



Schools Division of Kidapawan City

CITIZEN'S CHARTER

CITIZEN'S CHARTER

2025 (1st Edition)

External Services

A. LEGAL UNIT

Request for Correction of Entries in School Records

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected (1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit all the required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for School Records with consideration to Data Privacy Act appropriate action.	None	10 minutes	Julius Raul Mendoza/ Admin Staff (Records)
	1.2 Refers the documents to Legal Unit	None	10minutes	Grace Tolin/ SDS Staff
	1.3 Check the completeness of all the requirements then prepare the	None	1 day	Atty. Janice P. Caraballe /

	Resolution for correction			Legal Unit Officer
	1.4 Forward to SDS for signature	None	5 minutes	Marry Flor P. Avellanoza/ Legal Unit personnel
	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	Grace Tolin/ 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	Julius Raul Mendoza/ Admin Staff (Records)
TOTAL		None	2 days and 35 minutes	

B. PERSONNEL UNIT

1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

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

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Head of Office or highest Human Resource Officer		• Applicant
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet, if applicable		• Form from CSC/SDO website
3. Photocopy of valid and updated PRC License/ID, if applicable		• Certification from PRC
4. Photocopy of Report of Rating, if applicable		
5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available		• Applicant
6. Photocopy of Certificate/s of Training, if applicable		
7. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable		
8. Photocopy of latest appointment, if applicable		
9. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable		
10. Other documents as may be required for comparative assessment, such as but not limited to: Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment		
Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled		
11. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form		
12. Application thru Division Website		• SDO website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at https://depedkidapawan.city.net/site/index.php/2022/01/25/online-applicants-registration/		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 Unit	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the results of Pre-assessment as forward to HR Office	None	5 minutes	Julius Raul B. Mendoza Administrative Aide VI
	2.5. Receive the result of the pre-assessment and	None	10 minutes	Juvy Lyn L. Mangibunong Administrativ

	verify if the applicant registers online			e Officer IV
3.1. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/email	None	10 minutes	Juvy Lyn L. Mangibunong Administrative Officer IV
Total:		None	1 day, 55 minutes	

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

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Any person who has interest to the position
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter (1 original)	Applica
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (for promotion with Work Experience Sheet)	CSC Website Form from CSC or SDO Website
3. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)	CSC /PRC
4. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available 5. Photocopy of Certificate/s of Training, if applicable 6. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable 7. Photocopy of latest appointment,	Applicant

<p>if applicable</p> <p>8. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable</p> <p>9. Other documents as may be required for comparative assessment, such as but not limited to: Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment</p> <p>10. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled</p> <p>11. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email complete documents to Records/SDO email	1.1. Stamp receive, issue, receiving copy, and forward the documents to HR	None	5 minutes	Julius Raul B. Mendoza Administrative Aide VI
	1.2 Check completeness of documents submitted	None	5 minutes	

2. Receive acknowledgement email	2.1 Encode application details	None	5 minutes	Keziah Jemimah A. Del Mundo Administrative Assistant III
	2.2. Pre-evaluate qualifications of the applicant vs. qualification standards of position	None	5 minutes	Juvy Lyn L. Mangibunong Administrative Officer IV
3. Receive Result of Evaluation	3.1 Inform applicant of result of initial evaluation via email/Annex E or Annex F	None	5 minutes	Juvy Lyn L. Mangibunong Administrative Officer IV
TOTAL		None	25 minutes	

C. PROPERTY AND SUPPLY

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

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

Name of Office/Division	Property and Supply Unit / SDO Kidapawan City
Classification	Complex
Type of Transaction	G2G – Government to Government G2B – Government to Business
Who May Avail	Deped Employees
Checklist of Requirements	Where to Secure
• Delivery Receipt and Charge Invoice	• Supplier
• Property Transfer Report • Inspection and Acceptance Report (IAR) • Inventory Custodian Slip • Property Acknowledgement Receipt • Requisition and Issue Slip	• Employee/ Property and Supply Unit

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Delivers the textbooks, supplies, and/or equipment together with the receipts	1.1. Receives textbooks supplies, and/or equipment from suppliers	None	1 hour	Bimbo Bolasa Karen Jane S. Allarse
	1.2. Checks the quantity of the items received by comparing the DR of delivered textbooks, supplies, and/or equipment to the PO and/or Property Transfer	None	1 hour	Grace S. Bolasa

	Report of originating office			
	1.3. Accepts Delivery and Sign Delivery Receipt if in order	None	1 hour	Grace S. Bolasa
	1.4. Inspectorate Team conducts Inspection, verifies the specification, and approves the receipt of textbooks, supplies, and/or equipment	None	1 day	Inspectorate Team Antonio R. Pasigado Jr Grace S. Bolasa Maricel S. Nayga 1 Provisional Member
	1.5. Prepare Inventory Custodian Slip(ICS) or Property Acknowledgement Receipt for recipient schools, <i>whichever is applicable</i>	None	1 day	Karen Jane S. Allarse Bimbo A. Bolasa
	1.6. Reviews and approves the ICS/PAR	None	4 hours	Grace S. Bolasa
	1.7. Informs the Recipient Schools for the distribution of textbooks, supplies, and/or equipment	None	1 hour	Grace S. Bolasa
	1.8. Preparation of distribution list in coordination with LRMDS/ Program Holder	None	3 hours	Program Holder

2.1 Receive the textbooks and/or equipment by the recipient schools	2.1.Distributes the textbook, supplies, and/or equipment together with the copy of signed Inventory Custodian Slip/Property Acknowledgment Receipt	None	3 days	Karen Jane S. Allarse Bimbo A. Bolasa Joseph Dominic Abuyo
TOTAL			6 days and 3 hours	

D. RECORDS UNIT

1. Service Name: 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.

Name of Office/Division	RECORDS UNIT/SDO KIDAPAWAN CITY
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 out the requisition slip form	1.1. Provide client the Requisition slip form	None	5 minutes	Dianne S. Brizuela Julius Raul B. Mendoza
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	Dianne S. Brizuela Julius Raul B. Mendoza)
3. Receive the requested document	3.1. Prepare, print and give the document to the client	None	20 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza
	TOTAL	None	30 minutes	

2. Service Name : 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.

Name of Office/Division	RECORDS UNIT/SDO KIDAPAWAN CITY
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 out the requisition slip form	1.1. Provide client the requisition slip form	None	5 minutes	Dianne S. Brizuela Julius Raul B. Mendoza
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	Dianne S. Brizuela Julius Raul B. Mendoza
	2.2. Prepare, print or photocopy the requested document	None	20 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza)
	2.3. Records Officer review and verify the document and certify true copy	None	10 Minutes	Mira Rose F. Rulona
3. Receive the requested document	3.1. Prepare, print and give the document to the client	None	5 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza)
TOTAL:		None	45 Minutes	

3. Service Name : 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.

Name of Office/Division	RECORDS UNIT/SDO KIDAPAWAN CITY
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who May Avail	All Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
Checklist of Requirements	Where to Secure
High School/Elementary Graduates:	
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 School attended
5. List of Graduates certified correct by authorized official (1 original and 2 photocopies)	Client
6. Latest passport size ID Pictures (2 copies)	Requesting Person and/or Authorized Person
7. Valid ID	Requesting Person
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) Additional Requirement for Undergraduates:	School Attended
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) Additional Requirements for Graduates from private schools:	School Attended
Additional Requirements for Graduates from private schools:	
12. Special Order (1 Original and 2 photocopies certified by the School Head)	

Graduate and undergraduate from public schools: 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	Requesting person and/or Authorized Person 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	Dianne S. Brizuela Julius Raul B. Mendoza
	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	Dianne S. Brizuela Julius Raul B. Mendoza
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	Dianne S. Brizuela Julius Raul B. Mendoza
	2.2 Forward printed CAV to Records Section then to be signed by the Records Officer	None	15 Minutes	Mira Rose F. Rulona

	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	Dianne S. Brizuela Julius Raul B. Mendoza)
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	Mira Rose F. Rulona Dianne S. Brizuela Julius Raul B. Mendoza
	TOTAL	None	1 hour, 5 minutes	

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications.

Name of Office/Division	RECORDS UNIT/SDO KIDAPAWAN CITY
Classification	Simple
Type of Transaction	G2C – Government to Public G2B – Government to Private G2G - Government to Government
Who May Avail	All
Checklist of Requirements	Where to Secure

OFFICIAL COMMUNICATION			RECORDS UNIT	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and Check/evaluate the completeness of communication	None	5 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	1.2 In case of incomplete documents, it shall not be accepted, return to the concern person	None	10 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	1.3 Once the document is complete, the records unit will give the Acknowledgement Receipt instead of making stamp their personal copy. And after the RU shall stamp received to the documents, record in the logbook and encode in the documents	None	30 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona

	management system database			
	1.4 Forward communication and other documents to SDS	None	5 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza
	1.5 Read and review communication	None	4 hours	SDS Miguel P. Fillalan
	1.6 Route communications to the concerned office/personnel	None	5 Minutes	Grace Tolin
	1.7 Act on the communication for ministerial transaction*	None	2 days	Concerned Office/person
	1.8 Forward the acted communication to Records Section	None	5 Minutes	Grace Tolin
2. Client receives communication	2.1. Release the communication	None	5 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
TOTAL:			2 days,5 hours, 5 Minutes	

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

5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “Revised Rules of Procedure of the Department of Education in Administrative Cases” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G) G2C - Government to Client Government to Business (G2B)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. 2. Certificate of Non-Forum Shopping duly notarized. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional personcomplained-of.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
TOTAL		None	21 minutes	

6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Name of Office/Division	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
Classification	Complex
Type of Transaction	G2G - Government to Government G2C - Government to Client G2B - Government to Business
Who May Avail	All
Checklist of Requirements	Where to Secure
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping 2. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person complained-of.	Client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number 1.3. Log the received document/s to the Incoming Logbook	None	10 minutes 3 minutes 5 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona)

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 Minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	2.3. Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona (OSDS)
	2.4. Evaluate and make necessary notation and sign the routing slip.		1 day	Miguel P. Fillalan Jr. CESO V (OSDS)
	2.5. Forward to Legal Unit, for appropriate action.		5 minutes	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona (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	Atty. Janice P. Caraballe
	2.7. Forward to OSDS the initialed communication	None	1 day	Atty. Janice P. Caraballe Jasmin P. Isla ASDS Dyessa Gabriel B. Plaza
	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	Dianne S. Brizuela Julius Raul B. Mendoza
			5 minutes	
	2.10. Arrange the documents to be forwarded to Records Unit. 2.11. Forward to	None	20 minutes	Atty. Janice P. Caraballe
			5 minutes	

	Records Unit, for releasing			
	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	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
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	Dianne S. Brizuela Julius Raul B. Mendoza Mira Rose F. Rulona
	TOTAL	None	3 days, 2 hours 11 Minutes	

LEARNING RESOURCE MANAGEMENT AND DEVELOPMENT SYSTEM (LRMDS)

1. Request for Access to LRMDS Portal

This process presents the steps for teaching personnel to access the LRMDS Portal of the Department of Education through the LRMDS Section of the Curriculum and Implementation Division.

Office or Division:		LRMDS Section (CID)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd – Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to access LRMDS Portal 2. Official DepEd email		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request to Access LRMDS	1.1. Receive the submitted letter request and forward to the office of the Schools Division Superintendent for approval	None	1 day	Records Unit Admin. Aide VI
	1.2. Retrieve approved letter of approval from the office of the SDS	None	1 day	Records Unit Admin. Aide VI
	1.3. Forward the approved letter request to the Curriculum Implementation Division Chief	None	1 hr	Records Unit Admin. Aide VI
	1.4. Forward the approved letter request to the LRMDS – Education Program Supervisor	None	1 hour	Ronela S. Molina, EdD (CID Chief)

	1.5. Forward the request to LRMDs PDO II for account verification	None	5 minutes	Hazel G. Aparece, EdD <i>(LR EPS)</i>
2.Verification of DepEd Email Account	2.1. Verification of DepEd Email account if new user or existing user. If new user advice to get official DepEd Email from Division Information Technology Officer (DITO). If existing user, proceed to registration to LRMDs	None	2 days	Engr. Manuel Phillip M. Caoile, Jr. <i>(Division IT Officer)</i>
	2.2. Registration of new user account to the LRMDs	None	30 minutes	Adolf John B. Montero <i>(PDO II – LRMDs)</i>
	2.3. Activate Account	None	30 minutes	Adolf John B. Montero <i>(PDO II – LRMDs)</i>
	2.4. Communicate with Requesting Party regarding Account Activation	None	5 minutes	Hazel G. Aparece, EdD <i>(LR EPS)</i> / Adolf John B. Montero <i>(PDO II – LRMDs)</i>
3. Login to LRMDs Portal	3.1. Proceed with login and access the LRMDs Portal	None	5 minutes	Requesting Party
TOTAL:		None	4 days 3 hour and minutes	

2. Request for Borrowing of Books from Division Library Hub

This process presents the steps for teaching personnel to borrow books from the Division Library Hub - LRMDs Section of the Curriculum and Implementation Division.

Office or Division:		LRMDs Section (CID)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd – Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to borrow books 2. Official DepEd email		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to Borrow Books from Lib hub	Receive the submitted letter request and forward to the office of the Schools Division Superintendent for approval	None	5 minutes	Records Unit Admin. Aide VI
	Retrieve approved letter of approval from the office of the SDS	None	5 minutes	Records Unit Admin. Aide VI
	Forward the approved letter request to the Curriculum Implementation Division Chief	None	5 minutes	OSDS Admin Asst.
	Forward the approved letter request to the LRMDs – Education Program Supervisor	None	5 minutes	CID Admin Asst
	Forward the request to Division Librarian for availability of requested books	None	5 minutes	Alea C. Narciso (Division Librarian)

	Check availability of requested books	None	30 minutes	Alea C. Narciso <i>(Division Librarian)</i>
	Prepare the books requested	None	30 minutes	Alea C. Narciso <i>(Division Librarian)</i>
	Record the books before release to the requesting school including expected date of return	None	30 minutes	Alea C. Narciso <i>(Division Librarian)</i>
	Release of books	None	5 minutes	Alea C. Narciso <i>(Division Librarian)</i>
TOTAL:		None	2 hours	

3. Submission of Contextualized Learning Resources for Evaluation and Quality Assurance

This process presents the steps for Curriculum Implementation Division -CID and teaching personnel in submitting locally developed learning resources from the Development Team to the Learning Resource Management Section of the Curriculum and Implementation Division for quality assurance.

Office or Division:		LRMDS Section (CID)		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd – Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Original Manuscript (hard and e copy) (E copy on word file and PDF File) 2. Copy of the duly accomplish Annexes to include results of the internal evaluators		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request for the quality assurance of the Locally Developed	Receive the Approved letter request from the office of the Schools Division Superintendent for inclusion for	None	5 minutes	Adolf John B. Montero <i>(PDO II – LRMDS)/</i> Alea C. Narciso <i>(Division Librarian)</i>

LRs to the LRMS section	evaluation and quality assurance of locally developed learning resources			
	Filling of the Documents for Priority when there is an evaluation and quality assurance activity.	None	5 minutes	Alea C. Narciso <i>(Division Librarian)</i>
	Inclusion of the Manuscript on the schedule for Evaluation	None	5 minutes	Hazel G. Aparece, EdD <i>(LR EPS)</i>
TOTAL:		None	15 minutes	

4. Conduct of Evaluation and Quality Assurance of Locally Developed Learning Resource

This process presents the steps for the quality assurance and evaluation of submitted locally developed learning resources for teachers and learners use.

Office or Division:		LRMDS Section (CID)		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd – Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Priority for Evaluation and Quality Assurance of Locally Developed Learning Resources 2. Results of Internal Evaluation 3. List of Learning Resource Evaluators		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure inclusion of the locally developed learning resource to the List of Priority for	Inform the development team of the schedule of evaluation.	None	5 minutes	PDO/ Librarian

Evaluation and Quality Assurance				
	Craft and issue a memo as to the venue, date and involve in the evaluation.	None	2 days	Hazel G. Aparece, EdD <i>(LR EPS)</i> , Miguel P. Fillalan, Jr. CESO V <i>(SDS)</i>
	Prepare and assign learning resource evaluators per manuscript.	None	2 days	Alea C. Narciso <i>(Division Librarian),</i> Adolf John B. Montero <i>(PDO II – LRMDs)</i> ,Hazel G. Aparece, EdD <i>(LR EPS)</i>
	Conduct of the Evaluation and Quality Assurance Activity.	None	5 days	Alea C. Narciso <i>(Division Librarian),</i> Adolf John B. Montero <i>(PDO II – LRMDs)</i>
	Consolidate the results the Evaluation	None	5 days	Adolf John B. Montero <i>(PDO II – LRMDs)</i>
	Submit results of evaluation to the development team for necessary incorporation of suggestions from Learning Resource Evaluators for necessary action.	None	2 day	Hazel G. Aparece, EdD <i>(LR EPS)</i>
	Check on the incorporation of the suggestions of the Learning Resource Evaluators	None	5 days	Learning Resource Evaluators Assigned

	Submit quality assured locally learning resource for the Finalization and Field Testing	None	5 days (as Scheduled)	Hazel G. Aparece, EdD <i>(LR EPS),</i> Ronela S. Molina, EdD <i>(CID Chief)</i>
	Submit Field Tested Locally Developed Learning Resource to the Schools Division Superintendent for Conformance Review	None	1 day	Alea C. Narciso <i>(Division Librarian),</i> Adolf John B. Montero <i>(PDO II – LRMDs),</i> Hazel G. Aparece, EdD <i>(LR EPS),</i> Ronela S. Molina, EdD <i>(CID Chief)</i>
	Upload Ready to Print (RTP) Files to the repository of LRs ready for teachers and learners access.	None	1 day	Alea C. Narciso <i>(Division Librarian),</i> Adolf John B. Montero <i>(PDO II – LRMDs),,</i> Hazel G. Aparece, EdD <i>(LR EPS)</i>
TOTAL:		None	28 days and 5 mins	

SCHOOL GOVERNANCE AND OPERATION DIVISION – PLANNING AND RESEARCH SECTION
REQUEST FOR BASIC EDUCATION DATA (External Stakeholders)

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

1. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

Office or Division	School Management, Monitoring & Evaluation (SMM&E) Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C)Government to Business (G2B)			
Who may avail:	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 prevalidation 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	None	10 minutes	SGOD

	documents by SGOD Chief and route to designated/in- charge for Private School			Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	24 hours	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	8 hours	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	8 hours	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
Total		None	10 days, 4 hours, 35 minutes	

2. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

Office or Division	SGOD - School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Schools Division Superintendent List of Qualified Graduates (per track/strand/specialization) Accomplished Special Order Form Original Form 137-A (SHS Student Permanent Record) Form IX (SHS Graduation Form) Original Form 137-A (JHS Student Permanent Record) • Birth Certificate (PSA) 			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-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	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	SDS

	1.5. Refer to the Records Unit and release to Regional Office for their	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	appropriate action			
Total		None	6 days and 30 minutes	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.

3. Application for Senior High School (SHS) Additional Track/Strand

The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

Office or Division	SGOD - School Management, Monitoring and Evaluation	
Classification:	Complex	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Any private school	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Application for DepEd Permit to Operate / Recognition		

<p>Application documents (1 original and each document)</p> <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course <ul style="list-style-type: none"> - Demand for the graduates - Prospective learners - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice- president, deans, department heads) • List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head) • School bond • Copy of retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA • Proposed Curriculum • Proposed tuition and other school fees • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school head) 	School Applicant
---	------------------

<p>head)</p> <ul style="list-style-type: none"> • Inspection and Application Fees 	
B. SHS New Application or Additional Track/Strand	

Application documents (1 original of each documents) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Superintendent Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program – CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC) Proposed Tuition and other fees Proposed School Calendar Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others) Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners’ Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures 		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary	1.1 Receive, stamp, and input in the Data	None	10 minutes	Admin Officer IV/ Admin Staff

requirements to the SDO	Tracking System the application from the school and forward to SGOD-SMME Section			(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	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
Total		None	6 days and 30 minutes	

4. Application of Summer Permit for Private Schools

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

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with summer enrollees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent School Calendar for Summer – 35 days List of teachers who intent to teach during summer classes General class program for summer Tuition and other school fees Tentative list of summer enrollees with learning areas to be taken written opposite each name 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. Written consent of parents whose children will attend student summer classes Post summer activities 			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 designated/incharge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/SGOD Staff
	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and	None	10 minutes	Admin Officer IV/ Admin Staff
	release to Regional Office for their appropriate action			(Records)
Total		None	6 days and 30 minutes	

5. Application for No Increase in Tuition Fee

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

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with permit to operate/recognition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document)				
<ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year 			School Applicant	
<ul style="list-style-type: none"> Xerox copy of the latest approved tuition, miscellaneous & other school fees 			School Applicant	
<ul style="list-style-type: none"> Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. 			School Applicant	
<ul style="list-style-type: none"> Copy of Government Permit to Operate/Recognition Certificate 			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 forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV / Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	SDS

	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
Total		None	6 days and 30 minutes	

6. Application for Increase in Tuition Fee

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

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with recognition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document)			School Applicant	
<ul style="list-style-type: none"> 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; 			School Applicant	
<ul style="list-style-type: none"> Xerox copy of the latest approved tuition, miscellaneous & other school fees; 			School Applicant	
<ul style="list-style-type: none"> Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized; 			School Applicant	
<ul style="list-style-type: none"> Percentage of Increase of Tuition/Miscellaneous & other fees; 			School Applicant	
<ul style="list-style-type: none"> Copy of Government Recognition Certificate; and 			School Applicant	
<ul style="list-style-type: none"> 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): 			School Applicant	School Applicant
a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.				
b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year			School Applicant/PTA	
c. At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.			School Applicant	
			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. 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, evaluate the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for aprival	None	40 hours	SMM&E (in charge of private school) / Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	8 hours	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
Total		None	6 days and 30 minutes	

Internal Services

A. OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

1.1 ISSUANCE OF FOREIGN OFFICIAL TRAVEL AUTHORITY

1.2 ISSUANCE OF PERSONAL TRAVEL AUTHORITY

A. BUDGET UNIT

1. Processing of ORS

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

Office or Division:	Budget Unit	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	SDO Personnel, School-based Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy) Accounting Unit		<ul style="list-style-type: none">Accounting Unit
2.Disbursement Voucher (1 Original Copies, 2 Photocopy) Accounting Unit		<ul style="list-style-type: none">Accounting Unit
Purchase Orders (pre-audited)		
1. AR/ATC (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
Biddings		
1. Notice of Award (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
Cash Advances for Travels		
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		<ul style="list-style-type: none">Requesting Unit

4. AR/ATC (1 Original Copies, 2 Photocopy)				<ul style="list-style-type: none"> Requesting Unit
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)				<ul style="list-style-type: none"> Requesting Unit
2. Letter request (1 Original Copies, 2 Photocopy)				<ul style="list-style-type: none"> Requesting Unit
3. WFP (1 Original Copies, 2 Photocopy)				<ul style="list-style-type: none"> Requesting Unit
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	IVY JOY B. MARTE/ ADAS I
	1.2. Review, analyze and verify the documents	None	5 minutes	IVY JOY B. MARTE/ ADAS I
	1.3. Verify the availability of allotments	None	3 minutes	MARIZZ M. TABAUSARIS/ Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	MARISTELA M. CABELIN/ ADAS III
	1.5. Generate printout of ORS	None	2 minutes	MARISTELA M. CABELIN/ ADAS III
	1.6. Certification by the Head of the Budget Unit	None	5 minutes	MARIZZ M. TABAUSARIS/ Budget Officer III

	or his authorized representative on the existence of 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/allotment under his/her direct supervision (Box A)	None	5 minutes	<p>JOHANNAH D. BANTAS JD/ AO V</p> <p>RONELA S. MOLINO EdD/ CID CHIEF</p> <p>MARISSA T. BERNALDEZ EdD/SGOD CHIEF</p>
	1.8. Forward to Accounting Division	None	3 minutes	<p>ROVIE JANE R. PANES/ ADMIN AIDE VI</p> <p>FATMA S. TALEMBO/ ADMIN AIDE VI</p> <p>BEVY GUINERE V. VILLARMA/ COS</p>

Total:	None	30 inutes	
---------------	-------------	------------------	--

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	Learners			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Reports of Check Issued (RCI)				<ul style="list-style-type: none"> Cashiers 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	MARISTELA M. CABELIN/ADAS III
	1.2. Encode/post the data on the BMS	None	5 minutes	MARISTELA M. CABELIN/ADAS III
Total:		None	8 minutes	

B. Cash Unit

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
<ul style="list-style-type: none"> • Authority to Cash Advance (Original Copy) • Certification of No Liquidated CA's • Documentary requirements 				<ul style="list-style-type: none"> • Accounting Division
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	SDS Miguel P. Fillalan, Jr . CESO V SDS
2. Forward to Head Office for Approve, then prepare DV & ORS and attached documentary requirements needed for Cash Advances	2.1. Sign the documentary requirements needed for Cash Advance	None	15 minutes	Jocelyn D. Manuel ADAS-II

3. Prepare DV & ORS and attached documentary requirements needed for cash advances	3.1. Forward the ORS/DV to signatories	None	1 day	Jocelyn D. Manuel ADAS-II/Carmelita R. Perez-AOIV
	3.2. Received complete. Accurate and approved DV, ORS, ADA and supporting documents form the Head Office	None	10 minutes	Jocelyn D. Manuel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	JIMMY LLANITA
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	CHERYLYN G. MATURAN
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	CARMELITA R. PEREZ
	3.6 Review the ADA Details against ACIC	None	20 minutes	CARMELITA R. PEREZ

	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	CARMELITA R. PEREZ
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	CARMELITA R. PEREZ/JOCELYN MANUEL
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	SDS MIGUEL P. FILLALAN, JR. CESOV
	3.10 Receive the signed ADA, PACSVAL and ACIC to the Bank	None	10 minutes	CARMELITA R. PEREZ/JOCELYN MANUEL
	3.11 Submit the ADA, PACSVAL and ACIC	None	1 hour	JOCELYN D. MANUEL
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	CARMELITA R. PEREZ/JOCELYN MANUEL

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:		Government to Government (G2G)		
Who may avail:		SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
13. 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	Engr. Caoile, Jr. / ITO
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	Engr. Caoile, Jr. / ITO

	1.6.Give the credentials to the client	None	5 minutes	Client and Engr. Caoile, Jr. /ITO
--	--	------	-----------	-----------------------------------

Total:	None	38 minutes	
---------------	-------------	-------------------	--

2. Checking of email sent	2.1.None	None	2 minutes	Engr. Caoile, Jr. / ITO
	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	Engr. Caoile, Jr. / ITO
	2.3.Create/ delete/ rename account or reset password of client account	None	15 minutes	Engr. Caoile, Jr. / ITO
	2.4.Give the credentials to the sender	None	5 minutes	Engr. Caoile, Jr. /ITO
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:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> 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 ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	Engr. Caoile, Jr. /ITO
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	Engr. Caoile, Jr. /ITO
	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 Engr. Caoile, Jr. /ITO
	1.7. Give recommendation to the client on what to do	None	15 minutes	Engr. Caoile, Jr. /ITO

	1.8. Return the equipment to client	None	5 minutes	Engr. Caoile, Jr. /ITO
	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:	Government to Government (G2G)			
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		Engr. Caoile, Jr. /ITO		
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 / Engr. Caoile, Jr. /ITO
	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	

D. LEGAL UNIT

1. Issuance of Certificate of No Pending Case

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
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	Marry Flor P. Avellanoza/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	Marry Flor P. Avellanoza/Legal Assistant

				Atty. Janice P. Caraballe/Legal Officer
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
		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 Unit 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:	Government to Government (G2G)
Who may avail:	DepEd Licensed Public School Teachers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy attached form of School Records (Annex C), notarized by an authorized official (Division HRMO)	Personnel Unit
2. Endorsement Letter from the Division Office	
3. Letter of Intent addressed to the Head of Office	Client
4. Duly accomplished ERF – 4 copies (computer generated and notarized)	Personnel Unit
5. Duly accomplished CS Form 212 with work experience sheet – 1 copy	CSC Website/SDO website
6. Photocopy of valid and updated PRC license/ ID	PRC
7. Photocopy of scholastic/academic records such as but not limited to Transcript of Record (TOR), Diploma, and Special Order, including completion of graduate and post-graduate units/degrees (Masteral and Doctoral) duly certified as true copy from the original by the School attended (CAV)	Emanating School
8. Omnibus Certification of Authenticity and Veracity of School Records (HEIs, LUCs, and SUCs by Division HRMO)	Personnel Unit
9. Photocopy of Certificate(s) of Training	Client
10. Photocopy of updated and duly signed Service Record – 1 copy	Personnel Unit
11. Copy of latest appointment – 1 copy	Client
12. Photocopy of the Performance Rating in the last rating period(s) covering one (1) year performance – 1 copy	
13. Certificate of Employment (for Teachers with Private School teaching experience) – 1 copy	Previous employer
14. Copy of Approved Study leave/ permit to study per semestral basis or scholarship	Client
For SPET Applicants	
1. Certification that the teacher has at least 3 years of experience teaching children with special needs	
2. Certificates of the one-month summer training in SPED conducted at the PNU, UP, YMCA Open	

College, Manila and other institutions through DepEd shall be given 9 units				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Lyka C. Caña Administrative Assistant III Juvy Lyn L. Mangibunong Administrative Officer IV
	1.2 Process ERF application and attached necessary documents	None	30 minutes	Lyka C. Caña Administrative Assistant III
	1.3 Forwards to authorized signatories for signature on ERF Form	None	1 hour	Juvy Lyn L. Mangibunong Administrative Officer IV Miguel P. Fillalan Jr. CESO V Schools Division Superintendent
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2.2 Indorse the ERF application to Regional Office	None	5 minutes	Lyka C. Caña Administrative Assistant 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:	Government to Government (G2G)	
Who may avail:	DepEd Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave 1. CSC Form 6 Revised 2020 (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 Records Unit Client
Sick Leave 1. CSC Form 6 Revised 2020 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 copy) 3. Letter request, if necessary (1 original copy)		Personnel Unit Client Client
Paternity Leave 1. CSC Form 6 Revised 2020 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. CS Form 6a series of 2020, if necessary (3 original copies) <i>Additional Requirements:</i> <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 Personnel Unit Client
Maternity Leave 1. CSC Form 6 Revised 2020 (3 original copies) 2. Letter request, if necessary (1 original copy)		Personnel Unit Client

3. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if necessary – 3 copies				Client Records Unit
<i>Additional Requirements:</i> <ul style="list-style-type: none"> • Medical Certificate • Clearance (4 original copies) • Special Order Form (for double pay requirements) 				
Solo Parent Leave 1. CSC Form 6 Revised 2020 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> Solo Parent ID (1 photocopy)				Personnel Unit Client DSWD/Client
Special Privilege Leave 1. CSC Form 6 Revised 2020 (3 original copies)				Personnel Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirement within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Julius Raul B. Mendoza
	1.2. Check the received documents as to completeness	None		Administrative Aide VI
	1.3. Forward the complete document to the Personnel for appropriate action	None	2 hours	Julius Raul B. Mendoza Administrative

				Aide VI
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Aubrey D. Ela Administrative Assistant III
	1.5. Forward to the Office of the SDS for Approval <i>If 30 days below</i> Forward to the Office of the ASDS for Approval	None	20 minutes	Aubrey D. Ela Administrative Assistant III
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	For SDS Ruby Grace T. Tolin Administrative Assistant III For ASDS Dyessa Gabrielle B. Plaza Administrative Aide VI Aubrey D. Ela Administrative Assistant III
	1.7. Forward the approved Form 6 to the Records Unit for release	None	15 minutes	Aubrey D. Ela Administrative Assistant III Julius Raul B. Mendoza Administrative Aide VI
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Julius Raul B.

				Mend oza
				Administrative Aide 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:	Government to Government (G2G)			
Who may avail:	DepEd employees that reached the retiring age requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement (1 copy)		Concerned retiree		
2. Service Record (4 Original copies)		Personnel Unit		
3. Clearance for money and property Accountabilities School, District, and Division (4 Original copies)		School, District, Records Unit		
4. Statement of Assets and Liabilities (1 Original copy)		Concerned retiree		
5. Certificate of No Pending Administrative Case (1 Original Copy)		Personnel Unit/Legal Section		
6. Certificate of Last Day of Service (1 Original Copy)		Personnel Unit		
7. Certificate of Last Salary Receive (1 Original Copy)		PSU		
8. Certification of Leave with or without pay (1 Original Copy)		Personnel Unit		
9. GSIS Application for retirement benefits form and Declaration of Non-Pendency and Pendency form		Personnel Unit / GSIS		
10. Official Receipt of Provident Loan (1 original copy) for employees with Provident Loan		Accounting Unit/ Cash Unit		
11. Certificate from Private Lending Institution (PLI) for employees with private loans		Private Lending Institution (PLI)		
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 assigned School Administrative	None	30 minutes	Michelle Irish G. Mendoza

	Officer II			Administrati ve Assistant III
	1.2 Check and verify the completeness of the documents	None	30 minutes	
	1.3 Inform the concerned person if the requirements are incomplete	None	1 day	
	1.4 Authenticate complete documents for retirement. Prepare 1 st endorsement	None	10 1 hour	
	1.5 Forward complete documents to SDS office for signature	None	2 days	
	1.6 Forward signed documents to Personnel Unit	None	5 minutes	Ruby Grace T. Tolin Administrati ve Assistant III
2. Release complete documents to concerned retiree	2.1. Release documents to concerned retiree	None	5 minutes	Michelle Irish G. Mendoza Administrati ve Assistant III Concerned Retiree
TOTAL		None	3 days, 2 hours, 10 minutes	

a. 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:	Government to Government (G2G)
Who may avail:	DepEd SDO employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 original copy)	Client
2. Clearance from School property custodian/school head of requesting party (3 original copies)	Client
3. Designation of relieving teacher/employee in their absence (1 original copy)	Personnel Unit
4. Indorsement letter from school head/agency head (1 original copy)	School
5. Certificate of No pending case (1 original copy)	Personnel Unit/Legal Section
6. Travel Authority Request Form A (DO No. 43, s. 2014)(1 Original copy)	Personnel Unit
7. Invitation (1 original/photocopy)	Client
8. Estimated Travel Cost, travel is approved (1 copy)	Client
9. Complete Staff Work (1 copy)	Personnel Unit
<i>For Personal Travel:</i> 1. Intent Letter (leave) noted by Head of Office (indicate reason, dates, and country to travel) 2. Duly Approved Leave Application (CSC Form 6, Revised 2020) 3. Duly Accomplished Travel Authority Request Form (DO 046, s. 2022) 4. School Clearance/District Clearance 5. Certification from Office Head that absence will not hamper the operational efficiency of the office (RO Template) 6. Endorsement of the School Head to SDO 7. CSC Form No. 7 (Clearance) 8. Certificate of No Pending Case 9. Certificate of Substitution from Division Office (RO Template)	Client Client Personnel Unit School/District Personnel Unit Personnel Unit Records Unit Personnel Unit/Legal Unit Personnel Unit

10 Endorsement from SDO to Regional Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1 Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details	None	15 minutes	Julius Raul B. Mendoza Administrative Aide VI
	<p>If incomplete submission, coordinate with the concerned office/personnel to request lacking documents and/or confirm any inconsistencies</p> <p>If complete and accurate, prepare the necessary additional requirements</p>	None		Aubrey D. Ela Administrative Assistant III
	1.2 Route the travel documents for signature of authorized officials	None	1 day 10 days (processing	Aubrey D. Ela Administrative Assistant III
2. Receives travel documents	<p>2.1 Release the signed endorsement and documents to the Records unit/concerned employee for submission to DepEd NCR</p> <p><i>If Personal Travel</i> Forward signed endorsement and</p>	None		Julius Raul B. Mendoza Administrative Aide VI

	documents to Region Office for approval of Regional Director		time)	Aubrey D. Ela Administrative Assistant III
	2.2 Receive approved travel documents and endorsement and release to concerned employee	None	5 minutes	Aubrey D. Ela Administrative Assistant III
TOTAL		None	1 day, 15 minutes 11 days, 20 minutes (for personal travel)	

4. 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:	Government to Government (G2G)			
Who may avail:	DepEd Employee/Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data sheet request form(1 copy)		Personnel Unit		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit data sheet request form	1.1 Receive submitted data sheet request form	None	2 minutes	Kirby B. Rabia Administrative Aide VI
	1.2 Prepare the request of employee and refer to PSIPOP and update e-HRDMS	None	5 minutes	Kirby B. Rabia Administrative Aide VI
	1.3 Prepare Certificate of Employee for signature of HRMO	None	5 minutes	Kirby B. Rabia Administrative Aide VI Juvy Lyn L. Mangibunong Administrative Officer IV
2. Release Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	Kirby B. Rabia Administrative

2. Release Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	Kirby B. Rabia Administrative Aide VI
TOTAL		None	9 minutes	

6. 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:	Government to Government (G2G)			
Who may avail:	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For GSIS Loans 1. Recent payslip (1 photocopy) 2. Certificate of No Pending Case (1 original copy for landbank) 3. Certificate of No leave of absence without pay, if applicable for landbank COE For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan		Requesting Entity Personnel Unit Legal Unit		
For Private Lending Institutions: 5. Last three (3) months’ payslip (1 authenticated copy) 6. Latest Appointment (1 photocopy) Subject: Approval of Loan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Marjorie Gail C. Fortinez

applicatio n (walk- in/online)				Administrati ve Assistant III
	1.2 Check and evaluate loan application if eligible	None	20 minutes	Marjorie Gail C. Fortinez Administrati ve Assistant III
	1.3 Approve/Dis approve loan application through e- confirmation of GSIS/email	None	15 minutes	Marjorie Gail C. Fortinez Administrati ve Assistant III
	1.4 Notify the client on the action taken by the Office through e- mail	None	15 minutes	Marjorie Gail C. Fortinez Administrati ve Assistant III
TOTAL		None	55 inutes	

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

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	New entrants SDO employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointments Processing Checklist (1 original)	Personnel Unit
2. Appointment Form CS Form No. 33-B (Revised 2018) (4 original)	Personnel Unit

copies)	
3. Oath of Office – CS Form No. 32 (Revised 2018) (3 original copies)	Personnel Unit
4. Certificate of Assumption to Duty – CS Form No. 4 (Series of 2018) (3 original copies)	Personnel Unit
5. Clearance – CS Form 7 for Transfer as Nature of Appointment	Records Unit
6. Position Description Form – DBM-CSC Form No. 1 (Revised version No. 1, s. 2017)(3 original copies)	Personnel Unit
7. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original)	Appointee
8. Work Experience Sheet (3 original)	Appointee
9. Certified true copy of Original Transcript of Records (1 photocopy)	Emanating School
10. Authenticated copy of PRC Board rating/CSC Eligibility (2 original) (2 photocopy for Reappointment and Reemployment) except for Provisional	PRC or CSC
11. Certified true copy of Professional Regulation Commission (PRC) Identification card – if applicable (2 original) (2 photocopy for Reappointment and Reemployment) except for Provisional	PRC
11. Performance Rating (1 photocopy) for Transfer	Appointee
12. Medical Certificate – CS Form No. 211 (Revised 2017) (2 copies) except for promotion, reappointment, and transfer	Personnel Unit
13. Results of Medical Exam and Laboratory test (1 copy) except for promotion, reappointment, and transfer	Accredited Health Care Facility
14. NBI Clearance (1 copy) except for promotion, reappointment, and transfer	NBI
15. PSA Birth Certificate (1 photocopy) except for promotion, reappointment, and transfer	PSA
16. Marriage Certificate – if applicable (1 photocopy)-except for promotion, reappointment, and transfer	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements	1.1 Receive and check for the completeness of the submitted requirements for appointment	None	15 minutes	Keziah Jemimah A. Del Mundo Administrative Assistant III
	1.2 Prepare Appointment paper (CS Form No. 33-B), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Appointment processing checklist	None	30 minutes	Keziah Jemimah A. Del Mundo Administrative Assistant III
	1.3 Forward to Immediate Superior the Position Description Form and Assumption to Duty for signature	None	5 minutes	Immediate Superior
	1.4 Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-B)	None	5 minutes	Juvy Lyn L. Mangibunong Administrative Officer IV Assistant Schools Division Superintendent

	1.5. Forward to SDS for signature as to Appointing Authority	None	10 minutes	Schools Division Superintendent
	1.6 Forward the signed appointment to Personnel Unit	None	5 minutes	Ruby Grace T. Tolin Administrative Assistant III Keziah Jemimah A. Del Mundo Administrative Assistant III
2. Appointee receives a copy of the signed appointment	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	Keziah Jemimah A. Del Mundo Administrative Assistant III
TOTAL		None	1 hour, 15 minutes	

8. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original copy)	Concerned Retiree

2. Approved Leave Application (Form 6)		Personnel Unit		
3. Service Record (1 original copy)				
4. GSIS Retirement Voucher (1 original copy)		Concerned Retiree		
5. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
6. Certificate of Last Payment (1 original copy)		PSU		
7. Clearances (Money and Property accountabilities) 3 copies		School, District, Records Unit		
8. Latest Notice of Salary Adjustment (NOSA) 1 original copy		Personnel Unit		
9. Certified photocopy of employees leave card as of last date of service duly audited by the Personnel Unit				
10. Certificate of Leave Credits issued by Admin/HRMO				
11. Statement of Assets, Liabilities, and Net worth (SALN)		Concerned Retiree		
12. Certified photocopy of Appointment (latest)		Personnel Unit		
13. Computation of Terminal Leave Benefits duly signed/certified by the HRMO				
14. In case of resignation , employee's letter of resignation duly accepted by the Head of Agency		Client		
15. last payroll received		PSU		
16. letter of intent		Client		
17. photocopy of leave card		Personnel Unit		
18. For deceased employee:				
19. Death Certificate authenticated by PSA		PSA		
20. Marriage Certificate authenticated by PSA		PSA		
21. Birth certificates of all surviving legal heirs authenticated by PSA		PSA		
22. Designation of next-of-kin		Spouse		
23. Waiver of rights of children 18 years old and above		Attorney		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the document ary requireme	1.1 Receive the complete documents	None	10 minutes	Michelle Irish

nts within the prescribed timeline from the concerned office				
	1.2 Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Michelle Administrative Aide VI
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Michelle Irish G. Mendoza Administrative Assistant III
	1.5 Forward to the Office of the SDS for Approval	None	20 minutes	Michelle Irish G. Mendoza Administrative Assistant III
				Miguel P. Fillalan Jr. CESO V Schools Division Superintendent
	1.7 Forward the approved Form 6 to the Personnel Unit for release	None	15 minutes	Ruby Grace T. Tolin Administrative Assistant III Michelle Irish G. Mendoza Administrative Assistant III

2. Receive and forward the documents	2.1 Receive and forward the documents to Budget Unit	None	10 minutes	Michelle Irish G. Mendoza Administrative Assistant III
TOTAL		None	3 hours, 55 minutes	

9. Request for Correction of Name and Change of Status

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

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PSA Marriage Certificate (for Change of status) (1 photocopy)			Employee/PSA	
2. PSA Birth Certificate for Correction of Name (1 photocopy)			Employee / PSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements	1.1 Receive and check for the complete document	None	3 minutes	Aubrey D. Ela Administrative Assistant III
	1.2 Preparation of updates and submission of scanned copy to DepEd Region Office	None	5 minutes	Aubrey D. Ela Administrative Assistant III April Rose E. Marcelino

				Administrative Officer II
	TOTAL	None	8 minutes	

PROPERTY AND SUPPLY

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.

Name of Office/Division	Property and Supply Unit /SDO Kidapawan City			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who May Avail	Deped Employees			
Checklist of Requirements	Where to Secure			
<ul style="list-style-type: none"> 1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original) 	<ul style="list-style-type: none"> Employee/ Property and Supply Unit 			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requesting Personnel forwards signed/approved RIS to Property/Supply Unit/Division	1.1 Receives approved RIS	None	5 minutes	Bimbo A. Bolasa Karen Jane S. Allarse
	1.2 Check the availability of stocks	None	10 minutes	Bimbo A. Bolasa Karen Jane S. Allarse
	1.3 Forwards the RIS Form to the Head of Supply/Property for review and approval	None	3 minutes	Bimbo A. Bolasa Karen Jane S. Allarse

	1.4 Preparation of Issuance Documents: a. Inventory Custodian Slip (for item less than 15,000) b. Property Acknowledgment Receipt (for item more than 15,000)	None	5 minutes	Karen S. Allarse Bimbo A. Bolasa
2. Receive the supplies and the copy of the approved RIS Form	Release of supplies to the end-user	None	5 minutes	Bimbo A. Bolasa Karen Jane S. Allarse Joseph Dominic Abuyo
TOTAL			28 minutes	

2. Property and Equipment Clearance Signing

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

Name of Office/Division		Property and Supply Unit / SDO Kidapawan City		
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		Property and 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	1.1 Receive the accomplished form and checks if the concerned	None	5 minutes	Bimbo A. Bolasa Karen Jane S. Allarse

equipment's (if any)	employee has an accountability for property and equipment			
	a. If employee has no accountability, supply officer signs clearance part on property and equipment.	None	5 minutes	Grace S. Bolasa
	b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	5 minutes	Grace S. Bolasa
TOTAL			15 minutes	

E. CURRICULUM IMPLEMENTATION DIVISION

- 1. Program Work Flow**
- 2. Quality Assurance of supply**

SCHOOLS GOVERNANCE AND OPERATIONS DIVISION- PLANNING AND RESEARCH SECTION

- 1. Request for basic data (internal stakeholder)**
- 2. Request for data for EBEIS/LIS/NAT and Performance Indicators**

Feedback and Complaints Mechanism

How to send feedback

Walk-in: Visit the Division Public Assistance Coordinator (DPAC) Johannah D. Bantas, AO V

Online: Email DPAC at johannah.bantas@deped.gov.ph

Phone: Call the Office of the SDS at 064-5779654

SMS: Send a text message to OSDS at 09069910052

How feedback is processed

- For feedback sent through the PAAC: Feedback shall be recorded and referred to the concerned office/s through the RPAC/DPAC with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client within 72 hours, CC:PAAC/RPAC.

- For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office through the DPAC and communicated to the client.

How to file a complaint

- Walk-in: Visit the DPAC at the Administrative Section Office. However, if the client already has the required documents for filing a complaint, said documents shall be received by Records.

- Online: Email the DPAC or fill out the online feedback form at depedkidapawancity.net

- Phone: Call the Office of the SDS at 064-5779654

- SMS: Send a text message to OSDS at 09069910052

- Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.

Contact Information of 8888, ARTA, and CSC-CCB

8888: Call 8888 Text 8888 Visit <https://8888.gov.ph/>

ARTA: Call 0969-257-7242 or 0928-690-4080

Email: complaints@arta.gov.ph

Civil Service Commission-Contact Center ng Bayan (CSC-CCB):

Call 1-6565 Text 09088816565

Visit: <https://contactcenterngbayan.gov.ph/contact-us>