



Republic of the Philippines  
**Department of Education**  
 REGION X- NORTHERN MINDANAO  
 DIVISION OF MALAYBALAY CITY

## Records Unit

### 1. Issuance of Requested Documents (Non-CTC)

**Service Description:** This process covers the issuance of copies of approved documents that originated from DepEd that are in the custody of the Records Unit.

Office :		Records Unit		
Classification :		Simple Transaction		
Type of Transaction		G2C- Government to Civilian/Client		
Who may avail		General Public		
<b>CHECKLIST OF DOCUMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Slip		Records Unit		
2. Government issued ID		Requesting person and/or Authorized Person		
3. For Authorization Representative <ul style="list-style-type: none"> <li>• Authorization Letter</li> </ul>		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the request slip form	1.1. Provide client the request slip form	None	10 minutes	Administrative Staff (Records)
	1.2. Receive the form and search the requested document	None	15 minutes	Administrative Staff (Records)
2. Receive the requested document	2.1. Photocopy the document and release to client	None	10 minutes	Administrative Staff (Records)
<b>TOTAL</b>		None	<b>35 Minutes</b>	
Under normal circumstances				



Address: Sayre Hi-way, Purok 6, Casisang, Malaybalay City  
 Telefax No.: 088-314-0094; Telephone No.: 088-813-1246  
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**2. Issuance of Requested Documents (CTC and Photocopy of Documents)**

**Service Description:** This process covers the issuance of Certified True Copy and Photocopy of approved documents that originated from DepEd that are in the custody of the Records Unit.

Office :	Records Unit			
Classification :	Simple Transaction			
Type of Transaction	G2C- Government to Civilian/Client			
Who may avail:	General Public			
<b>CHECKLIST OF DOCUMENTS</b>	<b>WHERE TO SECURE</b>			
1. Request Slip	Records Unit			
2. Government issued ID	Requesting person and/or Authorized Person			
3. For Authorization Representative <ul style="list-style-type: none"> <li>• Authorization Letter</li> </ul>	Requesting person			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the request slip form	1.1. Provide client the request slip form	None	10 minutes	Administrative Staff (Records)
	1.2. Receive the form and search the requested document	None	15 minutes	Administrative Staff (Records)
	1.3. Print or photocopy the requested document to the client	None	10 minutes	Administrative Staff (Records)
	1.4. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer V
3. Receive the requested document	2:1. Release the document to the Client	None	10 minutes	Administrative Staff (Records)
<b>TOTAL</b>		None	<b>1 hour</b>	
			Under normal circumstances	



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### 3. Certification, Authentication, Verification (CAV)

**Service Description:** This process covers the processing on the request for CAV of school records under the following circumstances:

- a) Referral from the school of non-availability of school records
- b) Results of Rating on Alternative Learning System A& E Test and Philippine Educational Placement Test (PEPT)
- c) Schools that ceased operation for whatever causes wherein the learners' school records are required to be surrendered to the Department of Education pursuant to existing regulations under Department Order 88 s. 2010 dated June 24, 2010

Office :	Records Unit			
Classification :	Simple Transaction			
Type of Transaction	G2C- Government to Civilian/Client			
Who may avail:	Former and Present Students			
CHECKLIST OF DOCUMENTS		WHERE TO SECURE		
1. CAV Form "2" School Referral Form (SRF)		Records Unit		
2. CAV Form "10" Request Form (RF) for ALS A&E and PEPT Ratings		Records Unit		
3. CAV Form "1" Request Form (RF)		Records Unit		
4. For Authorization Representative		Requesting person		
4.1. Special Power of Attorney, if learner is of legal age				
4.2. For minor learners:				
<ul style="list-style-type: none"> <li>• Birth Certificate of parent, if parent</li> <li>• Birth Certificate of learner &amp; bother/sister, if applicable</li> <li>• Court Order of Guardian, if guardian</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CAV request	1.1. Receive School Referral Form (sRF)	None	5 minutes	Records Officer
	1.2. Verify records	none	30 minutes	Records Officer
	1.2.1. If not available, issue Certification of Non-availability of	none	15 minutes	Records Officer



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	Academic School Record (ASR)			
	1.3. Evaluate records	none	20 minutes	Records Officer
2. Receive result of verification	2.1. Release result of verification	none	20 minutes	Records Officer
3. Proceed to the Regional Office for the issuance of CAV.	2.2. Log in to cav.deped10.com for Online pre-evaluation of CAV documents and to schedule the client for appointment at the Regional Office	none	15 minutes	Records Officer
	TOTAL		<b>1 hr, 45 min.</b>	
			Under normal circumstances	



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#### 4. Receiving and Releasing of Incoming and Outgoing Communications

**Service Description:** This process covers the receipt and release of official communications

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Classification :		Simple Transaction		
Type of Transaction		G2C- Government to Civilian/Client		
Who may avail:		General Public		
<b>CHECKLIST OF DOCUMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit official communication/s to the Records Receiving Area	1.1. Receive, read, sort, stamps RECEIVED with date, time, initial & ctrl no., records in Document Tracking System (DTS) & routes communication to the concerned office.	None	15 minutes	Receiving personnel
	1.2. Act on the communication & forwards to SDS for approval	None	15 minutes	Action Individual
	1.3. Approve the communication and forwards it to the Records Unit for release	None	15 minutes	SDS
	1.4. Receive, read, stamp RELEASED with date time, initial & ctrl no., logs in DTS	None	10 minutes	Releasing Personnel
3. Receive reply of communication	1.5 Release the reply to recipient	None	5 minutes	Releasing Personnel
TOTAL		None	<b>1 hour</b>	
			Under normal circumstances	



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