



## **DIVISION OF PAGADIAN CITY**



## **CITIZEN'S CHARTER HANDBOOK**

2021-2022



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



## **DIVISION OF PAGADIAN CITY**



## **CITIZEN'S CHARTER**

2021-2022

## **I. Brief History of the Division of Pagadian City**

The Division of Pagadian City holds office at San Jose Heights, Barangay San Jose, Pagadian City, along the southernmost part of Sabate Street with a splendid rolling terrain majestically overlooking the little Hong Kong of the South. The Division was established in 1971, with Lorenzo D. Paulo as its first appointed Schools Division Superintendent. Since then, there have been fourteen (14) Schools Division Superintendents who took turns in holding the gearshift of the Division.

Prior to the establishment of the Division of Pagadian City, it was Dr. Amirbahal H. Aluk, the superintendent of the Province of Zamboanga del Sur who initiated the separation of Pagadian City from the Zamboanga del Sur Division. When the municipality of Pagadian was chartered into a city by virtue of the Republic Act No. 5478 also known as the Charter of the City of Pagadian signed by President Ferdinand E. Marcos on April 14, 1969, Dr. Aluk took the courage in the establishment of Pagadian City division as a separate entity from the Zamboanga del Sur Division along with the four Division Supervisors namely: Dr. Lorenzo D. Paulo, Dr. Priscilla Gonzales, Dr. Erlinda C. Salera, and Dr. David B. Cartojano. For the separation to be fully realized there was a need to transfer 30 teachers from the Division of Zamboanga del Sur to Pagadian City Division. Apparently, in the year 1971, Dr. Lorenzo D. Paulo passed the superintendents' test and was then formally installed as the first Superintendent of Pagadian City Division.

The Schools Division of Pagadian City was then formally established as a separate entity from Zamboanga Del Sur Division on June 8, 1970. The Division Office was then situated in the old ZSPCTA Building in Barangay San Francisco, Pagadian City.

The new division consisted initially with 28 public elementary schools, and 2 secondary schools. After one decade, the Division greatly expanded due to the steady population growth of Pagadian City and the influx of home seekers from various parts of the neighboring municipalities. Dr. Asinudin S. Saipudin (1974-1979) assumed to office and became the second Pagadian City Schools Division Superintendent and retired eventually in 1979. It was during his time when the four known districts were created namely: Balangasan District, Sta. Lucia District, San Pedro District, and Central District.

In 1980-1982, Dr. Pastor Serrato became the new Schools Division Superintendent. After his retirement in 1982, Dr. Abdulmalik H. Indanan (1983-1986) took the post and transferred to the province of Zamboanga del Sur a year after. In 1987, Dr. Amirbahal H. Aluk obtained the position and ran the division for four years. During his reign, the 4 previously known districts were amended into five districts with the names City Central District, South District, North District, East District, and West District that is being made use of up to the present.

With the appointment of Dr. Beatriz G. Mong to Superintendent in 1991, the Division had grown to 60 elementary schools and 18 secondary schools. In 1995, OIC SDS Dr Elita R. Herrera shortly took over the post with the same number of public elementary and secondary schools. During the administration of Dr. Manuel Muyargas (1996-1999), there were a total of 22 610 public elementary pupils and 11 032 public secondary students. Dr. Muyargas' successor, Dr. Avelina E. Eguia (1999-2003) managed the division having 24 951 pupils and 12 190 secondary students and retired in the year 2003.

Dr. Aurora C. Baang, then took over in 2003 but retired immediately in the same year. The eleventh Schools Division Superintendent, Dr. Erlinda C. Salera (2003-2008) then took over. She had under her administration and supervision 60 public elementary and 18 public secondary schools in Pagadian City having 24, 285 elementary pupils and 12 251 secondary students.

Upon the retirement of Dr. Salera in 2008, Dr. Victorina G. Perez (2008-2012), assumed to office. She had under her administration and supervision 60 public elementary Schools and 19 public secondary Schools with Pagadian City Science High being added. The enrolment rose to 26, 461 elementary pupils and 12 404 secondary students.

In SY 2012 – 2013, Dr. Arturo B. Bayocot was assigned as the OIC- Schools Division Superintendent of Pagadian City until his promotion to full-fledged superintendent wherein he was assigned in the province of Zamboanga Del Sur.

The OIC-Schools Division Superintendent, Dr. Marcom F. Borongan, then Assistant Superintendent of the Zamboanga del Sur Schools Division, formally took over the leadership from Felix Romy A. Triambulo (2013-2014) in January 2015, when the latter was transferred to the Schools Division of Zamboanga Sibugay.

OIC Schools Division Superintendent, Dr. Majarani M. Jacinto, then Assistant Superintendent of the Dipolog City Division, was formally installed to office last July 3, 2017 and holds the leadership up to the February 2019.

Then OIC Schools Division Superintendent, Dr. Julieta H. Fernandez, CESE, then Assistant Superintendent of the Zamboanga City Division, was formally installed to office last February 2019 and holds the leadership up to December 2019.

At present the new OIC Schools Division Superintendent, Dr. Danny B. Cordova, CESO VI then Assistant Superintendent of the Zamboanga del Sur Division, was formally installed to office last December 2019 and holds the leadership up to the present time.

Under the jurisdiction of the Pagadian City Schools Division are sixty-one (61) elementary schools and twenty (20) secondary schools. The latest addition is the Rotary Inner Wheel Village Elementary School located at Sitio Diwalwal, Barangay Dao, which was granted independence from Dao Elementary School in November 2013.

In the recently implemented DepEd Rationalization Plan (RatPlan), the Schools Division Superintendent is assisted by one (1) Assistant Schools Division Superintendent, which, is now held by Dr. Ma. Colleen L. Emoricha, Ed. D., CESE. The hierarchy further goes down to three (3) divisions, namely: the **Office of the Schools Division Superintendent (OSDS)** which includes its office staff, Legal Officer Atty. Henry S. Cariño II, CPA, the Administration Section headed by Emilia O. Zozobrado (Administrative Officer V), the Budget Section headed by Victor S. Maalam (Administrative Officer V), Amie Q. Tomon, Administrative Officer IV (Cash Section), Carlos M. Fuerzas, Administrative Officer IV (HRMO), Milagros P. Espinoza, Administrative Officer IV (Records Section), Jezreel M. Lopez, Administrative Officer IV (Property and Supply), and the Accounting Section headed by Myrien Glie T. Mier (Accountant III); the **Curriculum Implementation Division (CID)** headed by Maria Diosa Z. Peralta (Chief Education Program Supervisor) and is composed of eleven (11) Education Program Supervisors (EPS) and fourteen (14) Public Schools District Supervisors (PSDS) under the Instructional Management Section, and three (3) support staff under the Resource

Management Section; and the **Schools Governance and Operations Division**(SGOD) headed by Isagani B. Cabahug (Chief Education Program Supervisor) with the assistance of EPS Sanny Boy I. Asim., and consists of the Planning and Research Section manned by SEPS Joseph O. Fullosa and Reynaldo Lorenzo P. Nodado (Planning Officer III); the Social Mobilization and Networking Section headed by Honey Sahara B. Aleman with EPS II Geoffrey A. Ymalay and Project Development Officer on Disaster and Risk Reduction Management Mae Kathleen M. Torres; the Human Resource and Development Section Ermah Sheila L. Roble with Education Program Specialist II Dexter Neil J. Baltar; the School Management Monitoring and Evaluation Section headed by SEPS Locke D. Jusay with Education Program Specialist II Honey Cher I. Altubar, the School Facilities Section manned by Engr. Alejandro N. Samonte, Jr. (Engineer III), and the School Health Section headed by Dr. Genie C. Cabrera (Dentist II) with five Division Nurses.

The City Division's 61 elementary schools are manned by thirty-five (35) Principals, twenty-four (24) Head Teachers, nine (9) Teachers-In-Charge, and seven hundred forty-three (743) schoolteachers serving 26,390 pupils from Grades 1 to 6, with eighteen (18) regular Kindergarten teachers taking care of 3,213 kinder pupils.

On the other hand, the secondary schools are headed by ten (10) principals, forty-six (46) Head Teachers, two (2) Teachers-In-Charge, and five hundred nine (509) schoolteachers catering to the 20 secondary schools with a total student population of 12,662 students. Out of these 20 secondary schools, eleven (11) are slated to offer the curriculum for Senior High School for School Year 2016-2017.

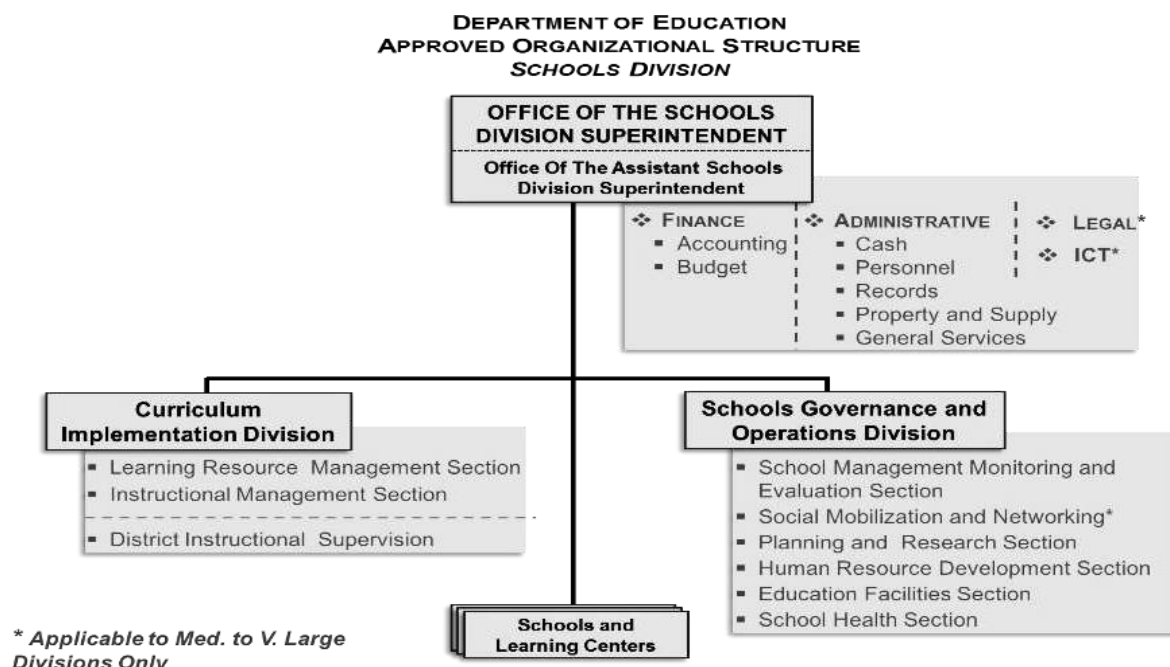
Moreover, there are twenty (20) private schools in Pagadian City which caters to a total of 5,578 learners, consisting of 657 kindergarten pupils, 1,737 elementary schoolers, and 3,184 high school students.

Likewise, the Division's Alternative Learning System (ALS) serves a population of seven hundred eighty-eight (788) learners through its 10 ALS Implementers lead by EPS II Editha C. Dacanay and EPS II Virgilio V. Perocho.

All the schools are being assisted and supported by one hundred twenty-one (121) non-teaching personnel.

## II. DepEd Management Structure

**Figure 1. DepEd Organizational Structure per DO. 52 s, 2015**  
**SCHOOLS DIVISION OFFICE**



In 2015 the Division underwent a restructuring of its office functions and staffing. The result of which was the Rationalization Plan for the new organizational structure. Details of the new structure are further explained in DO Series 2015 No. 52, also known as the New Organizational Structure of the Division Office of the Department of Education.

To carry out its mandates and objectives is organized into three structural components.

At present, the Division Office of Pagadian City operates in the following Division:

- The Office of the Schools Division Superintendent;
- Curriculum and Instruction Division; and
- Schools Governance and Operation Division.

Supporting the Division of Pagadian City are the different sections and services;

- The Office of Schools Division Superintendent:
  - ✓ Office of Schools Division Superintendent
  - ✓ Legal Office
  - ✓ ITO
  - ✓ Administrative
  - ✓ Budget
  - ✓ Accounting



- Curriculum and Instruction Division; and
  - ✓ Education Program Supervisors
  - ✓ Public Schools District Supervisors
  - ✓ LRMDs
  - ✓ ALS
- Schools Governance and Operation Division.
  - ✓ SOCMOBNET
  - ✓ SMME
  - ✓ HRLD
  - ✓ Schools Physical Facilities
  - ✓ Planning and Research
  - ✓ Health Section

Under the supervision of the Schools Division Office are the 81 Schools, broken down as follows:

- 75 Elementary Schools (61 Public Elementary Schools and 14 Private Elementary Schools)
- 30 Junior High Schools (20 Public Junior High Schools and 10 Private Junior High Schools)
- 37 Senior High Schools (20 Public Senior High Schools and 17 Private Senior High Schools)

### **III. 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 20<sup>th</sup> century in order to better define its purpose vis a vis the changing administrations and charters.

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.

### **IV. 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.

### **V. 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.

## **VI. Service Pledge:**

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment



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**Schools Division Office**  
**External Services**

## Office of the Schools Division Superintendent

### A. 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 pre-assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
<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		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters (1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements/documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent documents to the Records Unit/SDO email add	1.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	5 minutes	Records Officer/ AA VI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff



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

## B. Asset Management Unit

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

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

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

## C. 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

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

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

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
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
9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person
<i>Additional Requirement for Undergraduates:</i>	
10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	School Attended
11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended
<i>Additional Requirements for Graduates from private schools:</i>	

12. Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended		
<b>Graduate and undergraduate from public schools:</b> <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>		School Attended (for CAV form 6) Division Office (for CAV form 14)  School Attended/ BEA  Division Office  School Attended  Division Office  Division Office/BEA  Client  Client BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1. Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	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 hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
<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



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




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

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




## SAMPLE TEMPLATE FOR COMPLAINT

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

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

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

### VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOO SA REKLAMO AT SA WALANG IBANG INIHAIN NA REKLAMO)

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 nagsasaad na), THAT:

- I / we am / are the complainant/s in the above-complaint;  
(Ako / Kami ay ang / mga nagnereklamo sa reklamong ito)
- I / we have caused the preparation of the foregoing complaint;  
(Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
- I / we have read the contents thereof;  
(Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
- 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)
- 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 issue 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 Opisina ng ito sa loob ng limang araw mula sa pagka-alam ko nito)

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\_\_\_\_).

## D. Legal Unit

### 1. Request for Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

<b>Office or Division:</b>		Legal Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government To Government; G2C- Government to Citizen		
<b>Who may avail:</b>		ALL		
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.			
	1.2 Refers the documents to Legal Unit	None	10minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
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>	



## 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

<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			
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.dep.ed.gov.ph">https://lrmds.dep.ed.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 LR on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LR 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 LR		None	1 minute	Client
9. Click Download button to save digital copy of the select LR		None	2 minutes	Client
10. Provide feedback on LR 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form / Slip (1 Original Copy)		Client		
2.Valid ID (1 Scanned/ Photocopy)		Client		
3. Borrower's Form		Librarian		
4. Returning Transaction Form		Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check accomplished request form / slip and ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. Send the (1) list of available LMs, (2)Borrower's Form, and (3)Returning Transaction Form	None	1 minute	Librarian/ Library Staff
3. Accomplish Borrower's and Returning Transaction Forms	3.1.Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	3.2. Check the completeness of the Forms	None	3 minutes	Librarian/ Library staff
	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff

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

### 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		
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)		CID		
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. SGOD - Planning and Research Unit

### 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. SGOD- 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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)	School applicant
1 copy of notarized comprehensive Feasibility Study (for new/recognition)	School applicant
1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition	School applicant
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)	SEC
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)	School applicant
Documents of ownership of school building(s) (for new/recognition)	School applicant
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)	School applicant
1 copy of Class program of the classes offered (for new/recognition)	School applicant
1 copy of Qualitative Evaluation Processing Sheet (for SHS application)	Provided by the EPS/In-charge of Private Schools
School Bond (for new/recognition)	To be provided by the RO to the client
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for renewal)	School applicant
Ocular Inspection Report (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools)

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

				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.

<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 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

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

<ul style="list-style-type: none"> <li>• School bond</li> <li>• Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>• Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>• Proposed Curriculum</li> <li>• Proposed tuition and other school fees</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> <li>• Inspection and Application Fees</li> </ul>	
<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>	<p>School Applicant</p>

<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• 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</li> </ul>	
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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.

<b>Office or Division:</b>	School Management, Monitoring and Evaluation
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with 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/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	





	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.

<b>Office or Division:</b>	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 school with recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Application documents (1 original and each document)</p> <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):</li> </ul> <p>a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</p> <p>b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year</p> <p>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.</p>	<p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant/PTA</p> <p>School Applicant</p> <p>School Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES 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/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

## H. SGOD - School Health and Dental Service

### 1. School Health and Nutrition Services

<b>Office or Division:</b>		School Health and Nutrition		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizens G2G – Government to Government		
<b>Who may avail:</b>		Pupils of Deped Teachers and Employees Retirees as consultation as extended service		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Medical Clinic and fill-up required form/s	1. Receive and log duly accomplished	None	5 minutes	Nurse on duty
2. Submit self for initial interview and vital signs taking	2. Take vital signs and evaluate medical history	None	10 minutes	Nurse on duty
3. Submit self for physical examination	3. Physical examination	None	20 minutes	Nurse on duty
4. Wait while the requested certification is being processed.	4. Prepare the certification	None	5 minutes	Nurse on duty
	<b>TOTAL:</b>	<b>None</b>	<b>45 minutes</b>	

## 2. School Dental Services

<b>Office or Division:</b>	SGOD – School Dental Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2c - Government to Citizens			
<b>Who may avail:</b>	Pupils of Deped Teachers and Employees Retirees for consultation as extended service			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Clinic and fill-up individual health card	1. Receive and log duly accomplished form	None	5 minutes	Dentist
2. Line up for oral examination	2. Oral Examinations, counselling, and recording	None	1 hour	Dentist
	3. Dental procedures/ treatment	None	Dependent upon the procedure	Dentist
	4. Give post-operative and home care including issuance of prescription medicines if not available in clinic	None	10 minutes	Dentist
	5. Deliver dental health talk inside classroom Distribute Health Cards to pupils in classroom Distribute dental permits 1 or 2 days prior treatment	None		Dentist
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour and 15 minutes</b>	

## I. SGOD – Physical Facilities Unit

### 1. Infrastructure Projects Request for 1<sup>st</sup> and Partial Billing Process

<b>Office or Division:</b>	Education Facilities Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Private Contractors for infrastructure projects			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Contractor		
2. Previous Voucher/COP if any		Contractor		
3. Certificate of Payment		Education Facilities Section		
4. Statement of Works Accomplishment		Contractor		
5. Photograph of Accomplishment		Contractor		
6. Photo Copy of Approved Program of Works		Contractor		
7. Photo Copy of Resolution to Award		Contractor		
8. Photo Copy of Signed Contract		Contractor		
9. Photo Copy of Notice of Award		Contractor		
10. Photo Copy of Notice to Proceed		Contractor		
11. Photo Copy of Performance Security		Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request for inspection and payment	1. Received and arrange the schedule for inspection and inform the inspectorate team and conduct inspection	None	3 working days	Education Facilities Section
Submit the necessary documents required for the 1 <sup>st</sup> billing request	2. Reviewed the submitted billing documents	None	2 working days	
	3. Attached the signed Necessary documents such as, Certificate of Payment &	None	1 working day	Education Facilities Section
			3 working days	Education Facilities Section

	Statement of works accomplishment			
	4. Forward the completed and reviewed documents to Chief School Governance Operation Division & Schools Division Superintendent for signature and retrieval of the documents	None	1 working day  1 working day	Education Facilities Section
Received the signed completed and reviewed documents for photo copy 5 sets from EFS	5. Forward the signed completed and reviewed documents to the contractor for photo copying 5 sets	None		Education Facilities Section
Submit the original and photo copy of the billing documents to Education Facilities Section	6. Received/ Reviewed and forward to accounting section for payment processing	None		Education Facilities Section
<b>Total:</b>		<b>None</b>	<b>11 working days</b>	



## 2. Infrastructure Projects Request for 2<sup>nd</sup> and Final Billing Process

<b>Office or Division:</b>	Education Facilities Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Private Contractors for infrastructure projects			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Contractor	
2. Previous Voucher/COP if any			Contractor	
3. Certificate of Payment			Education Facilities Section	
4. Statement of Works Accomplishment			Contractor	
5. Photograph of Accomplishment			Contractor	
6. Photo Copy of Approved Program of Works			Contractor	
7. Photo Copy of Resolution to Award			Contractor	
8. Photo Copy of Signed Contract			Contractor	
9. Photo Copy of Notice of Award			Contractor	
10. Photo Copy of Notice to Proceed			Contractor	
11. Photo Copy of Performance Security			Contractor	
12. Punchlist of Corrective Works			Education Facilities Section	
13. As-Built Plan (if not built as per plan)			Contractor	
14. Certificate of Completion			Education Facilities Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request for inspection and payment	1. Received and arrange the schedule for inspection and inform the inspectorate team and conduct inspection	None	3 working days	Education Facilities Section
	2.. Issued Punchlist signed by the division inspectorate team for corrective works if any	None	1 working day  3 working days	Division Inspectorate team
Submit the necessary documents required for the 2 <sup>nd</sup> billing	3. Reviewed the submitted billing documents and verified the submitted	None		Education Facilities Section

request including the photograph of corrected works listed on punchlist	photograph of corrected works		1 working day	
	4. Attached the signed Necessary documents such as, Certificate of Payment, Statement of works accomplishment & Certificate of Completion	None	3 working days	Education Facilities Section
			1 working day	
	5. Forward the completed and reviewed documents to Chief School Governance Operation Division & Schools Division Superintendent for signature and retrieval of the documents	None	1 working day	Education Facilities Section
Received the signed completed and reviewed documents for photo copy 5 sets from EFS	6. Forward to the signed completed and reviewed documents to the contractor for photo copying 5 sets	None		Education Facilities Section
Submit the original and photo copy of the billing documents to Education Facilities Section	7. Received/ Reviewed and forward to accounting section for payment processing	None		Education Facilities Section
<b>Total:</b>		<b>None</b>	<b>13 working days</b>	

### 3. Infrastructure Projects Request for Release of 10% Retention Billing Process

<b>Office or Division:</b>	Education Facilities Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Private Contractors for infrastructure projects			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter Request			Contractor	
2. Previous Voucher/COP if any			Contractor	
3. Photo Copy of Certificate of Completion			Contractor	
4. Certificate of Final Acceptance (Attached of Corrective Works) or Bank Guarantee equivalent to _____% of the Contract Amount			Contractor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request for release of retention billing including the necessary documents	1. Received and reviewed the submitted documents.	None	1 working day	Education Facilities Section
Received the signed completed and reviewed documents for photo copy 5 sets from EFS	2.. After reviewed forward the documents to the contractor for the photo copy of the documents 5 sets	None	1 working day	Education Facilities Section
Submits the 5 sets of retention billing document to EFS	3. Forward to accounting office for payment	None	1 working day	Education Facilities Section
<b>Total:</b>		<b>None</b>	<b>3 working days</b>	

## J. SGOD – Social Mobilization and Networking Unit

### 1. Procedure for the Acceptance of Donations from External Stakeholders

<b>Office or Division:</b>	School Governance and Operations Division – Social Mobilization and Networking Section			
<b>Classification:</b>				
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	➤ Any External Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Action Plan, Matrix			External Stakeholders	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. External Partner submit letter request with supporting documents (matrix, action plan)	Receives/Accept letter for verification	None	1 day	OSDS Secretary
	Evaluate documents submitted	None	1 day	SocMobNet SEPS
2. The donor will present to SDS the purpose of their donation and the time frame for the project to be accomplished	On site evaluation and / or conference with target recipients	None	3 days	SocMob SEPS, SocMob EPS II, Stakeholders, School Beneficiaries
	Call-up conference with SDS for the forging of MOA.	None	1 day	SocMob SEPS
3. Notarize MOA and provide a copy to the Schools Division Superintendent	A copy shall be given to the following: a. School Head b. SocMob SEPS	None	15 calendar days maximum unless some situations would lead to a longer	Stakeholders SocMob SEPS

	c. Division Property Unit d. Accounting Office		period for this step/process	
4. Donor will invite the Superintendent and the school head for the turn-over of the project before it will be used by the children		None	1 day	SocMob SEPS Stakeholders
5. Deed of Donation must be executed by Doner	Deed of Acceptance shall be made and signed by the Superintendent	None	1 day	SocMob SEPS SocMob EPS II
<b>End of Transaction</b>		<b>None</b>	<b>23 days</b>	

## **Schools Division Office**

### **Internal Services**

## Office of the Schools Division Superintendent

### A. 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.

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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.

<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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Vacation Leave</b> <ol style="list-style-type: none"> <li>1. CSC Form 6 (3 original copies)</li> <li>2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies)</li> <li>3. Letter request, if necessary (1 original copy)</li> </ol>	Personnel Unit  Client
<b>Sick Leave</b> <ol style="list-style-type: none"> <li>1. CSC Form 6 (3 original copies)</li> <li>2. Medical Certificate, if more than 5 days sick leave (1 Copy)</li> <li>3. Letter request, if necessary (1 original copy)</li> </ol>	Personnel Unit Client  Client
<b>Paternity Leave</b> <ol style="list-style-type: none"> <li>1. CSC Form 6 (3 original copies)</li> <li>2. Letter request, if necessary (1 original copy)</li> </ol> <p><i>Additional Requirements:</i></p> <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> <ol style="list-style-type: none"> <li>1. CSC Form 6 (3 original copies)</li> <li>2. Letter request, if necessary (1 original copy)</li> </ol> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>• Special Order Form (3 original copies)</li> <li>• Medical Certificate (1 Copy)</li> <li>• Clearance (4 original copies)</li> </ul>	Personnel Unit Client  Front/ Information desk
<b>Solo Parent Leave</b>	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Birth Certificate of Child (1 photocopy)</li> <li>• Photocopy of Solo Parent ID (1 photocopy)</li> </ul>		Client			
<b>Special Privilege Leave</b> <ul style="list-style-type: none"> <li>• CS Form 6 (3 original copies)</li> </ul>		Client			
		Personnel Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge	
	1.2. Check the received document as to completeness	None			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit	
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit	
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge	
	1.7. Forward the approved Form 6 to	None	15 minutes	Records Section -	

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

### 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Intent (1 original copy)		Requesting Party		
2.Clearance from School property custodian/school head of requesting party (3 original copies)		Requesting party		
3.Designation of relieving teacher/ employee in their absence (1 original copy)		Requesting party		
4.Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5.Certificate of No pending case (1 original copy)		SDO/ DO		
6.Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7.Invitation (1 Original /photocopy)		Event Organizer		
8.Estimated Travel Cost, travel is go (1 Copy)		Requesting party		
9.Complete Staff Work (1 Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1.Submit all documentar y requirement s 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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-in-charge
	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 non-implementing units.

<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>	
<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				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit all the 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	
	1.4Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>55 inutes</b>	

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

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

<b>Office or Division:</b>	Personnel Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	New entrants SDO employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Acknowledgement of published Items (1 photocopy)		Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit	
3. Checklist of Common Requirements (1 original)		Personnel Unit	
4. Appointments Processing Checklist (1 original)		Personnel Unit	
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit	
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit	
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment		Personnel Unit	
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		Personnel Unit	
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		Personnel Unit	
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		Personnel Unit	
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)		Appointee	
14. Work Experience Sheet (3 original)		Appointee	
15. Certified true copy of Original Transcript of records (3 photocopy)		Emanating School	

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

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

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

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



## B. Budget Unit

### 1. Processing of ORS

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

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

4. AR/ATC (1 Original Copies, 2 Photocopy)				
<b>Reimbursement of Travels</b>				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
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)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate print-out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III

	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>	

## C. 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 from 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>	

## D. Asset Management Unit

### 1. Requisition and Issuance of Supplies

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

<b>Office or Division:</b>		Property and Supply Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
<b>TOTAL</b>		None	<b>21 minutes</b>	

## 2. Property and Equipment Clearance Signing

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

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government To Government			
<b>Who may avail:</b>	DepEd employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply 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 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
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	



## E. Legal Unit

### 1. Issuance of Certificate of No Pending Case

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	

## F. Information and Communications Technology Unit

### 2. 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		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	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>	

### 3. 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		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping “Received” on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. 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>	

#### 4. Uploading of Publications

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

<b>Office or Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2minutes	
	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	

## 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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/Anti-Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR

	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit 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 LRs	None	1 day	Regional/ Division LR Supervisor
<b>TOTAL:</b>		<b>None</b>	<b>45 days<sup>5</sup></b>	

<sup>5</sup> Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

## 2. Quality Assurance of Supplementary Learning Resource

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

<b>Office or Division:</b>		Curriculum Implementation Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources (Soft and hard copy)				
4. Teacher User's Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	

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>	

## H. 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.

<b>Office or Division:</b>		Planning Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		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)		
<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 necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

## I. Schools Governance and Operations Division – Human Resource Development

### 1. Training and Development

<b>Office or Division:</b>	Human Resource Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Proposals				
2. SLAC Proposals				
2. Training/SLACK Completion Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of the following templates from the HRD Section: a. L and D Training Proposal b. Completion Report c. Purchase Request	To give the hard and soft copy of the L and D templates.	None	5 minutes	EPS II-HRD
2. Prepare and submit the following: a. Four copies Training Proposal with Training Matrix and list of Participants b. Three copies Purchase Request of	Receive and forward the documents to SEPS-HRD for review.	None	5 minutes	EPS II-HRD

the training materials				
3. Check and review of Training Proposals and Purchase Request for appropriate action	Review of Training Proposals and Purchase Request for action to be taken to wit: a. With revision-to be returned to the proponent b. No revision proceed to the next signatory	None	60 minutes	SEPS -HRD
4.The approved Training Proposals and Purchase Request shall be forwarded to: a. HRDS (1 original copy) b. BAC (1 original copy) c. Records to be returned to the proponent	Received the document and provide the Pre-Implementation Checklist to the proponent for guidance in the preparation of the conduct of training.	None	5 minutes	EPS II- HRD
5.Provide HRDS a copy of the following: a. Division Memo b. Matrix c. List of Participants	Receive the documents for calendaring and monitoring of conduct of training	None	10 minutes	EPS II and SEPS- HRD
6.Submit one Original Copy of the training completion report within 5 working days after conduct of	Receive and file the document	None	5 minutes	EPS II- HRD

training to HRDS				
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	



## 2. Scholarship and Professional Development Program

<b>Office or Division:</b>		SGOD – HRD		
<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>		
DepEd Memorandum on Scholarship Programs				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about available scholarships grants and programs offered by DepEd	Disseminate information about scholarship program through Division Memorandum	None	30 minutes	EPS II/SEPS-HRD
2. Coordinate with HRD Personnel for specific details of Scholarship Grants	Attend inquiries on Scholarship Grant	None	30 minutes	
3. Comply with the requirements and submit to HRDS	Receive and review application form and documents submitted by the applicant		30 minutes	
4. Prepare relevant documents needed for the application	Give technical assistance to the applicant in the preparation of his/her documents (as needed)		30 minutes	
5. Review documents for submission to HRD Section	Prepare endorsement letter of the applicant/s with their attached documents and submit to the Regional Office		15 minutes	

6. Updates/ announcement of status of application depends on feedback from the Regional Office	Consolidate list of the applicant/s by course or program for filing	None	15 minutes
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 30 minutes</b>

## J. Bids and Awards Committee Procurement to Payment Process

Office or Division:	BAC			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	➤ School Heads, Teacher and Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Purchase Request			Client / End User	
3. Approved Program Design/Activity/Training Proposal				
4. End-User must prepare a Supplementary PPMP approved by the HOPE if the request is not in the APP				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive and Review Purchase Request for all purchases if in the APP. <b>NOTE:</b> If not in the APP, the End – User must prepare a supplementary PPMP approved by the HOPE and attached the approved supplementary PPMP to the Purchase Request (Section 7.3.2 IRR) 1.2 Issue Purchase Request Number	None	2 working days	BAC Secretariat
	2. Earmark the Purchase Request for funds availability	None	1 day	Budget Officer
	3. Reviews and Approves the Purchase Request	None	2 days	OSDS
	4. Receives Approved	None	1 day	BAC

	Purchase Request with complete attached required documents.			Secretariat
	5. Conduct the procurement in accordance with RA 9184	None	Varies on the Mode of Procurement used	Bids and Awards Committee
	5.1. Determine if item requested per PR is common use supplies and equipment or not, and if not determine what mode of procurement will be used, Public Bidding or Alternative Mode.	None		
	If Common use supplies and equipment, proceed to Process A, if not, determine further the mode of procurement to be used, if Public Bidding, proceed to Process B and if Alternative Mode, proceed to Process C.			
	<b>PROCESS A:</b> Procurement through PS-DBM	None	7 working days	
	a.1 Inquire from PS-DBM the availability of items requested through APR	None		Supply Officer
	If Yes, proceed to a.2, if not proceed to Process B	None		
	a.2 Prepare the Purchase Order for PS DBM, indicating the items to be purchased based on the Certificate on Availability of items	None		Bids and Awards Committee

	issued by PS DBM.			
	a.3 Facilitates the approval of the Purchase Order by the HOPE/SDS	None		Bids and Awards Committee
	a.4 Release the approved Purchase Order to the Supply Office	None		Bids and Awards Committee
	<b>PROCESS B:</b> Procurement through Public Bidding for Infrastructure & Goods	None		
	b.1 Preparation of Invitation to Bid and Conduct of Pre-Procurement Conference	None		Bids and Awards Committee
	b.2 Posting to PhilGeps (Advertising and Posting) and (PE's website and conspicuous place)	None	26 calendar days	BAC Secretariat
	b.3 Issuance of Bidding Documents	<i>(the amount of bid documents depends on the ABC of the project)</i>		BAC Secretariat
	b.4 Conduct of Pre-Bid Conference.	None		Bids and Awards Committee
	b.5 Conduct of Bid Opening and Evaluation	None		Bids and Awards Committee
	b.6 Notice of Bids Received	None		BAC Secretariat
	b.7 Bid Evaluation & Ranking	None		Bids and Awards Committee
	b.8 Post – Qualification to bidder with Lowest Calculated Bid (LCB)	None		Bids and Awards Committee
	b.9 Preparation of	None		Bids and

	Resolution to Award and declaration of the supplier with LCRB & Notice to all Bidders			Awards Committee
	b.10 Issuance of Notice of Award (NOA)	None		Bids and Awards Committee
	b.11 Received the Performance Security of the Supplier and Facilitate Contracting	None		BAC Secretariat
	b.7 Issuance of Notice to Proceed (NTP)	None		Bids and Awards Committee
	b.8 Proceed to Step 6	None		
	<b>PROCESS C:</b> Procurement through Alternative Mode ( <i>Select the type of Alternative Mode of procurement</i> )	None		
	Process C-1: Shopping and Negotiated Procurement - Small Value Procurement	None		
	c-1.1. For supplies & equipment not available in the PS-DBM, posting in the PhilGeps site for ABC – 50k and above; (PE's website and conspicuous place ( <i>Section 52.1(b) &amp; Section 53.9</i> ))	None	10 working days	BAC Secretariat
	c.1.2. Prepares Request for Quotations form and send the RFQ to at least three suppliers	None		BAC Secretariat
	c.1.3 Receives and open the Request for Quotations	None		Bids and Awards Committee

	c.1.4 Prepares Abstract of RFQs, Resolution to Award and Purchase Order/Contract	None		BAC Secretariat
	c.1.5 Proceed to Step 6.	None		
	Process C-2: Negotiated Procurement – Two Failed Biddings	None		
	c-2.1. Mandatory Review on the specifications/requirements	None		Bids and Awards Committee
	c.2.2. Prepares Request for Quotations /Bid Documents (revised based on the result of mandatory review)	None	12 working days	Bids and Awards Committee
	c.2.3 Invite at least three suppliers/contractors	None		BAC Secretariat
	c.2.4 Facilitate Negotiation	None		BAC Secretariat
	c.2.5 Receive and Open the best final offer	None		Bids and Awards Committee
	c.2.6 Prepares Abstract of RFQs, Resolution to Award and Purchase Order/Contract	None		BAC Secretariat
	c.2.7 Proceed to Step 6	None		
	Process C-3: Direct Contracting	None		
	c-3.1. Posting in the PhilGeps site for ABC – 50k and above; (PE's website and conspicuous place)	None		BAC Secretariat

	c.3.2. Prepares Request for Quotations form and send to the supplier	None	10 working days	BAC Secretariat
	c.3.3 Receives and open the Request for Quotations with complete attached documents of the supplier	None		Bids and Awards Committee
	c.3.4 Prepares Abstract of RFQs, Resolution to Award and Purchase Order/Contract	None		BAC Secretariat
	c.3.5 Proceed to Step 6	None		
	6. Facilitates approval of the Division Superintendent on the Purchase Order	None	1 day	BAC Secretariat
	7. Release the Purchase Order/Contract with complete set of documents for signature of the accountant	None	1 day	BAC Secretariat
	8. Receives Purchase Order/Contract with complete supporting documents, conducts Pre-Audit on the documents and approves the Purchase Order	None	3 day	Accountant
	9. Serve the P.O. to the winning bidder who signs under conforme and date of receipt. 9.1 File copies of the documents for record purposes and copy furnish to COA.	None	5 working days	BAC Secretariat



	9.2 Release to Supply Section the complete original set of documents			
	10. Receives the original and complete set of documents 10.1 Accepts Delivery and conducts actual inspection 10.2 Issue Inspection and Acceptance report, notice of delivery, Property Acknowledgement Receipt, Waste Material 10.3 Report and Inventory Custodian Slip 10.4 Preparation for Disbursement Voucher 10.5 Release to the Budget Office	None	12 working days	Supply Office
	11. Issuance of Obligation Request Slip 1.2 Forward the documents to the Accounting office	None	2 working days	Budget Office
	12. Receives the complete, original set of documents 12.1 Final Pre-Audit for payment 12.2 Preparation of Journal Entry Voucher/Disbursement Voucher and Advice to Debit Account and certifies completeness of supporting documents and validity of claims	None	20 working days	Accounting Office
	13. Receives the DV,	None	1 working	Cashier's

	ADA together with the supporting documents 13.1 LDDAP-ADA or advice Debit Account form		day	Section
	14. Sign the ADA/Check, DV and other documents	None	1 day	Office of the School's Division Superintendent
	15. Release the ADA/Check to the winning bidder or to the bank.	None	1 day	Cashier's Section
<b>Total:</b>		<b>None</b>	<b>PROCESS A: (PS-DBM)</b> 59 days  <b>PROCESS B: (Public Bidding)</b> 79 days  <b>PROCESS C: Alternative Mode of Procurement</b> C1: 63 days C2: 65 days C3: 63 days	

## VIII. FEEDBACK AND REDRESS MECHANISM

(Based on CSC Citizen's Charter Feedback and Redress Mechanism)

Please let us know how we have served you by doing any of the following:

- Fill out the feedback form
- **Talk to our Officer of the Day**

If you are not satisfied with our services, your written/verbal complaints shall immediately be attended to by the **Officer of the Day of the Public Assistance and Complaints Desk**.

**THANK YOU** for helping us to continuously improve our services

### I. List of Office

#### 1. The Office of Schools Division Superintendent:

- ✓ Office of Schools Division Superintendent
- ✓ Legal Office
- ✓ ITO
- ✓ Administrative
- ✓ Budget
- ✓ Accounting

#### 2. Curriculum and Instruction Division; and

- ✓ Education Program Supervisors
- ✓ Public Schools District Supervisors
- ✓ LRMDs
- ✓ ALS

#### 3. Schools Governance and Operation Division.

- ✓ SOCMOBNET
- ✓ SMME
- ✓ HRLD
- ✓ Schools Physical Facilities
- ✓ Planning and Research
- ✓ Health Section