



# CITIZEN'S CHARTER HANDBOOK

2021 (1st Edition)



SAMA-SAMA SA PAG **SULONG** NG  
**EduKALIDAD**



## **DEPARTMENT OF EDUCATION**

### **CITIZEN'S CHARTER**

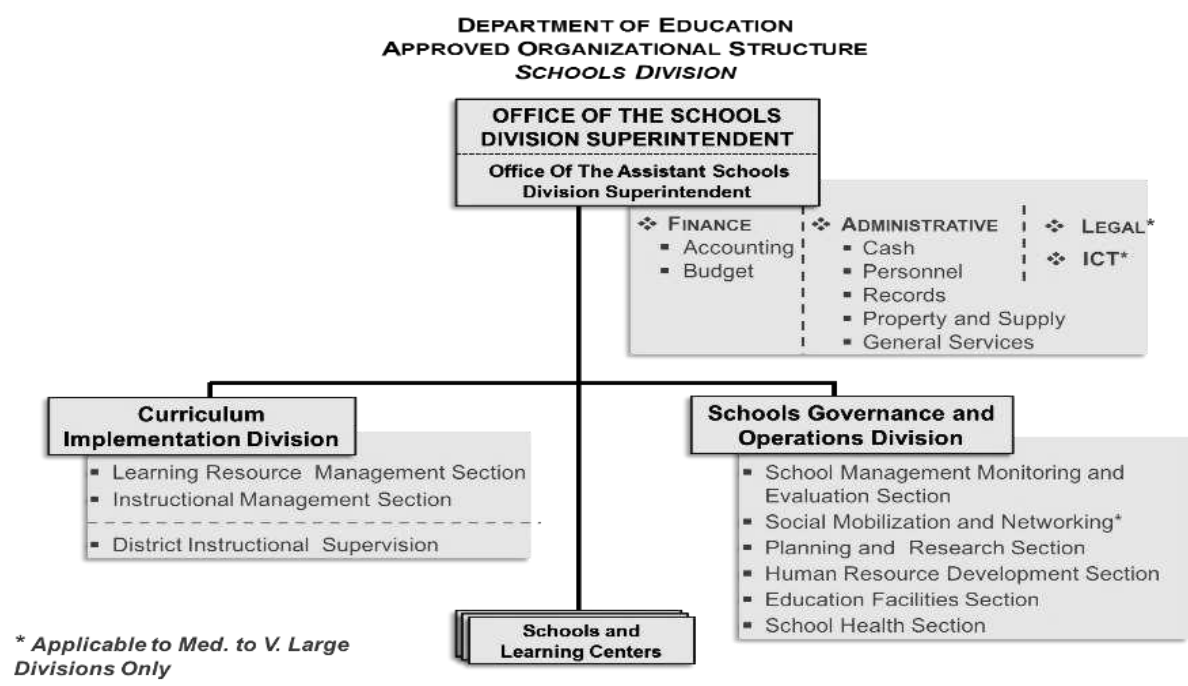
2021 (1st Edition)

## List of Services

DepEd Organizational Structure .....	1
Definition of Acronyms .....	4
Division Office – External Services .....	8
Office of the Schools    Division Superintendent .....	8
A. Legal Unit .....	8
1. Request for Correction of Entries in School Records .....	8
B. Personnel Unit .....	10
1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) .....	12
2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching- Related Positions both promotion and entry) .....	12
C. Property and Supply .....	13
1. Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment .....	13
D. Records Unit .....	15
1. Issuance of Requested Documents (Non-CTC) .....	15
2. Issuance of Requested Documents (CTC and Photocopy of Documents)...16	
3. Certification, Authentication, Verification (CAV) .....	17
4. Receiving and Releasing of Communication and other Documents .....	20
E. Curriculum Implementation Division .....	22
1. Accessing Available Learning Resources from LRMDs Portal .....	22
2. Borrowing of Learning Materials from Libraries .....	24
3. Alternative Learning System (ALS) Enrollment .....	26
F. School Governance and Operation Division - Planning and Research Section.27	
1. Request for Basic Education Data (External Stakeholders) .....	28
G. School Governance and Operation Division - School Management, Monitoring and Evaluation Section .....	29
1. Issuance of Government Permit, Renewal, Recognition of Private Schools ...	32
2. Issuance of Special Orders for Graduation of Private School Learners .....	33
3. Application for Senior High School (SHS) Additional Track/Strand .....	34
4. Application of Summer Permit for Private Schools .....	37
5. Application for No Increase in Tuition Fee .....	38
6. Application for Increase in Tuition Fee .....	40
Schools Division Office – Internal Services .....	42
Office of the Schools Division Superintendent .....	43
A. Budget Unit .....	43
1. Processing of ORS .....	43
2. Posting/Updating of Disbursement .....	45
B. Cash Unit .....	46

1.	Handling of Cash Advances .....	46
C.	Information and Communications Technology Unit .....	48
1.	User Account Management for Centrally Managed Systems .....	48
2.	Troubleshooting of ICT Equipment .....	49
3.	Uploading of Publications .....	51
D.	Legal Unit .....	52
1.	Issuance of Certificate of No Pending Case .....	52
E.	Personnel Unit .....	53
1.	Application for ERF (Equivalent Record Form) .....	53
2.	Application for Leave .....	55
3.	Application for Retirement .....	58
4.	Foreign Travel Authority Request on Official Time or Official Business .....	59
5.	Issuance of Certificate of Employment .....	61
6.	Issuance of Service Record .....	62
7.	Loan Approval and Verification .....	63
8.	Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) .....	62
9.	Processing of Terminal Leave Benefits .....	67
10.	Request for Correction of Name and Change of Status .....	69
F.	Property and Supply Unit .....	69
1.	Requisition and Issuance of Supplies .....	69
2.	Property and Equipment Clearance Signing .....	71
G.	Curriculum Implementation Division .....	71
1.	Program Work Flow of Submission of Contextualized Learning Resources ...	72
2.	Quality Assurance of Supplementary Learning Resource .....	74
C.	Schools Governance and Operations Division - Planning and Research Section .....	75
1.	Request for Basic Education Data (Internal Stakeholder) .....	75
2.	Request for Data for EBEIS/LIS/NAT and Performance Indicators.....	76
	Sample Template for Complaint .....	78
1.	Receiving of Complaints against Non-Teaching Personnel .....	79
2.	Receiving of Complaints against Teaching Personnel (Multi-stage Processing) ..	80
3.	Complaint Form .....	83

Figure 3. DepEd Organizational Structure per DO. 52 s, 2015  
**SCHOOLS DIVISION OFFICE**



Under the supervision of the Schools Division Offices are 47,421 public schools, broken down into Curricular Offering below. Note that data provided is as of November 15, 2021.

- 37,496 Elementary Schools
- 1,506 Junior High Schools (JHS)
- 231 Senior High Schools (SHS)
- 6,491 Schools with both JHS and SHS
- 1,159 Integrated Schools (Kinder to Grade 10)
- 538 Integrated Schools (Kinder to Grade 12)

**a. Mandate:**

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis a vis the changing administrations and charters. The present-day Department of Education’s mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001.

The aforementioned RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

**b. Vision:**

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to nation building.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

**c. Mission:**

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

**d. Quality Policy:**

The Department upholds the highest standards of conduct and performance to fulfill stakeholders’ needs and expectations by adhering to constitutional mandates, statutory, and regularly requirements, and sustains client satisfaction through continuous improvement of the Quality Management System.

**e. Definition of Acronyms**

Acronym	Definition
AA	Administrative Aide
ABC	Approved Budget for Contract
ACIC	Advice of Check Issued and Cancelled
ADA	Authority to Debit Advice
ADAS	Administrative Assistant
ALS	Alternative Learning System
APDS	Automatic Payroll Deduction System
AO	Administrative Officer
AR	Activity Request
ARTA	Anti-Red Tape Act
ATC	Authority to Conduct
ATP	Authority to Procure
BAC	Bids and Awards Committee

BEA	Bureau of Education Assessment
BMS	Budget Management System
CAO	Chief Administrative Officer
CAV	Certification, Authentication, Verification
CES	Chief Education Supervisor
CHED	Commission on Higher Education
CID	Curriculum Implementation Division
CLMD	Curriculum and Learning Management Division
CNA	Collective Negotiation Agreement
CO	Central Office
COA	Commission on Audit
COR	Certificate of Registration
COS	Contract of Service
CSC	Civil Service Commission
CSW	Completed Staff Work
CTC	Certified True Copy
DBM	Department of Budget and Management
DFA	Department of Foreign Affairs
DTC	Division Testing Coordinator
DV	Disbursement Voucher
EAMD	Employee Accounts Management Division
FOI	Freedom of Information
GAA	General Appropriation Act
GAM	Government Accounting Manual
G2B	Government to Business
G2C	Government to Civilian
G2G	Government to Government
GAARD	General Appropriations Act as a Release Document
HOPE	Head of Procuring Entity
HRDD	Human Resource and Development Division
IPEd	Indigenous People's Education
LDDAP	List of Due and Demandable Accounts Payable
LGU	Local Government Unit
LR	Learning Resource
LRDMC	Learning Resource Management Division
MOA	Memorandum of Agreement
MOOE	Maintenance and Other Operating Expenses
MOU	Memorandum of Understanding
NEAP	National Educators Academy of the Philippines

NCAE	National Career Assessment Examination
NGO	Non-Government Organization
NOSA	Notice of Salary Adjustment
NOSI	Notice of Step Increment
NSO	National Statistics Office
NTHP	Net Take Home Pay
ORD	Office of the Regional Director
ORS	Obligation Requests Status
OSDS	Office of the Schools Division Superintendent
OUCI	Office of the Undersecretary for Curriculum & Instruction
PAAC	Public Assistance Action Center
PCC	Philippine Competition Commission
PEPT	Philippine Educational Placement Test
PDD	Professional Development Division
PhilGEPS	Philippine Government Electronic Procurement System
PO	Purchase Order
PPRD	Policy, Planning and Research Division
PRAISE	Program on Awards and Incentives for Service Excellence
PRC	Professional Regulation Commission
PSA	Philippine Statistics Authority
PSIPOP	Personal Services Itemization and Plantilla of Personnel
QAD	Quality Assurance Division
RADAI	Report of Advice to Debit Account Issued
RAO	Registry of Allotment and Obligations
RCI	Reports of Checks Issued
RIT	Regional Inspectorate Team
RO	Regional Office
RSPI	Recruitment Selection Placement and Induction
SAO	Supervising Administrative Office
SDO	Schools Division Office
SGOD	School Governance and Operation Division
STC	School Testing Coordinator
Sub-ARO	Sub-Allotment Release Order
TEV	Travel Expense Voucher
TOSF	Tuition and Other School Fees
WFP	Work and Financial Plan



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

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

**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:	G2C - Government to Citizen	
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website		Applicant
2. Letter of Intent for teaching position (1 original)		
3. Duly accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet (3 original copies)		Form from CSC Website/ SDO
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		Certification from PRC
5. Certified true copy of ratings obtained in the LET/PBET (1 original)		PRC
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)		SDO
7. Certified true copy of Transcript of Record (1 Original Copy)		Applicant
8. Certificate of specialized trainings (1 Photocopy of each)		Applicant
9. NBI Clearance (1 Original Copy)		NBI
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)		Applicant
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies		Applicant
12. Application thru Division Website (if applicable)		SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	10 minutes	Client
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of preassessment 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 preassessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 55 minutes</b>	

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

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any person who has interest to the position
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application Letter (1 original)	Applicant
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)	CSC Website Form from CSC or SDO Website
3. Government Issued ID (1 photocopy)	Applicant
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)	CSC/PRC
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)	School/s attended
6. Performance Ratings for the last 3 semesters (1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any	Previous/Current employer
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any	Applicant
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007	Applicant
9. File of Electronic-copy of requirements/documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent documents to the Records Unit/SDO email add	1.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	5 minutes	Records Officer/ AA VI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff

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

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

<b>Office or Division:</b>		Property and Supply Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Delivery receipts		Supplier		
2. Inspection and Acceptance report/ Property Transfer Report		Employee/ Property and Supply Unit		
3. Requisition and Issuance Slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Delivers the textbook and/or equipment together with the receipts	1.1. Receives textbooks and/or equipment from suppliers	None	1 day	

	1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	Property and Supply Personnel
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for 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	<b>6 days and 6 hours</b>	

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.

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	20 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

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

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

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

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

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

<p><b>Graduate and undergraduate from public schools:</b></p> <ol style="list-style-type: none"> <li>1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)</li> <li>2. Request Form for ALS &amp; PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)</li> <li>3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)</li> <li>4. Diploma (1 Original and 2 certified true copies certified by the School Head)</li> <li>5. ALS Accreditation &amp; Equivalency Test Result (for ALS) (1 original and 2 certified true copies)</li> <li>6. PEPT Test Result Rating (1 original and 2 certified true copies)</li> <li>7. PSA Birth Certificate Copy (1 Original and 2 photocopies)</li> <li>8. Latest Passport size ID picture (2 copies)</li> <li>9. Documentary Stamp 2 pcs</li> </ol>	<p>School Attended (for CAV form 6) Division Office (for CAV form 14)</p> <p>School Attended/ BEA</p> <p>Division Office</p> <p>School Attended</p> <p>Division Office</p> <p>Division Office/BEA</p> <p>Client</p> <p>Client BIR</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fillout the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)
	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administrative 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	Administrative Staff (Records)

3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV. The DFA shall honor documents handcarried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	

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

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Communication			Records Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff

	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
TOTAL			<b>2 days 4 hours, 25 minutes</b>	

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

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 Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders		LRMDs Portal ( <a href="http://lrmds.deped.gov.ph">lrmds.deped.gov.ph</a> ) <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to LRMDs Portal (New Account)	1.1 Access <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	None	1 minute	Client
	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS-LR/PDO
2. Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client
	2.2. Receive request for resetting of password	None	1 minute	EPS-LR/PDO



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

## 2. Borrowing of Learning Materials from Libraries

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

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

<b>Office or Division:</b>		Curriculum Implementation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client    CID		
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy				
3. Valid ID ( Driver’s License, Postal ID, Voters ID) - 1 photocopy				
4. Functional Literacy Test (FLT)				
5. Assessment for Basic Literacy(ABL)		CID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Curriculum Implementation personnel
	1.2. Conduct assessment /screening : ABL and FLT	None	3 hours	Instructional Managers /ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	
	<b>TOTAL</b>	None	<b>4 hours, 15 minutes</b>	

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.

<b>Office or Division:</b>		Planning and Research		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		External Stakeholder		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/ITO
	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/Planning Officer
	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
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 37 minutes</b>	

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

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
91. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/incharge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)  PSDS (CID)  Division Engineer (if available)
	1.5. Conduct postconference 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)
<b>TOTAL</b>			<b>10 days, 4 hours, 35 minutes</b>	

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:	G2B - Government to Business			
Who may avail:	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application documents (1 original and each document) <ul style="list-style-type: none"><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>			School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and 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)
	charge for Private School			SGOD Chief/ SGOD Staff

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

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.

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B - Government To Business	
<b>Who may avail:</b>	Any private schools	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Application for DepEd Permit to Operate/Recognition</b>		
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution</li> <li>• Feasibility Study               <ul style="list-style-type: none"> <li>Philosophy and Goals of the course                   <ul style="list-style-type: none"> <li>- Demand for the graduates</li> <li>- Prospective learners</li> <li>- Existing schools offering one same course within the community</li> </ul> </li> </ul> </li> <li>• Articles of Incorporation and By- Laws</li> <li>• Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>• Location of school in relation to its environment</li> <li>• Campus development and landscaping plans</li> <li>• Document(s) of Ownership of school building(s)</li> <li>• Certificate of Occupancy of school building(s)</li> <li>• Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>• Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>• List of school administrators (president, vicepresident, deans, department heads)</li> <li>• List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> <li>• List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> <li>• Inspection and Application Fees</li> </ul>		School Applicant

<b>B. SHS New Application or Additional Track/Strand</b>	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</li> <li>• Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</li> <li>• Proposed Tuition and other fees</li> <li>• Proposed School Calendar</li> <li>• Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)</li> <li>• Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports</li> <li>• Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,</li> </ul>	School Applicant
<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p>	
<p>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</p>	
<p>□ 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</p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	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)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

4. Application of Summer Permit for Private Schools

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with summer enrollees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"><li>Letter of intent addressed to the Schools Division Superintendent</li><li>School Calendar for Summer – 35 days</li><li>List of teachers who intent to teach during summer classes</li><li>General class program for summer</li><li>Tuition and other school fees</li><li>Tentative list of summer enrollees with learning areas to be taken written opposite each name</li><li>A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student.</li><li>Written consent of parents whose children will attend student summer classes</li><li>Post summer activities</li></ul>	School Applicant  School Applicant  School Applicant  Teachers/School Applicant  School Applicant  PTA/PTCA    Parents School Applicant

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

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

5. Application for No Increase in Tuition Fee

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

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

HECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year</li> <li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees</li> <li>Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized.</li> <li>Copy of Government Permit to Operate/Recognition Certificate</li> </ul>	<div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/incharge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

6. Application for Increase in Tuition Fee

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"><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 forthcoming school year;</li><li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees;</li><li>Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized;</li><li>Percentage of Increase of Tuition/Miscellaneous &amp; other fees;</li><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) and (c):<ul style="list-style-type: none"><li>a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</li><li>b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year</li><li>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.</li></ul></li></ul>	<div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div> <div>School Applicant</div> <div>School Applicant/PTA</div> <div>School Applicant</div> <div>School Applicant</div>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/incharge 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)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

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

2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
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		
<b>Cash Advances for school MOOE</b>				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate printout 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
	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/allocation under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests

<b>Office or Division:</b>		Budget Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen G2G – Government to Government		
<b>Who may avail:</b>		Learners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Receiving personnel
	1.2. Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	

B. Cash Unit

1. Handling of Cash Advances

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

<b>Office or Division:</b>		Cash unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authority to Cash Advance ( 1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel



	3.3 Prepare Payroll Credit System Validation (PACSVAl)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAl to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAl and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAl and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAl and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAl and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAl and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
<b>TOTAL</b>		<b>None</b>	<b>1 day, 6 hours</b>	

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.

<b>Office or Division:</b>		ICT Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SDO Personnel, School-based Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
□ ICT Technical Assistance Form				□ ICT Unit
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
<b>Total:</b>		<b>None</b>	<b>38 minutes</b>	
2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit

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

### 2. Troubleshooting of ICT Equipment

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

<b>Office or Division:</b>		ICT Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SDO Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
<input type="checkbox"/> ICT Technical Assistance Form				ICT Unit
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation	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
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 7 minutes</b>	

3. Uploading of Publications

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

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

<b>Office or Division:</b>		Legal Services Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Internal Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	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	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division 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 Division:	Personnel Unit	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Deped Licensed Public School Teachers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section
3. Equivalent Record Form (4 Original)		Personnel Unit
4. Latest Approved Appointment (5 Photocopy)		Applicant
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School
6. PRC License –( 5 Photocopy)		PRC/ Applicant
7. PRC Board Rating/ Certification –( 1 Original 4 Photocopy)		Emanating Graduate School
8. Certification of Units Earned –( 1 Original 4 Photocopy)		Concerned agency
9. Service Record/s Private and Public (1 Original 4 Photocopy		Applicant
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras ( 1 Original 4 Photocopy		Applicant
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 50 minutes</b>	



2. Application for Leave

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Vacation Leave</b> 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit  Client
<b>Sick Leave</b> 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client  Client
<b>Paternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"><li>• Marriage Contract (1 photocopy)</li><li>• Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)</li></ul>	Personnel Unit Client  Client
<b>Maternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"><li>• Special Order Form (3 original copies)</li><li>• Medical Certificate (1 Copy)</li><li>• Clearance (4 original copies)</li></ul>	Personnel Unit Client   Front/ Information desk
<b>Solo Parent Leave</b>	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Birth Certificate of Child (1 photocopy)</li> <li>• Photocopy of Solo Parent ID (1 photocopy)</li> </ul>	Client     Client
<b>Special Privilege Leave</b> □ CS Form 6 (3 original copies)	Personnel Unit

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

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

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:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd employees that reached the retiring age requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement (1 Copy)		DepEd Schools Division Office		
2. Service Record (1 Original Copy)				
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4. Statement of Assets & Liabilities (1 Original Copy)				
5. Certificate of No Pending Administrative Case (1 Original Copy)				
6. Certificate of Last Day of Service (1 Original Copy)				
7. Certificate of Last Salary Received (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource	None	30 minutes	Human Resource Unit - Person in charge
	Management Officer			

	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>5 days, 1 hour</b>	

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd SDO Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter of Intent (1 original copy)	Requesting Party
2. Clearance from School property custodian/school head of requesting party (3 original copies)	Requesting party
3. Designation of relieving teacher/employee in their absence (1 original copy)	Requesting party

4. Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5. Certificate of No pending case (1 original copy)		SDO/ DO		
6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7. Invitation (1 Original /photocopy)		Event Organizer		
8. Estimated Travel Cost, travel is go (1 Copy)		Requesting party		
9. Complete Staff Work (1 Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details	None	15 minutes	Records Section
	If incomplete submission, coordinate with concerned office/ personnel to request lacking	None		Personnel Unit - Person in charge
	documents and/or confirm any inconsistencies  If complete and accurate, prepare the necessary additional requirements			
	1.2. Route the travel documents for signature of authorized officials	None	1 day	Personnel Unit - Person in charge
2. Receives travel documents	2.1 Release the signed endorsement			

	and documents to the Records unit/ concerned employee for submission to DepEd NCR	None		Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 15 minutes</b>	

### 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.

<b>Office or Division:</b>		Personnel Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DepEd Employee/ Former Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Data sheet request form (1 Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern

	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	

### 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.

<b>Office or Division:</b>		Personnel Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		DepEd Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Transaction/Request Form (2 copies)		Personnel/ Records		
2. Previous copy of Service Record from previous employment (2 copies)		Client		
3. Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Transaction/ Request Form	1.1. Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	Personnel Unit Person-incharge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes to 2 days</b>	



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 nonimplementing units.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>For GSIS Loans</b> 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) <b>For online transaction:</b> 4. Submit request at email address of the SDO Subject: <b>Approval of GSIS Loan</b>			Requesting Entity Legal Unit School Head	
<b>For Private Lending Institutions:</b> 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Personnel Section-Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through email.	None	15 minutes	
TOTAL:		None	55 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:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	New entrants SDO employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)		Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit
3. Checklist of Common Requirements (1 original)		Personnel Unit
4. Appointments Processing Checklist (1 original)		Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment		Personnel Unit
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		Personnel Unit
11. Approved Rank list (3 photocopy) except for Reappointment as Provisional, Permanent and transfer		Personnel Unit
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)		Appointee
14. Work Experience Sheet (3 original)		Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)		Emanating School
16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional		PRC or CSC

17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC			
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee			
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee			
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility			
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility			
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI			
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer	PSA			
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer	PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items	None	30 minutes	
	1.3. Forward to Immediate Superior the Position Description Form	None	5 minutes	

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

9. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original copy)	Concerned Retiree
2. Service Record (1 original copy)	Personnel Unit
3. GSIS Retirement Voucher (1 original copy)	Concerned Retiree
4. GSIS Retirement Clearance (1 original copy)	Concerned Retiree
5. Certificate of Last Payment (1 original copy)	Accounting Unit
6. Clearances (Money & Property accountabilities (3 original copy)	School and SDO
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)	Personnel Unit
7. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)	
9. Certified Copies of Leave Cards- (1 original copy)	
10. Certification of Leave Credits Earned- (1 original copy)	
11. Fiscal Clearance (1 Original Copy)	
For deceased employee:	
1. Death certificate (1 photocopy)	Municipal registrar
2. Marriage Certificate (1 photocopy)	NSO
3. Survivorship (If applicable) (1 photocopy)	Spouse
4. Special Power of Attorney (1 original copy, 2 photocopies)	Attorney
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)	

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

10. Request for Correction of Name and Change of Status

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

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
TOTAL		None	1 day and 3 minutes	

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 Division:		Property and Supply Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government To Government		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
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:		G2G - Government To Government		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment  a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
TOTAL		None	15 minutes	

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).

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Curriculum Guide (1 Original Copy 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/AntiPlagiarism Declaration				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 contextualized 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/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation 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 endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor

	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LR	None	1 day	Regional/ Division LR Supervisor
<b>TOTAL:</b>		<b>None</b>	<b>45 days<sup>1</sup></b>	

## 2. Quality Assurance of Supplementary Learning Resource

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

<b>Office or Division:</b>		Curriculum Implementation Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources (Soft and hard copy)				
4. Teacher User’s Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel

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

2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
<b>TOTAL</b>		None	<b>7 days and 15 minutes</b>	

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

1. Request for Basic Education Data (Internal Stakeholder)

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

Office or Division:	Planning Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Internal Stakeholder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to SDS (1 original copy)	Client
2. Request Form (1 original copy)	Front Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 32 minutes</b>	

### 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.

<b>Office or Division:</b>		SGOD – Planning Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and

	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	Research Unit
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

**SAMPLE TEMPLATE FOR COMPLAINT**



1. 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:	G2G - Government to Government G2C - Government to Client G2B - Government to Business			
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. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any.  *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person complained-of.				Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL		None	21 inutes	


2. 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:	G2G - Government to Government G2C - Government to Client G2B - Government to Business 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. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of NonForum Shopping</i> 3. Supporting/Evidentiary Document/s, if any.  *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complainedof.			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.2. Stamp received the documents and receiving copy with transaction number.		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records 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  2.4. Evaluate and make necessary notation and sign the routing slip.  2.5. Forward to Legal Unit, for appropriate action.	None	10 minutes  1 day  5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)  Schools Division Superintendent (OSDS)  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)

	<p>2.8. Log the document, with attachment/s to the appropriate logbook</p> <p>2.9. Return signed communication to Legal Unit, for organization of documents</p>	None	<p>10 minutes</p> <p>5 minutes</p>	Administrative Aide VI or Administrative Assistant III (OSDS)
	<p>2.10. Arrange the documents to be forwarded to Records Unit.</p> <p>2.11. Forward to Records Unit, for releasing</p>	None	<p>20 minutes</p> <p>5 minutes</p>	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	<p>2.12. Stamp Release the documents and arrange for servicing/ sending to addressee</p> <p>2.13. Coordinate with the Office/Agency and contact the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p>	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	<p>3.1. Release the Communication</p> <p>3.2. If there is a proof of service, serve and secure a signed Proof of Service.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
<b>TOTAL</b>		<b>None</b>	<b>3 days, 2 hours, 11 minutes</b>	


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

Date of Filing (Petsa kailan ifilile): \_\_\_\_\_

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





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

<b>VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING</b> <b>(PAGPAPATOTOO SA REKLAMO AT SA WALANG IBANG INIHAIN NA REKLAMO)</b>	
I/We (Ako/Kami), _____ Filipino, of legal age (may hustong edad) and with address (at may address na) _____, after having been duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at nagsasagda na), THAT:	
<div>1. I / we am / are the complainant/s in the above-complaint; (Ako / Kami ay ang / mga nagreklamo sa reklamong ito)</div> <div>2. I / we have caused the preparation of the foregoing complaint; (Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)</div> <div>3. I / we have read the contents thereof; (Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)</div> <div>4. All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents; (Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)</div> <div>5. I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. (I/Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong isyu sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisang ito sa loob ng limang araw mula sa pagka-alam ko nito)</div>	
IN WITNESS WHEREOF, I/We have signed this _____ day of _____, 20____, at _____ (Bilang patunay, ako/kami ay lumalagda nitong ika _____ ng _____, 20____, dito sa _____)	
_____ Signature over Printed Name (Pirma sa ibabaw ng Pangalan)	_____ Signature over Printed Name (Pirma sa ibabaw ng Pangalan)
SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____, by affiant/s who personally appeared before me, exhibiting his/her/their _____ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong _____ araw ng 20____, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)	
Doc. No. (Dok. Blg.) _____; Page No. (Pahina Blg.) _____; Book No. Doc. No. (Libro Blg.) _____; Series of 20____ (Serye ng 20____).	

School Division Office

SDO Malaybalay City	Malaybalay City	Direct Line: (088) 8133634 Email: malaybalay.city@deped.gov.ph
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