official Communication	on		Records Unit		
CLIENT STEPS	AGENCY A	ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness ofcommunication		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/perso n
	1.6. Forward the acted communication to Records Section		None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release commun		None	5 minutes	Releasing personnel/ Records Officer IV
	•	TOTAL	None	2 days 4	hours, 25

\*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 DepEdOrder 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 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	
6. Supporting/Evidentiary Document/s, if any.	Client
*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.	

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	None	10 minutes 3 minutes 5 minutes	Administra tive Aide VI or Administra tive Officer IV (Records)
	the Incoming Logbook.			



2. Receive the	2.1. Return client's	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 DepEdOrder 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 SuperintendentOffice 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 NotarizedComplaint 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	
*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	PROCESS ING TIME	PERSON RESPONSIBL E
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	<ul> <li>1.3. Evaluate the complaint and attached evidentiary document/s, as to its completeness.</li> <li>1.4. Stamp received the documents and receiving copy with transaction number.</li> </ul>	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)



	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receivethe 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)



	2.10. Log the document,with attachment/s to the appropriate logbook 2.11. Return signed communication to Legal Unit, for organization of documents	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.12. Arrange the documents to be forwarded to Records Unit.  2.13. 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  2.13. Coordinate with	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	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.	<ul><li>3.3. Release the Communication</li><li>3.4. If there is a proof of service, serve and secure a signed Proof of Service.</li></ul>	None	5 minutes  10 minutes	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
	TOTAL	None	3 days, 2 ho	ours, 11 minutes



# SAMPLE TEMPLATE FOR COMPLAINT

100	MA HE AN	Va.
18.00	1	Sec.
-	1111	

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

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

#### COMPLAINT FORM

		COMPL	AINANT (Nac	rereklamo)				
NAME (Pangalan); M.I. (Inisya	al ng Panggitn							
	(Kasal/Single)	AGE (Edad)	Account name: o		Facebook	CELPHO	NE NO. / 6 LANDLINE	
ADDRESS (Bahay; Kalye)	SUBD. / BR	GY.	TOWN/CITY (Bit)	ari/Lungsad)	PR	OVINCE (LI	lawigan)	
	- V. O. S. O. S. D. P.		Port instance of the s		2730			
VICTIM'S IN	FORMAT	ON (Biktima	(Kung may	biktima m	aliban	sa nagri	ereklamol	
NAME (Pangalan); M.I. (Inisy)					- III	A		
	2010000017-101			OSCINETE DEL	-	SOLAR	Q Page Gretteres V	
NAME OF SCHOOL (Ngalan r	ng Paaralan)	ADDRESS OF S	CHOOL (Lokasyon	ng Paaralan)	(Antas)	YEAR	AGE (Gulang)	
RELATIONSHIP TO	COMPLAIN	ANT (Relasy	on sa	1) Father (	Ama) I _	3) Other	rs (Iba pang relasyon)	
Nagrereklamo) (Pakila angkop na sagot)		A STATE OF THE PARTY OF THE PAR	1000	2) Mother				
angrap ita sagay	RES	PONDENT'	S INFORMAT	ION (Iniren	eklamo)			
NAME (Pangalan); Midd								
In case there are mor						le		
(Kung higit sa isa ang						Las Offic	n Address	
Position (Katungkular			E CONNECTEI na konektado)		School or Office Address (Lokasyon ng Paaralan o Opisina)			
1.	1.		on metabolican fi	1,				
2	2.			2				
	30			1				
1	3.			3.				
4.	4.			A.				
5.	5.			5.				
ACCOUNT OF INC	IDENT / N	ATTER CO	MPLAINED //	Kwento tuno	ikol sa l	ni-rerekl	amona Insidente)	
1. Basic details	CONTRACTOR OF THE PARTY OF THE	NAME AND ADDRESS OF THE OWNER, WHEN PERSON NAMED IN	CONTRACTOR OF STREET	THE RESERVE OF THE PARTY OF THE			arrig massarray	
Date/s of Incident (Pel Kailan nangyari ang ini-n			ime or Span a ORAS naga o)				of Incident (Saa ang inirereklamo)	
2. Evidence for	Complain	t (Ebidensya	a):	1000001		000		
Do you have Witnessle saksi/nakakita sa begay	s to the mat	ter complaine		ang Naka-			nave supporting nts? (Meron ka bang	
		ATTENDA	angkop na sa	got			tang dokumento?)	
Pakilagyan ng Check (√) ang angkop na sagot			5	Yes		None.		
Yes.	1 440	tness Address/O	ffice	Celphone Num	ber /		OCUMENTS REGARDING	
Yes. Witness Name (Pangolan ng Witness)		ess o Ophinii ng V		Landline			OMPLAINT (Listahan ng	
Witness Name (Pangalan ng Witness)							IMPLAINT (Distahan ng into tungkol sa reklamo)	
Witness Name (Pangelan ng Witness)	f/Actor		Vitnesa)			dokume		
Witness Nime (Pangelan ng Witness) 1.	1,		Vitnesa)			1.		
Witness Name	1. 2.		Vitnesa) 1, 2.			t. 2.		





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

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

#### COMPLAINT FORM

(Please use/ask / (Gumamit/hur	mingi ng isa pang pa	apel kung hindi kas	ya sa pahinang ito)	

PRINTED NAME/s OF COMPLAINANT/S AND SIGNATURE/S





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

#### COMPLAINT FORM

lipino,	Ako/Kami	),										
	of le	gal ag	e (may	hustong	edad)	and	with	address	(at	may , afte	address r having	been
uly swor	n in acco	ordance v	vith law, he	reby depo	se and st	ate (ma	tapos m	anumpa ayo	n sa b	- 0 - 124000	Charles and	
igsasaac	na), THA	AT:										
1.			e complain ig / mga nag				nt;					
2,			ed the prep ig / mga gur					reklamong it	0)			
3.			the content		in ng akin	a / amir	a reklan	10)				
4.	All the	10 To 10 To 10	ns therein a		100			personal k	nowle	dge and/	or based	on
	(Lahat r		kasaad dito	ay totoo at	tama mul	a sa aki	ng / ami	ng personal	na kaa	(aman at	o base sa	mga
	Suprem Region: about to knowlessa Supri Courts, nakahai limang a	ne Court of al Trial Count he pende dge there eme Court Municipal n na pare araw mula	or any of its ourts, Muni- ncy of simi- eof. ((Ako / ) t o anuman Trial Courts thong reklas i sa pagka-a	Divisions, cipal Trial lar action, (ami ay nag g division ni s o anuman no/kaso, ipa dam ko nito	before to Courts of I shall info papatoto to: o sa C g ahensya gbibigay a	ne Cour orm the orm the orn hin ourt of a ne gob alam ko	rt of App her ager Honora di ako na Appeals yemo. K ito sa Ka	ction involving all of the Graphs of the Gra	Division Division of the Control of	on there ment. Sh five days gkol sa p i nito; sa man akc Opisinan	of, before nould lear s from warehong i Regional ang tungko g ito sa lo	ssae Trial
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		r Printed		_			-	Signature (Pirma se				
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UBSCRI	appeare t evidence	ed before se of her	me, exhib identity. (N	iting his/he IILAGDAAN	r/their_ AT SINU	IMPAAN	i sa hara	ap ko ngayo ng kanyang	ng	Braw	25Vines	s who
ompeten	atapos na											



#### 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 digitizedformat 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 Implement	tation Division		
Classification:	Simple			
Type of	Government to Citizer	n (G2C)		
Transaction:				
Who may avail:	All			
CHECKLIST OF F	WHI	ERE TO SEC	URE	
1.Computer/Laptop and Connection	Client			
3. Active LRMDS Portal  a. DepEd Email Ad  Employees  b. Any active Email  Learners, Parent  Stakeholders	LRMDS Portal (Irmds.deped.gov.ph)  (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)			
				DEDOON
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

**Password** 

Account)



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



#### 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 Transacti	on:	Government to Citi	izen (G2C)			
Who may avail:		Students and Teach	hing Related Personnel			
CHECKLIST O	FRE	QUIREMENTS	S WHERE TO SECURE			
1.Request Form / Slip	(1 Or	iginal Copy)	al Copy) Client			
2.Valid ID (1 Scanned	/ Pho	tocopy)	Client			
3. Borrower's Form			Librarian			
4. Returning Transact	tion Fo	orm	Librarian			
CLIENT STEPS	AG	SENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	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) listof 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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				DESCRIPTION OF THE PROPERTY.
	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	II MINIITA	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:		Curriculum I	mplement	ation Division	
Classification:		Simple			
Type of Transactio	n:	Government	to Citizen	(G2C)	
Who may avail:		All			
CHECKLIST OF RE	QUIREME	NTS	WHERE	TO SECURE	
1. Latest 1x1 ID pi	cture (2pcs.)	with	Client		
2. Photocopy of B	irth Certifica	te or			
Baptismal Cert					
3. Valid ID ( Driver	's License, P	ostalID,			
Voters ID) - 1 ب					
4. Functional Liter	•		CID		
5. Assessment for	Basic Litera	cy(ABL)	CID		
OLIENT OTERO	AOFNO	V A OTION	FEES	PROCESS	PERSON RESPONSIBL
CLIENT STEPS	AGENC	Y ACTION	TO BE	ING TIME	E
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	enrolli and al docum	e oplished ment form I required nents (face e or online)	None	5 minutes	Curriculum Implement ation personnel
	1.2.Conduction assess /scree and FL	ment ning : ABL	None	3 hours	Instructional
		y the entry ttained	None	30 minutes	Managers /ALS Mobile
	1.4. Group learne accord literac	rs ling to	None	30 minutes	Teacher/ District ALS Coordinator/ EPS-II for ALS
2. Receive details and information regarding learning session		scheduleof 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	Research			
Classification:	Simple				
Type of Transacti	on: Government	to Citizen (G2C)			
Who may avail:	External Stak	eholder			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
1. Letter request add Copy, 1 Photocop	, -	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE	
1. Submit Letter request address to SDS, attentionto Planning Officer through division official	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/I TO	
email	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO	
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS	
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD	
	1.5. Make the necessary	None	2 days	Clerk/Planni ng Officer	



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



#### 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 &
Office of Bivision.	Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
Type of	Government to Citizen (G2C) Government
Transaction:	to Business (G2B)
Who may avail:	Private Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified by	School applicant
the 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 Securityand	
Exchange Commission (SEC). (for	
new/recognition)	
1 copy of Copy/ies of Transfer Certificateof	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 signedby	School applicant
proper authorities (for new/recognition)	
1 company of Class and annual of the classes	Calcada III
1 copy of Class program of the classes	School applicant
offered (for new/recognition)	Drawidad by the EDC/la shares of Drivets
1 copy of Qualitative Evaluation Processing	Provided by the EPS/In-charge of Private
Sheet (for SHS application) School Bond (for new/recognition)	Schools  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	Provided by the SMM&E (In chargeof
new/recognition/renewal)	Private Schools
new/recognition/renewal)	FIIVALE SCHOOLS



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

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

new/recognition/renewar)		EEEC		
	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	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 chargeof 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)/



				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	School Applicant
document)	
<ul> <li>Letter of intent addressed to the Regional</li> </ul>	
Director thru the Schools Division	
Superintendent	
<ul> <li>List of Qualified Graduates (per</li> </ul>	
track/strand/specialization)	
<ul> <li>Accomplished Special Order Form</li> </ul>	
<ul> <li>Original Form 137-A (SHS Student</li> </ul>	
Permanent Record)	
<ul> <li>Form IX (SHS Graduation Form)</li> </ul>	
<ul> <li>Original Form 137-A (JHS Student</li> </ul>	
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)



	Regional Office for their appropriate action			,
1	5. Refer to the Records Unit and release to	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.	charge for Private School  3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SGOD Chief/ SGOD Staff  SMM&E (In charge of Private School)/ Alternate focal

Note: Complete substantial and official documents should be submitted in order to processthe 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 SHStrack/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
Α.	Application for DepEd Permit to Operate/Recog	
<b>A.</b> 2.	Application for DepEd Permit to Operate/Recog  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 ofthe 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	
	<ul> <li>(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 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 bysubject 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 ofintended operation, SHS Curriculum for thetrack/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) Numberof Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, andOthers)
  - 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) ProposedAnnual Budget
   and Annual Expenditures

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
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 forwardsto 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-chargefor 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



TOTAL:	None	6 days ar 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:	e 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	

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

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

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			DESCRIPTION OF THE PROPERTY.
1.2.Forward	None	10 minutes	Admin Officer
documents to			IV/ Admin
SGOD Chief and			Staff (Records)
route to			
designated/in-			SGOD Chief/
charge for Private			SGOD Staff
School			
1.3.Process, evaluatethe	None	5 days	SMM&E (In
documentary			charge of
requirements and			Private
prepares Indorsement			School)/
			Alternate focal
1.4.Secure the signature	None	1 day	SDS
of theSDS for the			
indorsement.			
1.5.Refer to the Records	None	10 minutes	Admin OfficerIV/
Unit and release to			Admin Staff
Regional Officefor their			(Records)
appropriate action			
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)	
<ul> <li>Letter of intent addressed to the</li> </ul>	School Applicant
Schools Division Superintendent	
stating the intention to comply with	
the provision of R.A. 6728 for the	
forthcoming school year	
<ul> <li>Xerox copy of the latest approved</li> </ul>	
tuition, miscellaneous & other school	School Applicant
fees	
<ul> <li>Comparative schedule of tuition,</li> </ul>	School Applicant
miscellaneous & other school fees for	School Applicant
current school year with that of the	
previous year indicating in both peso	
and percentage the forms of noincrease.	
Note: The miscellaneous and other fees	
should be itemized.	School Applicant
<ul> <li>Copy of Government Permit to</li> </ul>	Serio or Applicant
Operate/Recognition Certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
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



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



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

#### **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;l. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Schools Division Superintendent (OSDS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel 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)		
	REQUIREMENTS	WHERE TO SECURE	
One (1) original cop     Authority for Officia     supporting docume		Annex A, DO 043, s. 2022  https://www.deped.gov.ph/wp- content/uploads/2022/10/DO s2022 043- corrected-copy.pdf	
2. One (1) original cor	by of the signed invitation	Inviting foreign government/institution or	
addressed to the re		international agency/organization	
3. One (1) original cor	by of Itinerary of Travel		
addressed to the A noted by the Recor explaining the minimauthorized official to why alternatives to communication, (e. videoconferencing, position papers) are purpose.	ravel stated above and travel such as all forms of g. teleconferencing/ submission of briefs/ e insufficient for the	Client	
5. One (1) original Cer Case	tificate of No Pending	Legal unit with jurisdiction over the client	
Work (CSW)	roved Completed Staff	International Cooperation Office / Client	
7. One (1) copy of Esti		Ol: II II	
8. One (1) copy of Wor	rk and Financial Plan	Client's office	
Optional requirements:  - If applying for Cash certification that previous liquidated	Advance (CA): Original vious CA has been	Accounting unit with jurisdiction over the client	
<ul> <li>For Teachers in the of the US Government</li> <li>a. TA signed by the b. Clearance Certific</li> <li>c. Copy of the Region</li> </ul>	e Secretary cate	Office of the Secretary Regional Office Commission on Filipino Overseas	

 $^{10}$  Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.



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

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
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS
	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
3. Submit post-travel report addressed to the Office of the Secretary <sup>11</sup>	3.1 Receive the post- travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
	TOTAL	None	7 days	3

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 $<sup>^{11}</sup>$  For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at  $\frac{https://www.deped.gov.ph/wp-content/uploads/2022/10/DO s2022 043-corrected-copy.pdf}{\frac{1}{2}}.$ 



#### 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 / non-compliance to reportorial requirement for any previous travel shall not be granted foreign personal TA.

Office or Division:	Office of the Schools Division Superintendent (OSDS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employed	es meeting the conditions for foreign personal	
	travel as stated on DOs 043 a	nd 046, s. 2022, specifically	
	<ul> <li>Requests from schools</li> </ul>	s as recommended by the School Head	
	School Heads		
	•	ion Chiefs and below, including Public	
	•	visors (PSDS), in Schools Division Offices	
	(SDOs)		
	REQUIREMENTS	WHERE TO SECURE	
` ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' ' '	filled out Travel Authority	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-	
for Personal Travel Forn documents (see below)	n with supporting	content/uploads/2022/10/DO_s2022_043-	
documents (see below)	corrected-copy.pdf		
One (1) original copy of	written manifestation,	Client	
· · · · · · · · · · · · · · · · · · ·	fice, that absence will not		
hamper the operational	•		
Certificate of No Pending		Legal unit with jurisdiction over the client	
CSC Form No. 6, s. 202	0 (Leave Form)	Civil Service Commission (CSC) /	
		Personnel unit with jurisdiction over the	
Optional requirements:		client	
•	)) designating an OIC if	Signing authority for OO designated by	
- Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day		the Secretary	
operations of the office		the Societary	
- Study Leave of NTP (up to 6 months): Contract		Personnel unit with jurisdiction over the	
between the agency head or authorized		client	
representative and the employee concerned			
- For leaves that excee	d one month: CSC Form	Civil Service Commission (CSC) /	
No. 7, s. 2017 (Cleara	ince Form)	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

	<b>A</b>		
De	ŤI	F	D

				Detien
SDO	Personnel Unit			
a. School Head	1.2 Check documents for	None	2 hours	Personnel Unit
	completeness and	140110	Zilouis	1 CISOTHICI OTH
b. Office of the School	accuracy.			
Head – for Teaching				
and Non-Teaching	If there is no discrepancy			
Personnel in Schools	in the documents			
	submitted, forward to the			
c. Division Chiefs and	Legal Unit. Otherwise,			
below, including PSDS	inform the client of			
in SDOs	discrepancies and wait			
	for reply.			
	1.3 Check if client has	None	2 hours	Legal Unit
	pending case, sign			
	clearance as applicable,			
	and return to Personnel			
	Unit	Nana	4 5 5	Danaannal I Init
	1.4 Receive documents	None	1 hour	Personnel Unit
	and prepare TA for signature			
	1.5 Review documents	None	2 hours	Personnel Unit
	for signature	INOTIC	2 110013	l ersonner onit
	1.6 Countersign Form	None	15	Personnel Unit
	and TA and forward		minutes	
	documents to OSDS	None	1 dov	SDS
	1.7 Review and sign the Form and TA	None	1 day	303
	1.8 Return the	None	10	OSDS
	documents to the	INOITE	minutes	0303
	Records unit		minates	
	1.9 Check the	None	1 day	Records Unit
	documents and forward		,	
	to the Office of the			
	Regional Director (ORD)			
	1.10 Receive and	None	2 days	ORD
	process request; return			
	documents to OSDS			
2. Receive requested	2.1 Check documents	None	25	Records Unit
document from the	received and process for		minutes	
Records Unit	release; release TA to			
	intended recipient.		<b> </b>	
	TOTAL	None	5 days	



#### H. 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 Employe	es			
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
1. ORS (1 Original Copies, Photocopy)	2	Accounting Unit			
2. Disbursement Voucher Copies, 2 Photocopy)	(1 Original	Accounting Unit			
Purchase Orders (pr	e-audited)				
1. AR/ATC (1 Original Co Photocopy)	pies, 2	Requesting Unit			
Other supporting documents (1     Original Copies, 2 Photocopy)		Requesting Unit			
Biddings					
1. Notice of Award (1 Orig Copies, 2 Photocopy)	inal	BAC Secretariat			
2. Signed Contract (1 Orig Copies, 2 Photocopy)	inal	Requesting Unit			
3. Sub-AROs (1 Original Co Photocopy)	ppies, 2	Requesting Unit/Budget			
4. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit			
Cash Advances for Travels					
1. Approved Travel Order Copies, 2 Photocopy)	(1 Original	Requesting Unit			
2. Memorandum (1 Origin 2 Photocopy)	ial Copies,	Requesting Unit			
3. Itinerary of Travel (1 Or Copies, 2 Photocopy)	iginal	Requesting Unit			



4. AR/ATC (1 Original Copies, 2Photocopy)	
Reimbursement of Travels	
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
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)	Requesting Unit
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
Letter request (1 Original Copies,	Requesting Unit
3. WFP (1 Original Copies, 2Photocopy)	

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, analyzeand 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	None	5 minutes	Budget Officer III





## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Divis	sion:	Budget Unit			
Classification	:	Simple			
Type of Trans	action:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avai	il:	Learners			
	KLIST O	WHERE IN SECURE			
1. Reports of Ch	eck Issued	(RCI)	Cashier's Off	ice	
2. Report of Adv Issued (RADA		itAccount			
CLIENT STEPS		ENCY TION			PERSON RESPONSIBLE
_		TION ive the			
STEPS  1.Submit the required reports (RCI	1.1. Rece repo	TION ive the orts	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	•	Cash unit				
Classification:	•	Simple				
	on:					
Type of Transacti	OII.		nt to Government (G2G)			
Who may avail:		DepEd Employee				
CHECKLIST C	F REQU	IREMENTS	WHERE TO SECURE			
1. Authority to Ca Copy)	ısh Advan	ce ( 1 Original	Accounting Unit			
2. Certification of	No Liquid	dated CA's	Respect	ive office/bureau	/service	
3. Documentary r	equireme	ents				
CLIENT STEPS	AGEN	NCY ACTION	FEES TO BE TIME RESPON			
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's  2. Forward to Head of Office for Approve, then prepare DV and ORS	1.1 Issue the Authority to Cash Advance and Certification ofNo Liquidated CA's  2.1 Sign the documentary requirements needed for Cash Advance		None	20 minutes	Accounting Staff	
and attached documentary requirements needed for Cash Advances				15 minutes	Head of Office	
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	ORS	vard the S/DV to atories	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 Headof 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	5



#### 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: ICT Unit						
Classification:		Simple				
Type of Transact	Governm	ent to Gov	ernment (G2G)			
Who may avail:	SDO Pers	O Personnel, School-based Personnel				
СНІ	ECKLIST (	OF REQU	IIREMENT	s	WHERE TO SECURE	
ICT Technical Assistance Form					<ul><li>ICT Unit</li></ul>	
CLIENT STEPS		AGENCY FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE	
Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document		None	1 minute	Records Section	
	1.2. Transmitting the stamped document to the 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. Create/ delete/ rename account or reset password of client account		None	15 minutes	ICT Unit	
	1.6. Give the credentials to the client		None	5 minutes	Client and ICT Unit	



Total: None 38 minutes



2. Checking ofemail	2.1.None	None	2 minutes	ICT Unit
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			107.11.11
	2.4. Give the	None	5 minutes	ICT Unit
	credentials			
	to the			
	sender	None	22 minutes	
	Total	None	32 minutes	



ICT Unit

## 2. Troubleshooting of ICT Equipment

1.5. Evaluate and

equipment

analyze the ICT

Office or Division:	IC	T Unit				
Classification:	Si	Simple				
Type of Transaction	on: Ge	Government to Government (G2G)				
Who may avail:	SI	DO Per	sonnel			
СНІ	ECKLIST OF REQU	JIREM		WHERE TO SECURE		
ICT Technical	Assistance Form				ICT Unit	
CLIENT STEPS	AGENCY ACTION		FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E	
<ol> <li>Submission of accomplished ICT technical</li> </ol>	1.1. Stamping "Received" on t	the	None	1 minute	Records Section	
assistance form	1.2. Transmitting the stamped document to ICT		None	5 minutes		
	1.3. Receive stamped document		None	1 minute	Client	
	document  1.4. Evaluate the document and Interview client		None	10 minutes	ICT Unit	

None

30 minutes

to an hour

	1.6. Troubleshoot the	None	1 hour	Client and ICT
	equipment If			Unit
	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			
	1.7. Give	None	15 minutes	ICT Unit
	recommendation to			
	the client onwhat to			
	do	None	E minutes	ICT Unit
	1.8. Return the	None	5 minutes	ICT Unit
_	equipment to client TOTAL	None	2 hours a	l nd 7 minutes
	TOTAL	None	Z HOUIS d	iiu / IIIIIiules
	598			



# 3. Uploading of Publications

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

Office or Divisio	n:	Information and	Communication	ons Technology (	ICT) Unit
Classification:		Simple			
Type of Transaction:		Government to (	Government (G	62G)	
Who may avail:		DepEd Personne	I		
CHECKLIST O	FREQ	UIREMENTS	WHERE TO SECURE		
<ul> <li>3. Uploading of Publications Request Sheet</li> <li>4. Request Sheet – Certification of Published Article/s</li> </ul>			ICT Unit		
6. Request She 7. Announcem 8. Articles			Records U	Jnit	
12. Issuances 13. Bidding Doc 14. Invitation to 15. Request for 16. Notice of Av 17. Notice to Pr	ng Documents tion to Bid est for Quotation e of Award		Bids and A	Awards Committ	ree
CLIENT			REPAID   NG HME		
STEPS	AGE	NCY ACTION			RESPONSIB LE
1. Accomplish the Request Sheet	1.1 G R a	Request Sheet and receive the document/s			RESPONSIB
1. Accomplish the Request	1.1 G R a c	Give the Request Sheet and receive the	BE PAID	NG TIME	RESPONSIB
1. Accomplish the Request	1.1 G F a c 1.2 G 1.3 V	Give the Request Sheet and receive the locument/s	None	NG TIME 2 minutes	RESPONSIB
1. Accomplish the Request	1.1 G R a d 1.2 d 1.3 V d b	Give the Request Sheet and receive the document/s Receive the document/s Rerify the document/s rerify the document/s to	None None	NG TIME  2 minutes  2 minutes	RESPONSIB LE  Administrativ
1. Accomplish the Request	1.1 G F a c 1.2 G 1.3 V c b 1.4 S G F 1.5 U dc th	Give the Request Sheet and receive the Rocument/s Rocument/s to Rocument/s Rocument/s to Rocument/s Rocument/s Rocument/	None None None	2 minutes 2 minutes 2 minutes	Administrativ e Assistant III

None

**TOTAL** 

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		D				
2. Division Clea	arance			Requesting Ent	tity	
3. Authorization	n letter					
CLIENT STEPS	ACENCY ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E	
1. Submit all documentary requirements	red vei for	riew and check quirement/s & rify from the list of rmally charged aployees	None	5 minutes		
2. Log at the log sheet provided if issued a certification	hariss sig If e pe adi inf he, aft res has	employee does not eve a pending case, ue certification / n clearance employee has a nding eministrative case, orm employee that /she will be cleared er case has been solved orsanction is been empleted	None	5 minutes	Legal Officer / Legal Assistant	
3. Receive action document/s.	do	ease action cument / Sign vision Clearance	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 technicalknowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Division	n:	Personnel Unit				
Classification:		Complex				
Type of		Government to Gov	ernment (G2	2G)		
Transaction:		Danad Liannad Bub	l: - C - b l T -			
Who may avail:		Deped Licensed Pub	lic School Te	acners		
CHECKLIST (	OF RE	QUIREMENTS	WHERE TO SECURE			
Endorsement     Principal/ Imr     Original copie	signed by e Supervisor (3	School/ Of	ffice of request	tor		
2. Endorsement (2 Original Co		signed by SDS	Admin Sec	ction		
3. Equivalent Red	cord Fo	orm (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 Pho	otocop	y)	Emanating Graduate School			
8. Certification o Original 4 Pho			Concerned agency			
9. Service Recor (1 Ori	•	vate and Public Photocopy	Applicant			
	ng/s and Seminar/s of 3 days in the last	Applicant				
11.Latest Perform		• .	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 completenessof he 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:		
Type of Transaction:	Simple Government to G	avernment (C2C)
Who may avail:	DepEd Employees	• • •
•	<u> </u>	
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE
Vacation Leave	_	
4. CSC Form 6 (3 origina		Personnel Unit
5. Clearance Form, only	•	
abroad, or if traveling		
than 15 days (4 origin		Client
6. Letter request, if nece	essary (1	
original copy)		
Sick Leave		
4. CSC Form 6 (3 original		Personnel Unit
5. Medical Certificate, i		Client
days sick leave (1 Co	• •	
6. Letter request, if nec	essary (1	Client
original copy)		
Paternity Leave		
3. CSC Form 6 (3 origin	• •	Personnel Unit
4. Letter request, if ned	cessary (1	Client
original copy)		
1.17		Client
Additional Requirements		
Marriage Contract (1)		
Birth Certificate of Ch		
Certificate of Wife if N	Aliscarriage (1	
photocopy)  Maternity Leave		
3. CSC Form 6 (3 origin	al conies)	Personnel Unit
4. Letter request, if ne	• •	Client
original copy)	cessal y (I	Ciletti
Original copy)		
   Additional Requirements	s.	
Special Order Form (3)		Front/ Information desk
copies)	Original	Trong information desk
Medical Certificate (1)	Convl	
Clearance (4 original of the control of the co		
Solo Parent Leave	Jopicaj	
Joio I di ville Louvo		CSC website/ Front/ Information desk
		COC WEDSILE/ HOHLY HITOHITALIOH WESK



3. CSC Form No. 6 (Revised 1995)	
Application for Leave (3 original	Client
copies)	
4. Letter request, if necessary (1	
original copy)	
	Client
Additional Requirements:	
Birth Certificate of Child (1	
photocopy)	
<ul> <li>Photocopy of Solo Parent ID (1</li> </ul>	
photocopy)	
Chaoial Drivilage Lague	

# Special Privilege Leave

• CS Form 6 (3 original copies) Personnel Unit

		FFFO		DEDOON
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit	1.1.Receive thecomplete			Records
complete	documents	None		Section -
documentary	1.2. Check the received		10 minutes	Person in
requirements	document as to	None	10 minutes	charge
within the	completeness			
prescribed	1.3. Forward the			
timeline from	complete document	None	2 hours	
the concerned	to the Personnel for	110116	2110013	
office	appropriate Action			Danasas
	1.4. Review the			Personnel
	submitted complete document and	None	30 minutes	Unit
		None	30 minutes	
	provide appropriate action			
	1.5. Forward to the			
	Office of the SDS	None	20 minutes	Personnel
	for Approval	None	20 11111141113	Unit
	1.6. Approve Form 6			
	and forward to the			
	Personnel Section	None	30 minutes	
				Records
	1.7. Forward the	None	15 minutes	Section -
	approved Form 6 to	None	15 111111111111111111111111111111111111	Person in
	the Records Section			charge
	for release			
2.Receive the	2.1 Release the approved	None	10 minutes	
approved Form 6	1		2 h == .	1
	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:	n: Personnel Unit			
Classification:		Complex			
Type of Transac	ction:	•	nt to Governr	ment (G2G)	
Who may avail:				eached the retiring	gage
		requiremer	nt		
	LIST O		WHERE TO SECURE		
REQUIREMENTS			WHERE TO SECORE		
1.Application for Retirement (1			DepEd Scho	ols Division Office	
Copy)					
2.Service Record (1	1 Origina	I			
Copy)	0 .				
3.Clearance for mo					
Accountabilities					
Division (4 Origin		-			
(1 Original Copy)		ibilities			
5.Certificate of No	Pending				
Administrative C	Case (1 O	riginal			
Сору)					
6.Certificate of Las	•	Service			
(1 Original Copy)					
7.Certificate of Las	•	A			
Received (1 Orig					
8.Certification of L					
without pay (1 O 9.Ombudsman Cle			Concerned	retiree	
original copy)	arance (	1	Concerned	letilee	
10. GSIS Application	on for				
retirement ben	efits for	m (1			
original copy)					
11.Provident Clea	rance (1	original			
сору)					
CLIENT	AG	ENCY	FEES TO	PROCESSING	PERSON
STEPS	AC	TION	BE PAID	TIME	RESPONSIBLE
1.Submit	1.1. Rece	ive			
complete	com	plete			
requirements	docu	iments			Human Resource
for Retirement	from	Records	None	20 minto.a	Unit -Person in
toRecords	Unit	checked	None	30 minutes	charge
Unit	by D	istrict			
	Hum	ian			
	Resc	ource	60 <b>5</b>		

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Г				<del></del>
	Management			
	Officer			
1.	2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit -Person in charge
	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
	TOTAL:	None	5 days, 1 hour	



## 4. Issuance of Certificate of Employment

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

Office or Divisio	•	Davagagalli					
Classification:	n:	Personnel U	nit				
	tion	Simple	to Covern	mant (C2C)			
Type of Transact	uon.	Government					
Who may avail:		ререа еттри	oyee/ Form	ner Employee			
CHECKLIST OF	CKLIST OF REQUIREMENTS			WHERE TO SECURE			
1. Data sheet request form (1Copy)			Front Des	k/Information			
Letter request (for personnel no lon the Division)		nnectedin	Client				
3. Identification Car copy)	d (1 Ori	ginal	Client				
CLIENT STEPS		GENCY CTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Submit Data Sheet Request formwith other required documents with attached pay slip	fo su co	ceive and orward ubmitted omplete ocuments	None	2 minutes	Front Desk/ Information		
	co do	erify the omplete ocuments obmitted	None	5 minutes	Human Resource Unit Concern		
	siį Ce	epare and gn ertificate of nployment	None	5 minutes	Admin Officer (Admin Service)		
2. Receive Certificate of Employment	Er	ertificate of nployment 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		Governme	ent to Government (G2G)			
Who may avai		DepEd Em	ployees			
	KLIST O			WHERE TO SEC	CURE	
·	REMENT	5	Dorsonnol/	Dagarda		
1.Accomplished Transaction/Re	Saucet For	m /2	Personnel/ I	Records		
•	equest For	111 (2				
copies)	-f C:		Clianat			
2.Previous copy of			Client			
Record from pr						
employment (2 3.Latest payroll s			DDCII the continuing Unit			
3.Latest payron s	iib (1 biiot	осоруј	RPSU thru Cashiering Unit			
CLIENT	_	ENCY	FEES TO	PROCESSING	PERSON	
STEPS	AC <sup>-</sup>	TION	BE PAID	TIME	RESPONSIBLE	
1.Accomplish	1.1. Rece	ive and				
Transaction/	revie	ew of	Nama			
Request	requ	est from	None			
Form	clien	t				
	1.2. Retri	eve of		30 minutes – 2		
	docu	ıments	None	days depending	Personnel Unit	
	from	ı file		on the size of	Person-in-	
	1.3. Pro	cess	None	the division	charge	
	requ	uest	none		J -	
2. Receive the	2.1. Rele	ase				
signed	reco	rd	None			
service			none			
record						
		TOTAL:	None	30 Minute	s to 2 days	



## 6. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and PrivateLending 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 (G20	3)
Who may avail:	DepEd SDO employees	
CHECKLIST (	DE RECHIREMENTS	WHERE TO SECURE

wno may avaii:	Deped SDO employees				
CHECKLIST	OF REQUIREMENTS		WHERE	TO SECURE	
For GSIS Loans					
5. Recent Pay slip (one (1	1) photocopy)				
6. Certificate of No Pend	ing Case (one (1) original				
сору)					
7. Certificate of No Leave of absence without pay forthe					
next six (6) months (1 original 1 photocopy)					
For online transaction:	• •		Requesting Entity Legal Unit School		
8. Submit request at ema	ail address of the SDO				
Subject: Approval of GS	SIS Loan		I	Head	
For Private Lending In	stitutions:				
7. Last three (3) months'	7. Last three (3) months' pay slip (one (1) original copy)				
8. Latest Appointment (one (1) photocopy) DepEd					
Email address					
				DEDAGN	

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
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	Section- Authorized employee
	1.4Notify the client on the action taken by the Office through email.	None	15 minutes	
	TOTAL:	None	55 minutes	<b>i</b>



# 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	nment (G2G)
Who may avail:	New entrants SDO employees	
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE
Acknowledgement or photocopy)	f published Items (1	Personnel Unit
2. Publication –CSC For 2018) received by CS		Personnel Unit
3. Checklist of Commor original)	n Requirements (1	Personnel Unit
4. Appointments Proce original)	ssing Checklist (1	Personnel Unit
5. Appointment Form C (Revised 2018) (3 ori		Personnel Unit
6. Certificate of Availab original, 1 photocopy	•	Personnel Unit
7. 4. Oath of Office –CS 2018) (3 original, 1 p		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 Form No. 1 (Revised 2017) (3 original, 1 p	version No. 1 s.	Personnel Unit
11. Approved Rank list (3 except for Reappoint Provisional, Permane	3 photocopy) - tment as	Personnel Unit
12. Summary Profile and Candidate (3 photoc Reappointment as P and transfer	•	Personnel Unit
13. Duly accomplished Co 2017) –Personal Dat original)	•	Appointee
14. Work Experience She	eet (3 original)	Appointee
15. Certified true copy of of records (3 photoc	•	Emanating School



				DESCRIPTION OF THE PROPERTY.
CSC Eligibilit	ed copy of PRC Board rating/ y (1 original, 2 photocopy) – eappointment as Provisional	PRC or	CSC	
Regulation ( Identificatio	e copy of Professional Commission (PRC) n card –if applicable (3 –except for Reappointment al	PRC		
	ved Appointment (3 –except for Original and ent	Appoin	tee	
	Rating (3 photocopy) – riginal and reemployment	Appoin	tee	
	ificate –CS Form No. 211 L7) (1 original, 2 photocopy)	Accredi	ited Health Care	Facility
21. Results of Mo (3 photocop	edical Exam and Laboratorytest y) -except for promotion, ent and transfer	Accredi	ited Health Care	Facility
	e (3 photocopy) –except for reappointment and transfer	NBI		
	tificate (3 photocopy)- except on, reappointment andtransfer	PSA		
photocopy)	rtificate –if applicable (3 - except for promotion, ent and transfer	PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSI BLE
Submit all documentary requirements	1.1. Receives and checkfor the completenessof the submitted requirements for appointment	None	15 minutes	
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CSForm No. 1).			

documentary requirements	the completenessof the submitted requirements for appointment	None	15 minutes	
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CSForm 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	Personnel Unit



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



#### 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	n:	Personnel Unit			
Classification:		Simple			
Type of Transac	ction:		Government (G	i2G)	
Who may avail:		DepEd employ	ees		
CHECKLIST O	F REQU	JIREMENTS	WH	ERE TO SI	ECURE
1. Letter request (1	1 origina	l copy)	Concerned Ret	iree	
2. Service Record (	1 origina	ıl copy)	Personnel Unit		
3. GSIS Retirement copy)	Vouche	r (1original	Concerned Ret	iree	
4. GSIS Retirement original copy)	Clearan	ce (1	Concerned Ret	iree	
5. Certificate of Las original copy)	st Payme	ent (1	Accounting Un	it	
6. Clearances (Mor accountabilities	•	•	School and SDO	)	
7. Latest Notice of (NOSA)- (1 orig	•	•	Personnel Unit		
8. Certification of A Credits by the I Officer- (1 origi	Division I	Personnel			
9. Certified Copies original copy)					
10. Certification of Earned- (1 original contents)					
11. Fiscal Clearand Copy)	ce (1 Ori	ginal			
For deceased en	mploye	e:			
1. Death certificate			Municipal regis	strar	
2. Marriage Certific			NSO		
3. Survivorship (If a photocopy)			Spouse		
4. Special Powe original copy	, 2 phot	ocopies)	Attorney		
5. Birth Certificate employee has r photocopy)		•			
CLIENT STEPS	AGEN	CY 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 incharge
	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 incharge
	TOTAL:	None	3 hour	s, 55 minutes



## 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 l	Jnit		
Classification:		Simple			
Type of Transaction	on:	Governmer	nt to Gover	nment (G2G)	
Who may avail:		DepEd SDO	employee	S	
CHECKLIST OF	REQUIR	REMENTS		WHERE TO SE	CURE
1. BIR Form 1905 and PSA Marr Change of Status). (1 ori photocopy)	iage Cert	ificate (for	Employ		
2. PSA Birth Certif Correction of and 1 photoc	Name) (1		Employe	ee/ PSA	
CLIENT STEPS	AGENC	Y ACTION	FEES TO BE	PROCESSING	PERSON
			PAID	TIME	RESPONSIBLE
Submit the complete documents	com	ive and ck the aplete ument		3 minutes	RESPONSIBLE
complete	chec com doci 1.2 Prepa upd subi atta	ck the applete ument aration of ates and mission of chments to ed Region	PAID		Personnel Unit



## 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	Supply U	nit		
Classification:		Simple				
Type of Transac	tion:	Government	to Goverr	nment (G2G)		
Who may avail:		DepEd empl	oyees			
CHECKLIST OF	REQUIR	REMENTS	WHERE TO SECURE			
1. Filled Out I Slip (RIS) Original)	Requisition (3 Copies		Employee			
CLIENT STEPS	AGENC	CY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit all the requirements to Supply Office	rements check all the pply documents		None	5 minutes		
			None	10 minutes		
			None	3 minutes	Property and Supply Unit Personnel	
3. Receive the supplies and the copy of approved RIS Form	3.1 Rele supp	ase of	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 Supply Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd employees		

Who may avail:	DepEd emplo	yees		
CHECKLIST OF F	REQUIREMENTS	WH	IERE TO S	ECURE
<ol> <li>Property and Equipers Form (PECF) – 3 of photocopy</li> </ol>	Supply Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit the accomplished	1.2 Receive the accomplished			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	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 checksif 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	



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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Curriculum Guide (1 OriginalCopy and 1 Photocopy)	LR Portal
2. 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

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 level1 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 softcopyto 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 communicatio n of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
	TOTAL:	None	45 days <sup>5</sup>	

<sup>&</sup>lt;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.

Office or Division:		Curriculum Ir	nplementa	ition Division		
Classification:		Complex				
Type of Transaction		Government	to Govern	ment (G2G)		
Who may avail:		DepEd emplo	yees			
CHECKLIST OF	REQUIRE	MENTS	WHERE TO SECURE			
Detailed Lesson F     School Quality As     Certification     Supplementary L     hard copy)     Teacher User's G     Manipulative M	earning Resouide (For aterials Only)	urces(Soft and	d Employee			
5. Video of Demons  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)	made Supple Learni Resou togeth with o	ementary ing rces (SLR)	None	15 minutes		
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources		None	1 day	CID personnel	
3. Receive the Endorsement Letter from the Division Office	recom		None	2 days		

Evaluation



4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher througha 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)

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 Transa		Government to		2G)			
Who may avail:		Internal Stakeho	lder				
CHECKLIST (	OF REQ	UIREMENTS	WH	ERE TO SECU	RE		
Letter request addressed to SDS (1 original copy)			Client				
2. Request Form (	1 origina	l сору)	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		
	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		
	1.4. Make the necessary action undertaken to the said letter request		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 2.1 Release of the documents to the end user		None	2 minutes	Records Unit Staff/ ADA			
		TOTAL:	None	2 days, 4 hour minutes	rs, 32		



# 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:	SGOD – Planning Unit		
Classification:	Simple		
Type of Transaction: Government to Government (G2G)			
Who may avail:	All		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Letter request (original)	Station assignment (to be secured by the concerned employee)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	Planning and Research Unit
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL None 50 minutes				