



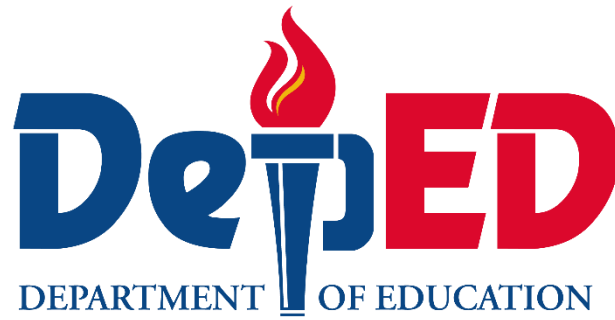
CITIZEN'S CHARTER HANDBOOK

2022 (1st Edition)

Updated 2023



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



DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER 2020 (1st Edition)

I. Brief History of the Philippine Education System

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of the society, education serves as a focus of emphases/priorities of the leadership at certain periods/epochs in our national journey as a race.

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by Japanese Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972

1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984 – 1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 – 2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 - present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created and major organizational changes were implemented in the educational system. The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively. The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and non-formal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

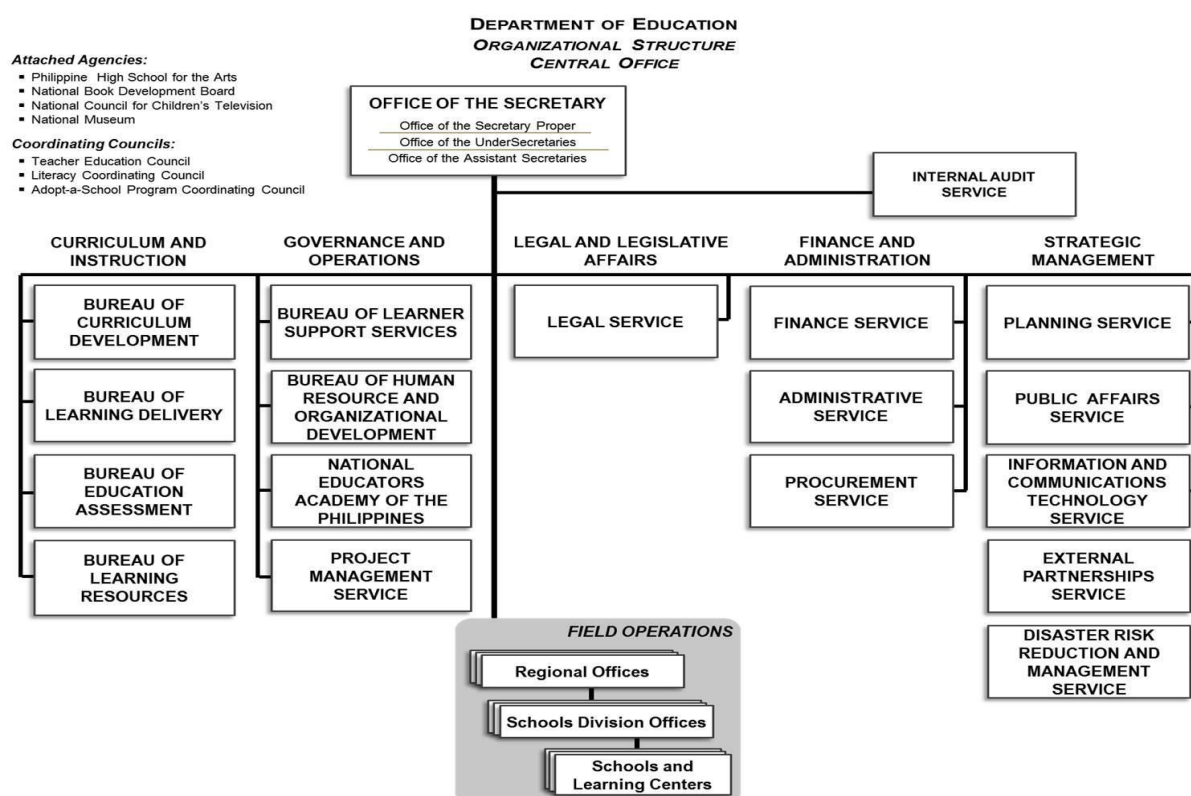
In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) schoolbased management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. DepEd Management Structure

To carry out its mandates and objectives, the Department is organized into two major structural components. The Central Office maintains the overall administration of basic education at the national level. The Field Offices are responsible for the regional and local coordination and administration of the Department's mandate.

In 2015, the Department 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 DepEd Order No. 52, series 2015 also known as the New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education.

Figure 1. DepEd Organizational Structure per DO. 52 s, 2015



Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9) Undersecretaries and five (5) Assistant Secretaries in the following areas:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs

- Strategic Management
- Field Operations

Five (5) attached agencies:

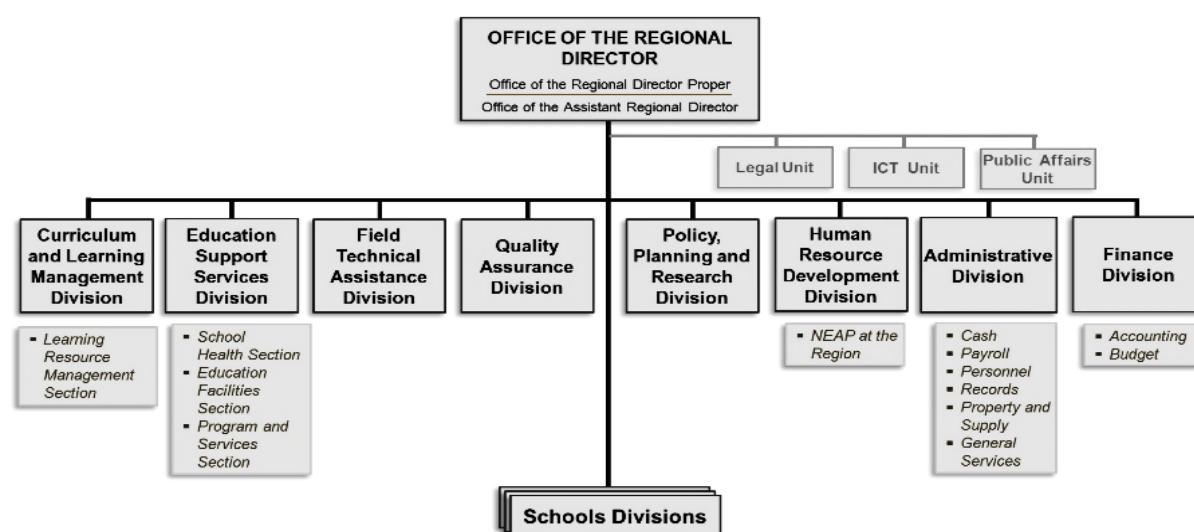
- Early Childhood Care and Development (ECCD) Council
- National Book Development Board (NBDB)
- National Council for Children's Television (NCCT)
- National Museum
- Philippine High School for the Arts

Three (3) coordinating councils:

- Adopt-a-School Program (ASP) Coordinating Council
- Literacy Coordinating Council (LCC)
- Teacher Education Council (TEC)

Figure 2. DepEd Organizational Structure per DO. 52 s, 2015
REGIONAL OFFICE

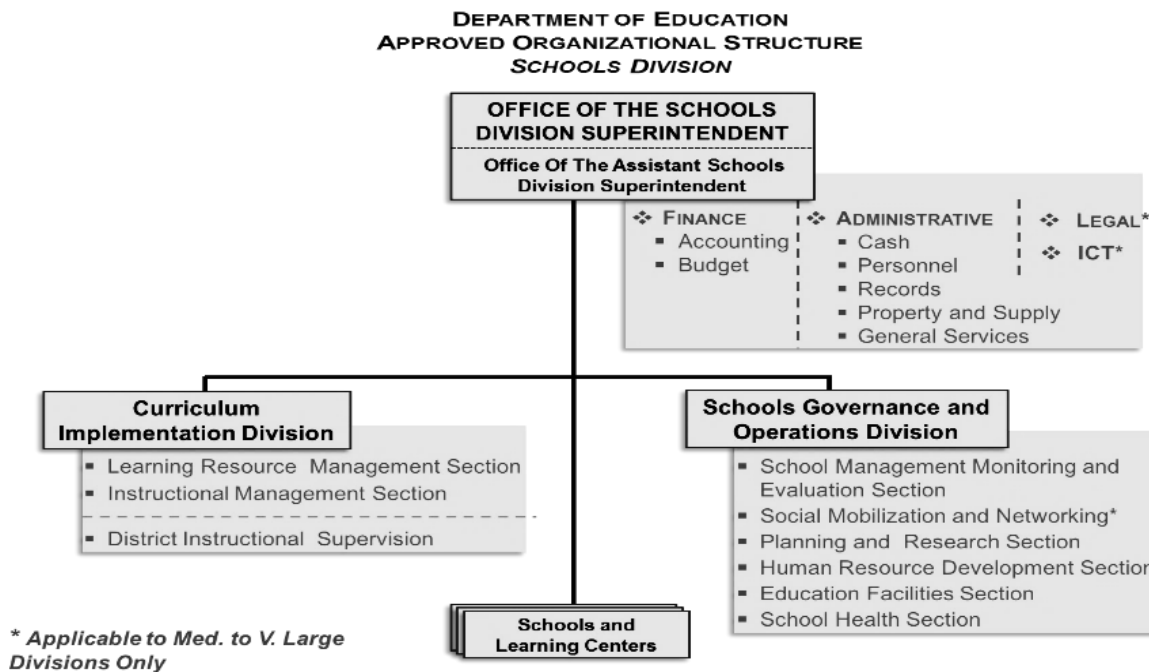
DEPARTMENT OF EDUCATION
APPROVED ORGANIZATIONAL STRUCTURE
REGIONAL OFFICE



At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices including the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM*), each headed by a Regional Director (a Regional Secretary in the case of BARMM).
- Two hundred twenty-three (223) Provincial and City Schools Divisions Offices, each headed by a Schools Division Superintendent.

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



Under the supervision of the Schools Division Offices are 61,916 schools, broken down into Curricular Offering below. Note that data were official based on School Year 2019-2020.

- 44, 916 elementary schools
- 1,824 Junior high schools
- 1,420 Senior high schools
- 7,400 JHS with SHS
- 2,969 Elementary School and Junior High School
- 3,394 All Offerings

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 20th century in order to better define its purpose vis a vis the changing administrations and charters. The present-day Department of Education's mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001.

The aforementioned RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the

establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

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 nonteaching personnel
- An enabling learning environment

VII. LIST OF SERVICES

	Page
Schools Division Office - External Services Office of the Schools Division Superintendent	
A. Cash Unit	
1. <i>Issuance of Official receipt</i>	498
B. Legal Unit	
1. <i>Filing of Complaint</i>	499
2. <i>Correction of Entries in the School Records</i>	501
C. Personnel Unit	
1. <i>Submission of Employment Application (Teaching Related)</i>	503
2. <i>Submission of Employment Application (Non-Teaching Related)</i>	505
D. Property and Supply	
1. <i>Acceptance and Distribution of Textbooks, Supplies and Equipment</i>	506
E. Records Unit	
1. <i>Issuance of Requested Documents (Non-CTC)</i>	508
2. <i>Issuance of Requested Documents (CTC and Photocopy of Documents)</i>	509
3. <i>Certification, Authentication, Verification (CAV)</i>	511
4. <i>Receiving and Releasing of Incoming and Outgoing Communications</i>	514
Curriculum and Implementation Division	
F. Curriculum Implementation Division	
1. <i>Access to LRMDP Portal</i>	516
2. <i>Borrowing Procedures for Books and Other Materials Over Night</i>	519
3. <i>ALS Enrolment</i>	521
Schools Governance and Operations Division	
G. Planning and Research Section	
1. <i>Request for Basic Education Data (External Stakeholder)</i>	523
Schools Division Office - Internal Services	
Office of the Schools Division Superintendent	
A. Budget Unit	
1. <i>Processing of ORS</i>	526
2. <i>Posting/Updating of Disbursement</i>	529
B. Cash Unit	

1. <i>Handling of Cash Advance</i>	530
C. Information and Communications Technology Unit	
1. <i>User Account Management for Centrally Managed Systems</i>	532
2. <i>Troubleshooting of ICT Equipment</i>	534
3. <i>Uploading of Publications</i>	536
D. Legal Unit	
1. Issuance of Certificate of No Pending Case	537
E. Personnel Unit	
1. <i>Application for ERF (Equivalent Record Form)</i>	539
2. <i>Application for Leave</i>	540
3. <i>Application for Retirement</i>	543
4. <i>Foreign Travel Authority Request on Official Time or Official Business</i>	545
5. <i>Issuance of Certificate of Employment</i>	547
6. <i>Issuance of Service Record</i>	548
7. <i>Loan Approval and Verification</i>	549
8. <i>Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)</i>	550
9. <i>Processing of Terminal Leave Benefits</i>	553
10. <i>Request for Correction of Name and Change of Status</i>	555
F. Property and Supply Unit	
1. <i>Issuance of Supplies and Materials</i>	556
2. <i>Property and Equipment Clearance Signing</i>	557
Curriculum and Implementation Division	
G. Curriculum Implementation Division	
1. <i>Program Work Flow of Submission of Contextualized Learning Resources</i>	558
2. <i>Quality Assurance of Supplementary Learning Resources</i>	561

Schools Governance and Operations Division

H. Planning and Research Section

1. *Request for Basic Education Data (Internal Stakeholder)* 563
2. *Request for Data for EBEIS/LIS/NAT and Performance Indicators* 564

Schools Services

1. *Borrowing of Books from the School Library* 566
2. *Distribution of Printed Self-Learning Modules in Distance Learning Modality* 568
3. *Enrollment (Default)* 570
4. *Enrollment Online* 573
5. *Issuance of School Forms, Certifications, and other School Permanent Records* 576
6. *Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy* 578
7. *Laboratory and School Inventory* 579
8. *Public Affairs* 580
9. *School Learning and Development* 581
10. *Submission of Employment Application for Teacher I Position* 582

IX. FEEDBACKS AND COMPLAINTS 584

X. LIST OF OFFICES

- A. *Central Office* 585
- B. *Regional Office* 594
- C. *Schools Division Office* 596

Schools Division Offices

External Services

Office of the Schools Division Superintendent

A. Cash Unit

1. Issuance of Office Receipt

Official Receipt are issued to clients where transactions have corresponding payments as an acceptable evidence or proof of receipt of payment for disbursements where payee/recipient is a dealer, supplier or business establishment. Official Receipts issued to clients may vary depending on the type, purpose of the transaction and specific fund it belongs.

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment Form (2 Original Copy)		<ul style="list-style-type: none"> For payment for bid documents: Bids and Awards Committee For School permits: Quality Assurance Division For Appeal Fee: Legal Unit Disallowance: Finance Division/Accounting Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment form from Accounting Section	1.1 Issue Order of Payment form	None	5 minutes	Lorna Largadas ADAS III
2. Bring the duly filled-out Order of Payment form	2.1 Verify the completeness of the filled-out Order of Payment form with corresponding fee	None	2 minute	Jiky N. Bacasnot AO IV
	2.2 Accept the payment and encode the details to the Office receipt	None	5 minutes	Jiky N. Bacasnot AO IV
3. Check and receive the Office Receipt	3.1 Issue the Office Receipt	None	3 minutes	
TOTAL		None	15 minutes	

B. Legal Unit

1. Filing of Complaints

Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 47 may file a complaint with the disciplining authority

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business			
Who may avail:	Any person complaining			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Formal Complaint under oath containing certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)			Client	
2. Sworn Complaint in three (3) copies containing the following: <ul style="list-style-type: none"> • Full name and address of the complainant; • Full name and address of the person complained of as well as his/her position and office in the Department of Education; • A narration of the relevant and material facts which should show the acts or omissions as allegedly committed by the person; • Certified true copies of documentary evidence and affidavits of his/her witnesses, if any 			Client	
3. Certification or Statement of Non-Forum Shopping			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and check the formal complaint and other documents	None	5 minutes	Charito C. Balacuit ADA VI
	1.2. Evaluate the complaint using the	None	30 minutes	

	<p>formal requirements under D.O. 49, s 2006</p> <p>a. Non -compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk - in Client Intake and Action Form</p> <p>b. Compliant: Request the client to proceed to the Records Section for processing</p>			<p>Liv Marie G. Pulgarinas AO V</p>
2. Receive copy of the complaint filed	2.1 Return Client's receiving copy of the Complaint	None	5 minutes	<p>Charito C. Balacuit ADA VI</p>
TOTAL		None	40 minutes	
REMARKS: For request sent electronically				
1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	<p>1.1 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006</p> <p>a. Non -compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.</p> <p>b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through</p>	None	20 minutes	<p>Liv Marie G. Pulgarinas AO V</p>

	registered mail or private courier			
TOTAL		None	20 minutes	

2. Request For Correction Of Entries In The School Records

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

Office or Division:	Legal Unit		
Classification:	Simple		
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application indicating the entry/entries to be corrected (1 original copy)		Requesting party	
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA	
2. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School	
3. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants	
4. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party	
5. 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 School Records	1.1 Review and check all the requirements submitted as to completeness. a. If complete, proceed to verification and evaluation of documents. If incomplete, return the documents to the applicant with an advice as to how to acquire his/her deficiency	None	10 minutes	Liv Marie G. Pulgarinas AO V
	1.2 Verify the authenticity of all required documents and run the original PSA Birth Certificate under the UV Blue Lamp to determine existence of PSA seal	None	5 minutes	
2. Client/Applicant will fill out and sign the Data Privacy Consent Form	2.1 Verify the completeness of the filled-out of form	None	2 minutes	
	2.2 Endorse /recommend to the SDS or in his absence, the ASDS, the granting of the application.	None	5 minutes	Liv Marie G. Pulgarinas AO V

	2.3 A signed Order will be issued by the SDS or, in his absence, the ASDS, to the public or private school to change the entries in the school records of the applicant	None	1 day	SDS
3 Receive a copy of the receipt	3.1 Release a copy of the Order to the applicant and to the concerned school	None	3 minutes	Charito C. Balacuit ADA VI
TOTAL		None	1 day and 25 minutes	

C. Personnel Unit

1. Submission of Employment Application (Teaching Related)

Any individual with interest in applying for a position in DepEd, and that is qualified for the position 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)		CSC
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		PRC or CSC
5. Certified true copy of ratings obtained in the LET/PBET (1 original)		Applicant
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)		

7. Certified true copy of Transcript of Record (1 Original Copy)				
8. Certificate of specialized trainings (1 Photocopy of each)				
9. NBI Clearance (1 Original Copy)				
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)				
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)				
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.dep.ed.gov.ph		None	Within 30 minutes	Client
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists	2.1Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/ Personnel
3. Received receiving copy of the documents	3.1 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School/ District Screening Committee
	3.2 Submit a Soft and Hard copy of the result of preassessment at the HR Office through the Records Section	None	1 day	School/ District Screening Committee

	3.3 Receive and stamp the hard copy of the result of Preassessment as received and forward to HR Office	None	5 minutes	John Fernandez ADA VI
	3.4 Receive the result of the preassessment and verify if the applicant registers online	None	10 minutes	Marilyn D. Bao AO II
TOTAL:		None	1 day, 1 hour, 5 minutes	

2. Submission of Employment Application (Non-Teaching Related)

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

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any person who is eligible for 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
3. Government Issued ID (1 photocopy)		Applicant
4. Certified true copy of PRC professional ID or CSC eligibility (1 original copy)		PRC/ CSC
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)		Previous/Current employer
7. Trainings and Seminars attended (1 Photocopy each)		Applicant
8. Documentation of Outstanding Accomplishments (1 copy)		Applicant
9. Electronic-copy of requirements/documents (if available)		Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the Records Unit	1.1 Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	10 minutes	John Fernandez ADA VI
	1.2 Check completeness of documents submitted	None	10 minutes	Analine B. Banaag AO IV
2. Receive application receipt	2.1 Encode application details	None	10 minutes	Marilyn D. Bao AO II
TOTAL:		None	30 minutes per transaction	

D. Property and Supply

- 1. 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		Employee/ Property and Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the textbook and/or equipment together with the receipts	1.1 Receive textbooks and/or equipment from suppliers	None	1 day	

	1.2 Check the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	Cedric Tabamo ADAS III
	1.3 Inspect, verify, and approve the receipt of textbooks and/or equipment	None	3 hours	Alfredo J. Ayuban Jr. AO IV
	1.4 Prepare ICS for recipient schools	None	1 day	
	1.5 Review and Approve the ICS	None	1 day	
	1.6 Inform the Recipient Schools for the distribution of textbooks and/or equipment	None	1 hour	Alfredo J. Ayuban Jr. AO IV
2. Receive the textbooks and/or equipment	2.1 Forward the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	3 hours	
TOTAL		None	4 days and 7 hours	

E. Records Unit

1. Issuance of Requested Documents (Non-CTC)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public
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 up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Jean Emily G. Aclan ADAS III
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	Jean Emily G. Aclan ADAS III
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	30 minutes	Danilo B. Resma AO IV
TOTAL:		None	40 minutes	

2. Issuance of Requested Documents (CTC and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	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 up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Jean Emily G. Aclan ADAS III
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (xerox copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Jean Emily G. Aclan ADAS III
	2.2 Prepare, print or photocopy the requested document	None	30 minutes	Danilo B. Resma AO IV
	2.3 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Danilo B. Resma AO IV
3. Receive the requested document	3.1 Release the document to the client	None	10 minutes	Jean Emily G. Aclan ADAS III
TOTAL:		None	1 hour, 5 minutes	

3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required in writing by the DFA.

Office or Division:	Records Unit
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
High School/Elementary Graduates: <ol style="list-style-type: none"> 1. CAV Form 2 – School Referral Form (SRF) 2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6. Latest passport size ID Pictures (2 copies) 7. Valid ID 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) 		School Attended School attended School attended Client School attended Client Requesting Person and/or Authorized Person Requesting Person Requesting Person
<i>Additional Requirement for Undergraduates:</i> <ol style="list-style-type: none"> 10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) 11. Transmittal (1 Original and 2 photocopies certified by the School Head) 		School Attended School Attended
<i>Additional Requirements for Graduates from private schools:</i> Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended

Graduate and undergraduate from public schools: <ol style="list-style-type: none"> 1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy) 2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies) 3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies) 4. Diploma (1 Original and 2 certified true copies certified by the School Head) 5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies) 6. PEPT Test Result Rating (1 original and 2 certified true copies) 7. PSA Birth Certificate Copy (1 Original and 2 photocopies) 8. Latest Passport size ID picture (2 copies) 9. Documentary Stamp 2 pcs 				
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. Request for and completely fill-out the CAV Application Form from the Records	1.1 Receive and check the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Danilo B. Resma AO IV
	1.2 Assign 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	Danilo B. Resma AO IV
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	Danilo B. Resma AO IV

	2.2 Forward printed CAV to Records Officer for initial then to the Chief Admin Officer of the Admin for signature	None	15 minutes	Danilo B. Resma AO IV
	2.3 Scan and send the CAV certificate and the attached Academic School Records to the DFA official email address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back	None	10 minutes	Danilo B. Resma AO IV
3. Receive the completed CAV documents	3.1 Inform client of step 5 to avoid tampering or forging any of the documents subject of the CAV and that 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	Danilo B. Resma AO IV
TOTAL:		None	1 hour, 5 minutes	

4. Receiving and Releasing of Incoming and Outgoing Communication The procedure for proper receiving and releasing of communications

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit official communication/s to the Records Receiving Area	1.1 Receives, reads, sorts, Stamps RECEIVED with date, time, initial & ctrl no., logs & routes communication to the Head of Office for notation (Incoming hard & electronic copy	None	5 minutes	John Fernandez ADA VI
	1.2 Notates on the communication and routes communication to the Action Unit/individual for action	None	5 minutes	SDS
	1.3 Acts on the communication & forwards to SDS for approval	None	5 minutes	Action Individual
	1.4 Approves communication and forwards approved communication to the Records Section for Release	None	5 minutes	SDS
	1.5 Receives, reads, stamps released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (outgoing)	None	5 minutes	Mary Grace Ramoso ADA VI
TOTAL			25 minutes	

Curriculum Implementation Division

F. Curriculum Implementation Division

1. Access to LRMDs Portal

The LRMDs provides access to quality resources from the Regions, Divisions, Cluster/School level including:

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop and Internet Connection		Client		
2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders		LR Portal (lrmds.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrmds.deped.gov.ph	1.1 Assist Client (if necessary)	None	1 minute	Sherlyn Mae Alianza Librarian II
2. Click the Begin Quick Tour for new users (Optional)	2.1 Assist Client (if necessary)	None	1 minute	Sherlyn Mae Alianza Librarian II
3. Log-in to the LR portal	3.1 Assist Client (if necessary)	None	1 minute	Sherlyn Mae Alianza Librarian II
4. On the upper left side menu	4.1 Assist Client (if necessary)	None	10 minutes	Sherlyn Mae Alianza Librarian II

bar, click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development				
5. Select Grade Level	5.1 Assist Client (if necessary)	None		Sherlyn Mae Alianza Librarian II
6. Select your desired learning area	6.1 Assist Client (if necessary)	None		Sherlyn Mae Alianza Librarian II
7. Select the content from the given list	7.1 Assist Client (if necessary)	None		Sherlyn Mae Alianza Librarian II
8. a. Select a title from the list. (The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.) b. Use the search button to look for the desired Learning Resource	8.1 Assist Client (if necessary)	None		Sherlyn Mae Alianza Librarian II
9. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)	9.1 Assist Client (if necessary)	None	5 minutes	Sherlyn Mae Alianza Librarian II
10. Copy or print the downloaded Learning Resource	10.1 Assist Client (if necessary)	None	5 minutes	Sherlyn Mae Alianza Librarian II
11. Open feedback mechanism tab and accomplish Online Feedback form in the Contact Us Tab	11.1 Dispense Client Report	None	3 minutes	Sherlyn Mae Alianza Librarian II
12. Log-out the LR Portal	12.1 Assist Client (if necessary)	None	1 minutes	Sherlyn Mae Alianza Librarian II
TOTAL:		None	28 minutes	

2. Borrowing Procedures for Books and Other Materials Over Night

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy, 1 Photocopy)		Client		
2. Valid ID (1 Original, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Record Section	1.1 Receive request letter	None	5 minutes	Sherlyn Mae Alianza Librarian II
	1.2. Forward the request letter to the library Hub	None	5 minutes	Sherlyn Mae Alianza Librarian II
	1.3. Receive the request letter	None	1 minute	Sherlyn Mae Alianza Librarian II
2. Present the Received request letter valid ID	2.1 Receive request letter and valid ID	None	5 minutes	Sherlyn Mae Alianza Librarian II
3. Check and browse available reading materials in the display shelves	3.1 Assist Client	None	3 minutes	Sherlyn Mae Alianza Librarian II
4. Select titles of reading materials to borrow		None	20 minutes (Depending on the number of books to borrow)	Client
5. Accomplish two (2) copies of borrowing and	5. 1 Prepare and record reading materials for lending	None	3 minutes	Sherlyn Mae Alianza Librarian II

Returning Transaction Form				
6. Receive reading materials	6.1 Return ID presented and Release reading materials to borrow	None	2 minutes	Sherlyn Mae Alianza Librarian II
TOTAL:		None	45 minutes	

3. Alternative Learning System (ALS) Enrollment

It provides all opportunities for out-of-school youth and adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.) with name tag 2. Photocopy of Birth Certificate or Baptismal Certificate 3. Valid ID (Driver's License, Postal ID, Voters ID) 4. Functional Literacy Test (FLT) 5. Assessment for Basic Literacy (ABL)		Client CID CID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrolment form with required documents.	1.1. Receive enrolment form and documents and record name of applicant	None	5 minutes	Randy Banaag EPS I
	1.2. Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) and identify the entry level attained and group clientele/learners according to literacy level	None	1 hour	
2.Receive details and information regarding learning session	2.1 Inform schedule of information regarding learning session	None	10 minutes	

TOTAL	None	1 hour and 15 minutes	
-------	------	-----------------------	--

School Governance and Operation Division

G. Planning and Research Section

1. Request for Basic Education Data (External Stakeholder)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	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 Records Office	1.1. Receive the letter request from the client and forward it to the SDS	None	10 minutes	Novem Manginsay ADA VI
	1.2. Refer letter request to Chief, SGOD	None	4 hours	SDS
	1.3. Refer the Letter request to Planning Officer	None	5 minutes	Lailane E. Lopena Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 day	Melody R. Ebueta Planning Officer III
	1.5. Prepare the transmittal letter and attachments to be signed by SDS	None	15 minutes	Melody R. Ebueta Planning Officer III
	1.6. Receive signed report and forward to Records Section	None	10 minutes	Melody R. Ebueta Planning Officer III

2. Receive the necessary documents	2.1 Release the documents to the End User	None	2 minutes	Novem Manginsay ADA VI
TOTAL:		None	2 days, 4 hours, 42 minutes	

Schools Division Office

Internal Services

Office of the Schools Division Superintendent

A. Budget Unit

1. Processing of ORS

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

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

4. AR/ATC (1 Original Copies, 2 Photocopy)				
Reimbursement of Travels				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for school MOOE				
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	Jennelyn C. Tajale ADAS II
	1.2. Review, analyze and verify the documents	None	5 minutes	Jennelyn C. Tajale ADAS II
	1.3. Verify the availability of allotments	None	3 minutes	Maria Elena S. Estanilla Budget Officer
	1.4. Record and posting of entries in BMS	None	5 minutes	Joy S. Villasencio ADAS II
	1.5. Generate printout of ORS	None	2 minutes	ADAS

	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Maria Elena S. Estanilla Budget Officer
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/ allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	Jennelyn C. Tajale ADAS II
TOTAL:		None	30 minutes per transaction	

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Joy S. Villasencio ADAS II
	1.2. Encode/post the data on the BMS	None	5 minutes	Joy S. Villasencio ADAS II
TOTAL:		None	8 minutes	

B. Cash Unit

1. Handling of Cash Advances

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

Office or Division:	Cash unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Maria Elizabeth Penaloza ADAS III
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	Requesting Entity

	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Van Gayramon ADAS II
	3.3 Prepare Payroll Credit System Validation(PACSVAl)	None	2 hours	Van Gayramon ADAS II
	3.4 Forward the PACSVAl to Accountant for review and signature	None	20 minutes	Mishelle Gay T. Babanto, CPA Accountant III
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Jiky Bacasnot N. Cashier
	3.6 Review the ADA details against ACIC	None	20 minutes	Jiky Bacasnot N. Cashier
	3.7 Sign the ADA, PACSVAl and ACIC	None	10 minutes	Jiky Bacasnot N. Cashier
	3.8 Forward ADA, PACSVAl and ACIC to the Head of Office for signature	None	5 minutes	Van Gayramon ADAS III
	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	Van Gayramon ADAS III
	3.11 Submit the ADA, PACSVAl and ACIC to the bank	None	1 hour	Van Gayramon ADAS III
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	John Alido Mark ADA VI
TOTAL		None	1 day, 6 hours	

C. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	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	Receiving Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 minutes	
2. Checking 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
Total		None	32 minutes	

2. Troubleshooting of ICT Equipment

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

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		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	Receiving 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
TOTAL		NONE	2 hours and 7 minutes	

3. Uploading of Publications

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

Office or Division:	Information and Communications Technology (ICT) Unit		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	DepEd Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s		ICT Unit	
3. Request Sheet 4. Announcements 5. Articles		Records Unit	

6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
TOTAL		None	16 minutes	

C. 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	Charito C. Balacuit ADA VI Liv Marie G. Pulgarinas AO V
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL		None	15 minutes	

E. Personnel Unit

1. Application for ERF (Equivalent Record Form)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Division:	Personnel Unit
Classification:	Complex

Type of Transaction:		G2G – Government to Government		
Who may avail:		Deped Licensed Public School Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –(5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 years (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	Zebedee A. Adaza ADAS III
	1.2 Process ERF application and attached necessary documents	None	30 minutes	Zebedee A. Adaza ADAS III
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	Analine B. Banaag AO IV 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	Zebedee A. Adaza ADAS III
TOTAL		None	1 hour, 50 minutes	

2. Application for Leave

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

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

Maternity Leave <ol style="list-style-type: none"> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies) 	Personnel Unit Client Front/ Information desk
Solo Parent Leave	CSC website/ Front/ Information desk

<div>1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies)</div> <div>2. Letter request, if necessary (1 original copy)</div> <div><i>Additional Requirements:</i><ul style="list-style-type: none">• Birth Certificate of Child (1 photocopy)• Photocopy of Solo Parent ID (1 photocopy)</div>		<div>Client</div> <div>Client</div>		
<div>Special Privilege Leave</div> <div>• CS Form 6 (3 original copies)</div>		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	John Fernandez ADA VI
	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	Jean Emily G. Aclan ADAS III

	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Analine B. Banaag AO IV
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Jean Emily G. Aclan ADAS III
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS AOV Charisse Macas ADAS III/ Charito C. Balacuit ADA VI
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Jean Emily G. Aclan ADAS III
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Mary Grace Ramoso ADA VI
TOTAL:		None	3 hours, 55 minutes	

3. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division:	Personnel Unit	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd employees that reached the retiring age requirement	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Retirement (1 Copy)		DepEd Schools Division Office
2. Service Record (1 Original Copy)		

3. Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4. Statement of Assets & Liabilities (1 Original Copy)				
5. Certificate of No Pending Administrative Case (1 Original Copy)				
6. Certificate of Last Day of Service (1 Original Copy)				
7. Certificate of Last Salary Received (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource Management Officer	None	30 minutes	Danilo B. Resma AO IV
	1.2. Check and verify the completeness of the documents	None	30 minutes	Danilo B. Resma AO IV
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Danilo B. Resma AO IV
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Analine B. Banaag AO IV

	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Analine B. Banaag AO IV
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Danilo B. Resma AO IV
TOTAL:		None	5 days, 1 hour	

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy)		Requesting Party		
2. Clearance from School property custodian/school head of requesting party (3 original copies)		Requesting party		
3. Designation of relieving teacher/ employee in their absence (1 original copy)		Requesting party		
4. Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5. Certificate of No pending case (1 original copy)		SDO/ DO		
6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7. Invitation (1 Original /photocopy)		Event Organizer		
8. Estimated Travel Cost, travel is go (1 Copy)		Requesting party		
9. Complete Staff Work (1 Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements within the prescribed 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	Danilo B. Resma AO IV
	If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies	None		Analine B. Banaag AO IV
	If complete and accurate, prepare the necessary additional requirements			
	1.2. Route the travel documents for signature of authorized officials	None	1 day	Analine B. Banaag AO IV
2. Receives travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd NCR	None		Danilo B. Resma AO IV
TOTAL:		None	1 day, 15 minutes	

5. Issuance of Certificate of Employment

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

Office or Division:	Personnel Unit
----------------------------	----------------

Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Jean Emily G. Aclan ADAS III
	1.2. Verify the complete documents submitted	None	5 minutes	Jennifer Tenestrante ADAS III
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Analine B. Banaag AO IV
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Jean Emily G. Aclan ADAS III
TOTAL:		None	14 minutes	

6. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	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	Jennifer Tenestrante ADAS III
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
TOTAL:		None	30 Minutes to 2 days	

7. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 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) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan			Requesting Entity Legal Unit School Head	
For Private Lending Institutions: 5. Last three (3) months’ pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Charito C. Balacuit ADA VI
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through email.	None	15 minutes	
TOTAL		None	55 minutes	

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

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	New entrants SDO employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)	Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
3. Checklist of Common Requirements (1 original)	Personnel Unit
4. Appointments Processing Checklist (1 original)	Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
6. Certificate of Availability of funds (3 original, 1 photocopy)	Personnel Unit

7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
11. Approved Rank list (3 photocopy) except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School
16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI

23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer		PSA		
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Marilyn D. Bao AO II
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items	None	30 minutes	
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	Analine B. Banaag AO IV
	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	
TOTAL		None	1 hour and 15 minutes	

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	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Danilo B. Resma AO IV
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Danilo B. Resma AO IV
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Analine B. Banaag AO IV

	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Analine B. Banaag AO IV
	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	Analine B. Banaag AO IV
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Danilo B. Resma AO IV
TOTAL:		None	3 hours, 55 minutes	

10. Request for Correction of Name and Change of Status

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

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Danilo B. Resma AO IV
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
TOTAL		None	1 day and 3 minutes	

F. Property and Supply Unit

1. Requisition and Issuance of Supplies

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

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

TOTAL	None	21 minutes	
-------	------	------------	--

2. Property and Equipment Clearance Signing

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

Office or Division:	Property and Supply Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Alfredo J. Ayuban AO II
TOTAL		None	15 minutes	

Curriculum Implementation Division

G. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

Office or Division:	Curriculum Implementation Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	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/AntiPlagiarism 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 for capability building	None	1 day	School Head, Division LR 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 revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the Regional Office	None	5 days	Lind D. Saab EPS I
	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/ Lind D. Saab EPS I
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Lind D. Saab EPS I
TOTAL:		None	45 days¹	

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division:	Curriculum Implementation Division			
Classification:	Complex			
Type of Transaction:	G2G - Government To Government			
Who may avail:	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 Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

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 (EPS Subject area)
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	
TOTAL		None	7 days and 15 minutes	

Schools Governance and Operations Division

H. Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)

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

Office or Division:	Planning Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Jackilyn B. Cabana ADAS III
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Lailane E. Lopena Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Melody R. Ebueta Planning Officer III
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Melody R. Ebueta Planning Officer III
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Jackilyn B. Cabana ADAS III
TOTAL:		None	2 days, 4 hours, 32 minutes	

2. Request for Data for EBEIS/LIS/NAT and Performance Indicators This service is intended for the processing of requests of data for EBEIS, LIS, NAT, and Performance Indicators.

Office or Division:		SGOD – Planning Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Melody R. Ebueta Planning Officer III
	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	
TOTAL		None	50 minutes	