



Schools Division of Kidapawan City CITIZEN'S CHARTER

CITIZEN'S CHARTER
2026 (1st Edition)

I. Brief History of SDO Kidapawan City

Kidapawan City was created by virtue of Republic Act No. 8500 signed by President Fidel Valdez Ramos on February 12, 1998, making it a component city of the Province of Cotabato with Mayor Luis Paña Malaluan as the first City Mayor of Kidapawan.

In line with the cityhood of Kidapawan came the birth of DepEd Kidapawan City Division. It was conceived as an interim city division on February 16, 1999 with Dr. Gloria M. Mudanza as the Schools Division Superintendent and Ma. Rosa C. Gutierrez, Assistant Schools Division Superintendent.

Kidapawan City is known as the “City of Fruits and Highland Springs” under the 2nd Legislative District Province of North Cotabato. The total land area is 340.07 km² (131.30 sq. mi) with a total population of 125,447 (2010).

Kidapawan City has forty (40) barangays under its geopolitical jurisdiction composed of fifty-three (53) elementary schools under five districts, sixteen (16) public secondary schools and eight (8) integrated schools under three zones. There are twenty-two (22) private kindergarten schools, thirteen (13) private elementary schools and eight (8) private secondary schools strategically located in the city.

II. Mandate

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

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

III. Vision

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

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

IV. Mission

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

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

V. Service Pledge

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

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

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction.

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SCHOOLS DIVISION OFFICE

EXTERNAL SERVICES

LEARNING RESOURCE MANAGEMENT AND DEVELOPMENT SYSTEM (LRMDS)

1. Borrowing and Returning of Supplementary Learning Resources from 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	2 mins	Records Unit Admin. Aide VI
	Retrieve approved letter of approval from the office of the SDS	None	2 mins	Records Unit Admin. Aide VI
	Forward the approved letter request to the Curriculum Implementation Division Chief	None	2 mins	OSDS Admin Asst.
	Forward the approved letter request to the LRMDS – Education Program Supervisor	None	2 mins	CID Admin Asst
	Forward the request to Division Librarian for availability of requested books	None	2 mins	Alea C. Narciso (Division Librarian)
	Check availability of requested books	None	5 mins	Alea C. Narciso (Division Librarian)
	Prepare the books requested	None	5 mins	Alea C. Narciso (Division Librarian)
	Record the books before release to the requesting school including expected date of return	None	5 mins	Alea C. Narciso (Division Librarian)
	Release of books	None	5 mins	Alea C. Narciso (Division Librarian)
TOTAL:		None	30 minutes	

2. Registration for an Account in the 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	5 mins	Records Unit Admin. Aide VI
	1.2. Retrieve approved letter of approval from the office of the SDS	None	5 mins	Records Unit Admin. Aide VI
	1.3. Forward the approved letter request to the Curriculum Implementation Division Chief	None	5 mins	Records Unit Admin. Aide VI
	1.4. Forward the approved letter request to the LRMDS – Education Program Supervisor	None	5 mins	Ronela S. Molina, EdD (CID Chief)
	1.5. Forward the request to LRMDS PDO II for account verification	None	5 mins	Hazel G. Aparece, EdD (LR EPS)
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	15 mins	Engr. Manuel Phillip M. Caoile, Jr. (Division IT Officer)
	2.2. Registration of new user account to the LRMDS	None	10 mins	Adolf John B. Montero (PDO II – LRMDS)
	2.3. Activate Account	None	10 mins	Adolf John B. Montero (PDO II – LRMDS)
	2.4. Communicate with Requesting Party regarding Account Activation	None	5 mins	Hazel G. Aparece, EdD (LR EPS) / Adolf John B. Montero (PDO II – LRMDS)

3. Login to LRMDs Portal	3.1. Proceed with login and access the LRMDs Portal	None	5 mins	Requesting Party
TOTAL:		None	1 hour, 5 minutes	

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Claiming of Checks for Payment of Obligation (made through Checks)

Payment of obligations of the Schools Division Office (SDO) is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA). The Cash Section of the SDO's Administrative Unit issues checks to Clients for payments of obligation that were made through checks. This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks.

Office or Division:	Office of the Schools Division Superintendent – Cash Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Any client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Identification Card-One (1) photocopy of any government-issued Valid ID of the requesting person (ID must have a signature).				Client
This may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • Unified Multi-Purpose Identification (UMID)				Client
For an authorized representative				Client
Authorization Letter – One (1) Original Copy				Client
One (1) photocopy of the requesting person's valid ID (ID must have a signature)				Client
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Jocelyn D. Manuel/ Administrative Assistant II
	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Jocelyn D. Manuel/ Administrative Assistant II
2. Sign releasing logbook and disbursement voucher	2.1 Check and verify signature against the ID presented	None	5 minutes	Jocelyn D. Manuel/ Administrative Assistant II
	2.2 Release check	None	5 minutes	Jocelyn D. Manuel/ Administrative Assistant II
3. Receive check and validate	3.1 Receive the official receipt given by the	None	5 minutes	Jocelyn D. Manuel/ Administrative Assistant II

correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	Client			
Total:		None	30 minutes	

Office of the Schools Division Superintendent – Legal Unit

1. Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any graduate of public and private schools, including the Alternative Learning System, 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.

**Corrections of learner information for currently enrolled learners may be processed through the school using the Learner Reference Number (LRN). The school shall validate the request and initiate the necessary correction following prescribed DepEd procedures.*

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Graduates of Public or Private School, including ALS			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Request Letter indicating the entry/entries to be corrected – one (1) original copy				Client
School records to be corrected: Diploma or Form 137 or SF 10, whichever is applicable – one (1) original, one (1) photocopy				School
Certification or Endorsement from the School Head – one (1) photocopy				School
Certificate of Live Birth issued by the Philippine Statistics Authority – one (1) original, one (1) photocopy				Philippine Statistics Authority
Affidavit of Discrepancy – one (1) original copy				Client
Affidavit of Two Disinterested Persons – one (1) original, one (1) photocopy				Affiants
Valid ID of the requesting party showing photo and signature; if filed by a representative, include an Authorization Letter/or Special Power of Attorney and valid ID of both parties				Client
Data Privacy Consent Form -One (1) original copy				Legal Unit
If the Client is a graduate of a private school				
Special Order of Graduation (required only for graduates of private schools) – one (1) original				School
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the SDO through the Records Section	1.1. Receive and record to logbook <i>Note: Inform Client that s/he will be notified once</i>	None	10 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen (Records Section)

	<i>the document is available</i>			
	1.2. Refer the documents to Legal Unit	None	10 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen (Records Section)
	1.3. Evaluate submitted documents for completeness and legal sufficiency <i>Note: If there is any requirement that is lacking, inform the client that request will only be processed upon submission of lacking requirement/s</i>	None	20 minutes	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
	1.4. Draft Resolution/ Order	None	1 day	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
	1.5. Review and forward to Schools Division Superintendent for signature	None	1 day	Atty. Janice P. Caraballe, OSDS- Legal Unit
	1.6. Review and sign the Resolution/ Order, then forward to Records Section for releasing of document	None	1 day	SDS Miguel P. Filalan Jr. <i>Note: In the absence of the SDS, the Officer-in-Charge or authorized representative may sign on his/her behalf</i>
	1.7. Notify the client that the approved Resolution/Order is available for release	None	10 minutes	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
Total:		None	2 days and 1 hour	

2. Legal Assistance to Walk-in Clients

This process is intended to establish the conduct, management, and treatment of legal queries and/or concerns of internal and external clients.

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	School Personnel, General Public			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
A copy of written query/concern (if applicable)				Client
Identification Card - Any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID				Client
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1. Instruct the Client to register in the Visitor's Logbook then refer to the Legal Officer.	None	5 minutes	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
	1.2. Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Atty. Janice P. Carabelle, OSDS- Legal Unit
	1.3. Provide appropriate legal assistance based on the information and documents submitted.	None	1 hour	Atty. Janice P. Carabelle, OSDS- Legal Unit

	<i>Note: If the information provided incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>			
Total:		None	2 hours and 5 minutes	

Office of the Schools Division Superintendent - Personnel Unit

1. Acceptance of Application for Reclassification

This service is to validate the classification level of teachers applying for reclassification. The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval.

Office or Division:	Office of the Schools Division Superintendent -Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd Licensed Public School Teachers / School Principal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of intent addressed to the SDS containing the following information - one (1) original copy: i. Statement of Purpose/Expression of interest ii. Position applied for		Applicant/Client
Duly accomplished PDS (CS Form 212, Revised 2025, with Work Experience Sheet - one (1) original copy		Civil Service Commission (CSC) Website
Valid and updated PRC License/ID - one (1) photocopy		Professional Regulatory Commission (PRC)
Certificate of Competency level issued by authorized body (if applicable) - one (1) photocopy		Technical Education and Skills Development Authority (TESDA)
Scholastic/ academic record (i.e, Special Orders, Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available) - one (1) photocopy		Applicant/Client
Certificate/s of completion of National Educators Academy of the Philippines (NEAP)-accredited professional development programs/courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any - one (1) photocopy		Public and Private Accredited Training Institution
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable - one (1) photocopy		Previous/Current Employer/s
Latest appointment - one (1) photocopy		Applicant/Client
Required Performance Ratings with at least Very Satisfactory rating - one (1) photocopy <i>(Note: The applicant must submit three (3) performance rating depending on the performance requirements needed in particular position they applied for; and the latest performance rating shall cover one (1) complete performance rating period in the current position)</i>		Applicant/Client
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 pursuant to RA No. 10173 (Data Privacy Act of 2012), using		DepEd No. 7, s. 2023 / Personnel Section

the attached form (Annex C-2) - one (1) original copy				
Other documents as may be required by the HRMPSB including but not limited portfolio for the assessment of identified PPST non-classroom observable indicators - one (1) photocopy				Applicant / Client
Duly accomplished Reclassification Form for Teachers Position (RFTP) - four (4) original copies				DepEd Order No. 24, s. 2025 / Personnel Section
Duly accomplished Reclassification Form for School Principal Position (RFSP) - four (4) original copies				DepEd Order No. 24, s. 2025 / Personnel Section
Duly accomplished Commitment Form, if applicable - one (1) original copy				DepEd Order No. 34, s. 2025 / Applicant
TESDA National Certificate/s Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational-Livelihood (TVL) track only)				Technical Education and Skills Development Authority (TESDA)
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Division's online system for the assignment of an application code	1.1 Issue the application code to the Applicant	None	15 minutes	LYKA C. CAÑA MPA Administrative Assistant III OSDS-Personnel Unit
2. Submit the complete pertinent documents to the applicant's incumbent school/district station	2.1 Receive, stamp and check the completeness of the submitted documents vis-à-vis application code	None	1 hour	School or District Sub-Committee
TOTAL:		None	1 hour, 15 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall be then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7, s. 2023.

2. Acceptance of Employment Application (Non-Teaching and Teaching Related Positions)

Any individual with an interest in applying for a position in the Department of Education may submit his/her credentials and other requirements.

This service charter outlines the procedures on accepting employment applications for non-teaching and teaching-related positions through online and walk-in applications.

Office or Division:	Office of the Schools Division Superintendent -Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All interested applicants			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirements				
Letter of Intent addressed to the Head of Office - one (1) original copy				Applicant/Client
Duly accomplished CSC Form 212 or Personal Data Sheet (Revised 2025) with the latest passport size ID picture and, if applicable, Work Experience Sheet - one (1) original copy				Civil Service Commission (CSC) Website
Valid and updated PRC License/ID, if applicable - one (1) photocopy				Professional Regulatory Commission (PRC)
Certificate of Eligibility/Rating - one (1) photocopy				CSC/PRC
Scholastic /academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees -one (1) photocopy				School/s attended
Certificate/s of Training - one (1) photocopy				Applicant/Client
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable - one (1) photocopy				Previous/Current Employer/s
Latest appointment, if applicable - one (1) photocopy				Previous/Current Employer
Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable - one (1) photocopy				Previous/Current Employer
Other Documents as may be required for comparative assessment, including but not limited to: i. Means of Verification showing Outstanding Accomplishment, Application of Education, and Application of Learning and Development ii. Photocopy of Performance Rating obtained from the relevant work experience				Applicant/Previous/Current Employer
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 - one (1) original copy				DepEd Order No. 7, s. 2023, Annex C/Personnel Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Application				
1. Submit complete pertinent documents to the official email address/online portal of the SDO	1.1 Acknowledge receipt of email for online submission	None	10 minutes	KEZIAH JEMIMAH A. DEL MUNDO MPA Administrative Assistant III OSDS-Personnel Unit

	1.2 Review the submitted documents for completeness	None	1 hour	JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II) OSDS-Personnel Unit
Walk-in Application				
1. Submit the complete pertinent documents to the Records Section	1.1 Stamp, Receive, issue a receiving copy, and transmit the documents submitted to the Personnel Unit <i>Note: Inform Client that s/he will be notified of the progress of his/her application</i>	None	30 minutes	JHON CARL M. VALLEJOS Administrative Aide VI OSDS-Records Section
	1.2 Review the submitted documents for completeness	None	1 hour	RHUEL JR P. MONTAÑEZ Administrative Aide VI OSDS-Personnel Unit
TOTAL (Online Application):		None	1 hour, 10 minutes	
TOTAL (Walk-in Application):		None	1 hour, 30 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated on the basis of applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

3. Issuance of Certificate of Employment (COE)

Certificate of employment is issued upon request of previous and current DepEd employee/s which shall serve as proof of evidence to verify employment history with Department of Education.

Office or Division:	Office of the Schools Division Superintendent -Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Former employees of the SDO			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Identification Card - one (1) original copy				Applicant/Client
Letter Request - one (1) original copy				Applicant / Client
For authorized representative				
Authorization Letter - one (1) original copy				Applicant / Client
Any valid identification card of the requesting party				Applicant / Client
Any valid identification card of the authorized representative				Authorized representative
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	JHON CARL M. VALLEJOS Administrative Aide VI OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, and check and obtain the employment records of the client. <i>Note: In cases where records require retrieval from archives, processing time may be extended.</i>	None	30 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II OSDS-Personnel Unit
	1.3 Encode and print	None	5 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II

	COE, affix initial before forwarding the document for signature of the HRMO			OSDS-Personnel Unit
	1.4 Review the accuracy of the information and sign the document	None	10 minutes	JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II) OSDS-Personnel Unit
	1.5 Release COE and file the request for reference/records purposes.	None	3 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II OSDS-Personnel Unit
TOTAL:		None	58 minutes	

4. Issuance of Service Record (SR)

Service Record is issued upon request of previous and current DepEd employee/s for purposes of employment verification, application, appointment and/or reclassification, availing of loans, PAGIBIG/GSIS reconciliation of government service, and other matters thereof.

Office or Division:		Office of the Schools Division Superintendent -Personnel Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Former employee of the SDO		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Identification Card - one (1) original copy				Applicant / Client
Letter Request - one (1) original copy				Applicant / Client
For authorized representative				
Authorization Letter - One (1) original copy				Applicant / Client
Any valid identification card of the requesting party				Applicant / Client
Any valid identification card of the authorized representative				Authorized representative
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and issue a receiving copy, then transmit the documents to	None	10 minutes	JHON CARL M. VALLEJOS Administrative Aide VI OSDS-Records Section

	Personnel Unit			
	1.2 Verify the completeness of the requirements submitted, then prepare the Service Record	None	30 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II OSDS-Personnel Unit
	1.3 Ensure authenticity and correctness of the Service Record and affix signature	None	10 minutes	JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II) OSDS-Personnel Unit
	1.4 Release the Service Record to Client	None	10 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II OSDS-Personnel Unit
2. Claim the Service Record and affix signature in the logbook	2.1 Review the correctness of Client's entry in the logbook	None	3 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II OSDS-Personnel Unit
TOTAL:		None	56 minutes	

Office of the Schools Division Superintendent – Property and Supply Unit

1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured with Logistics Services

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Specifically, this service covers the re-inspection of items procured by the Central Office through a third-party service provider and delivered to the Schools Division Office. It includes the conduct of a pre-inspection prior to the signing of the Delivery Receipt and the subsequent physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies		DepEd Central Office		
Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	4 hours	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Grace S. Bolasa
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Bimbo A. Bolasa Kevin Dave Espina
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member

	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Grace S. Bolasa
	1.7 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of TMO.	None	10 minutes	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
TOTAL:		None	2 days, 25 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Items procured by the Central Office and delivered to the Schools Division Office must be re-inspected through the conduct of pre-inspection before the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	4 hours	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay

receipt/s.	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Grace S. Bolasa
	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Bimbo A. Bolasa Kevin Dave Espina
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Grace S. Bolasa
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	10 minutes	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
TOTAL:		None	2 days, 25 minutes	

3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit
Classification:	Complex
Type of Transaction:	G2B (Government to Business)
Who may avail:	Supplier
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	2 hours	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Grace S. Bolasa
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	2 hours	Bimbo A. Bolasa Kevin Dave Espina
	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Bimbo A. Bolasa Kevin Dave Espina
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	4 hours	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member
	1.6 Sign the inspection portion of the IAR and forward to the Supply Officer to sign the acceptance portion. <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>	None	10 minutes	Antonio R. Pasigado Bimbo A. Bolasa Cf Loida Kim E. Africa Provisional Member
	1.7 Sign the acceptance portion of the IAR	None	10 minutes	Grace S. Bolasa
	1.8 Release a copy of the signed DR to the Client.	None	10 minutes	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
TOTAL (Returning):		None	1 day, 45 Minutes	

4. Request for Certificate of Final Acceptance or Certificate of Completion

This form is requested by the supplier upon completion of the delivery.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)
Classification:	Simple
Type of Transaction:	G2B (Government to Business)

Who may avail:		Supplier		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release will be sent to their provided contact info.</i>	None	5 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen (Records Section)
	1.2 Receive submitted documents and forward to SDS for review.	None	10 minutes	Jaycee Vallejos/ Floren Anunciado (Records Section)
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	SDS Miguel P. Fillalan Jr., CESO V
	1.4 Forward documents to PSU	None	10 minutes	Ruby Grace Tolin
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	30 minutes	Grace S. Bolasa
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to SDS office for signature.	None	15 minutes	Grace S. Bolasa
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	SDS Miguel P. Fillalan Jr., CESO V
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Ruby Grace Tolin
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Grace S. Bolasa
2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp “RELEASED”	None	5 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen

OSDS-Records Unit				(Records Section)
TOTAL (Returning):		None	2 Hours, 5 Minutes	
<i>** Depends on the availability of the signatory</i>				

5. Request for Supplier's Performance Evaluation

The Performance Evaluation Form is requested upon completion of the delivery to assess and monitor a supplier's performance over a defined period.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp "Received" with Date and Signature and forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>	None	5 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen (Records Section)
	1.2 Receive submitted documents and forwards to SDS for review.	None	10 minutes	Ruby Grace Tolin
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	SDS Miguel P. Fillalan Jr., CESO V
	1.4 Forward documents to PSU	None	5 minutes	Ruby Grace Tolin
	1.5 Receive documents for	None	5 minutes	Grace S. Bolasa

	proper verification.			
	1.6 Prepare Supplier's Performance Evaluation Form and forwards two (2) copies for SDS's signature	None	30 minutes	Grace S. Bolasa
	1.7 Receive documents and forward to SDS for signature.	None	5 minutes	Ruby Grace Tolin
	1.8 Sign the Supplier's Performance Evaluation Form and release one (1) copy to PSU for filing and one (1) copy to Records Unit for release to the client.	None	10 minutes	SDS Miguel P. Fillalan Jr., CESO V
	1.9 Notify the client that the document is ready for pick-up at the Records Unit	None	5 minutes	Grace S. Bolasa
2. Claim the signed Supplier's Performance Evaluation Form	2.1 Release the Supplier's Performance Evaluation Form	None	5 minutes	Jaycee Vallejos/ Floren Anunciado/ Engr. Mary Arlyn Rosafe Quitayen (Records Section)
TOTAL (Returning):		None	1 Hour, 50 Minutes	
** Depends on the availability of the signatory				

Office of the Schools Division Superintendent – Records Unit

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)

This service provides the process of issuing the available academic school records of learners/graduates endorsed by the school with no available academic school records in accordance with DepEd Order No. 048, s.2017 (Policy and Procedural Guidelines on the CAV of Basic Education School Records).

Office or Division:	Records Unit, Office of the Schools Division Superintendent		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	Learners/Graduates, Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
School Referral Form (CAV Form 2) – one (1) original copy		School attended	
Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client	
Additional Requirement if data of learner is with discrepancy/ies			
PSA Birth Certificate- one (1) original copy		PSA	
For Authorized Representative			
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Authorized Representative	
Authorization Letter (if representative is an immediate family) one (1) original copy		Client	

Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				
A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Mary Arlyn Rosafe G. Quitayen
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Mary Arlyn Rosafe G. Quitayen, Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Mary Arlyn Rosafe G. Quitayen
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement to Records Unit for releasing	None	1 hour	Miguel P. Fillalan Jr. CESO V

	A.2.7 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 Minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Mary Arlyn Rosafe G. Quitayen
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Mary Arlyn Rosafe G. Quitayen
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Mary Arlyn Rosafe G. Quitayen/ Johannah D. Bantas
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	

2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers

This service provides the process of issuing the available academic school records of ALS learners and PEPT completers/passers for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	ALS & PEPT Passers
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Request Form – one (1) copy	Records Unit
Certificate of Rating - one (1) original copy and two (2) photocopy, or ALS Learner's	Bureau of Education Assessment (BEA)/ EPS-ALS
Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies	

Diploma – One (1) original copy and two (2) certified true copies	Bureau of Educational Assessment (BEA)/ EPS- ALS			
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID	Applicant/Client			
Birth Certificate* - one (1) photocopy or Passport*- One (1) photocopy * for validation purposes only	PSA/DFA			
Long Brown Envelope - one (1) piece	Applicant/Client			
Latest photo w/ white background (Passport Size) – Two (2) pieces (Regional Requirement)	Applicant/Client			
Documentary Stamp (if available) or Documentary Stamp Fee at the Regional Cashier (Regional Requirement)	Regional Cashier			
Additional Requirement if data of learner is with discrepancy/ies				
PSA Birth Certificate one (1) original (if data of learner is with discrepancy/ies)	PSA			
For Authorized Representative				
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID	Authorized Representative of the Client			
Authorization Letter (for immediate family) one (1) original copy OR Valid Special Power of Attorney (SPA) (for non-immediate family) one (1) original copy	Authorized Representative of the Client / Client/Notary Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If A&E / PEPT Results are available in the SDO				
A.1. Ask request form	A.1.1 Provide the client with the request form	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
A.2. Accomplish the request form (RF) and submit all other required documents.	A.2.1 Receive and check the completeness of information and requirements required in Request Form	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado

	<i>Note: Inform Client that process will not proceed should there be any lacking document</i>			
	A.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	A.2.3 Prepare the following: 1. Division Office Transmittal to the Regional Office (CAV Form 13) 2. Academic School Records 3. Certification of Rating-A&E/PEPT (CAV Form 12) 4. Certification of English as a Medium of Instruction (CAV Form 17, if applicable) and affix his/her initials, then forward to the Schools Division Superintendent for signature	None	1 hour	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	A.2.4 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	30 minutes	Miguel P. Fillalan Jr. CESO V
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	A.2.6 Inform Client that requested	None	5 minutes	

	documents are available for pick up			Arnel P. Cipriano/ Jhon Carl M. Vallejos, Floren Ray C. Anunciado
A.3.1 Claim the requested document and transmit it to the Regional Office	A.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
B. If A&E / PEPT Results are not available in the SDO				
B.1. Ask request form	B.1.1 Provide the client with the request form	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
B.2. Accomplish the request form (RF) and submit all other required documents.	B.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	B.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	B.2.3 Inform client the non-availability of results and verification will be made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO <i>Note: If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating</i>	None	2 hours	Arnel P. Cipriano

	B.2.5 Prepare the Endorsement to the Regional Office, Academic School Records and Certification and affix initials, then forward to the Schools Division Superintendent for signature	None	40 minutes	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	B.2.6 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	15 minutes	Miguel P. Fillalan Jr. CESO V
	B.2.7 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	Arnel P. Cipriano/ Mary Arlyn Rosafe G. Quitayen
	B.2.8 Inform Client that requested document is available for pick up	None	5 minutes	Arnel P. Cipriano
B.3.1 Claim the requested document and transmit it to the Regional Office	B.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	3 hours	
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	4 hours and 35 minutes	

**Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on “Certification, Verification and Authentication (CAV)” at the Regional Office.*

3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools

This service provides the process of issuing the academic school records of learners/graduates of closed Private Schools available in the Schools Division Office for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Learners/Graduates from closed private schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
1.Request Form – one (1) original copy		Records Unit	
2.Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client	
3.Latest Photo w/ white background (Passport size) – Two (2) pieces		Client	
Additional Requirement if data of learner is with discrepancy/ies			
5.PSA Birth Certificate- one (1) original copy		PSA	
For Authorized Representative			
1.Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client	
2.Authorization Letter (if representative is an immediate family) one (1) original copy		Authorized Representative of the Applicant / Client	
3.Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Authorized Representative of the Applicant / Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Records are present in the SDO				
A.1 Ask for Request Form (RF).	A.1.1 Provide the client with the Request Form (CAV Form 1)	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
A.2. Accomplish the Request Form (RF) and submit with all other required documents	A.2.1 Receive the accomplished form and other documents and forward to the records custodian. <i>Note: Inform Client that he/she will be notified once the requested document/s is/are available for release.</i>	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	A.2.2 Search for the appropriate Academic School Records a. If the records are available, proceed to A.2.3. b. If records are not available*, inform the client accordingly and issue Certification of Non-Availability of Academic School Records in the Division Office (CAV Form 7)	None	1 hour	Mary Arlyn Rosafe G. Quitayen

	<i>*Note: Client must still secure a supporting document by doing any of the following:</i> <i>i) Go to the Regional Office and request for a copy of the Special Order of Graduation; or,</i> <i>ii) Produce a sworn statement of any two (2) of the applicant's classmates,</i>			
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	<i>principals, or teachers, and supported by either the school graduation photos, souvenir program, or graduation program or duly certified copy of either Form 137 of Form 138 of the learner on file in any Tertiary Learning Institutions. Once the required document from (i) or (ii) is secured, proceed to Step B.1.</i>			
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	A.2.4 Prepare the Validated Academic School Records (ASR) and endorsement letter (CAV Form 13) for SDS signature	None	15 minutes	Mary Arlyn Rosafe G. Quitayen
	A.2.5 Review and affix signature on endorsement letter (CAV Form 13), and forward signed endorsement letter (CAV Form 13) to	None	1 hour	Miguel P. Fillalan Jr. CESO V

	Records Unit for releasing			
	A.2.7 Receive signed endorsement letter and prepare Validated ASR, and release to Client.**	None	5 Minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
B. If School Academic Records is not present in the SDO				
B.1. Submit copy of Special Order or Sworn Statement	B.1.1 Receive and validate documents, and endorse to SGOD for the preparation of the Certificate of Graduation and Closure	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	B.1.2 Prepare Certificate of Graduation and Closure and forward to SDS for signature	None	1 hour	Chery I. Carias, Mira Rose F. Rulona
	B.1.3 Review and affix signature on the Certificate of Graduation and Closure, and forward the signed Certificate to Records Unit for releasing	None	1 hour	Miguel P. Fillalan Jr. CESO V
	B.1.4 Receive signed Certificate and release to Client.**	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 45 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	3 hours and 30 minutes	

***Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on “Certification, Verification and Authentication (CAV)” at the Regional Office.*

4. Issuance of Requested Documents – Walk-In

This service provides walk-in clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Office of the Schools Division Superintendent – Records Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Requisition Slip - One (1) original copy		Records Unit		
Identification Card - One (1) original copy and one (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
For an authorized representative				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along	1.1 Receive and assign control number	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado

with the accomplished Requisition Slip				
	1.2 Search for the document being requested and print or photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	1.3 Forward to Administrative Officer IV or Administrative Officer V for certification or authentication	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	1.4 Certify or authenticate the requested document	None	1 hour	Mary Arlyn Rosafe G. Quitayen/ Johannah D. Bantas
	1.5 Release the document to the Client	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL:		None	5 hours and 30 minutes	

5. Issuance of Requested Documents (Online)

This service provides clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request through/via official email, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Office of the Schools Division Superintendent – Records Unit		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter Request - One (1) original copy indicating the following: - Document being requested - Full name of requesting person		Client	

Purpose of request				
Valid identification card- One (1) scanned copy of any government-issued valid ID of the requesting person, which may include, but is limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	1.2 Search the document being requested and forward to AO IV for review and approval <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	1.3 Review the document and approve the release of the requested document	None	30 minutes	Mary Arlyn Rosafe G. Quitayen
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL:		None	4 hours and 50 minutes	

6. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Schools Division Office through walk-in or e-mail.

Office or Division:	Office of the Schools Division Superintendent – Records Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications addressed to the Schools Division Superintendent – two (2) original copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-In				
1. Submit official Communication	1.1 Receive and check completeness of communication as to: • Addressee • Date of document • Subject Matter • Sender/Signatory	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen
	1.2 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen
	1.3 Return the receiving copy to the client.	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen
Via E-mail				
1. Send communication through the Schools Division Office official email address	1.1 Open and read the communication	None	10 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen

	1.2 Print the emailed communication	None	5 minutes	Jhon Carl M. Vallejos, Floren Ray C. Anunciado/ Mary Arlyn Rosafe G. Quitayen
	1.3 Stamp the communication with "RECEIVED", indicating the date, time, name and signature	None	5 minutes	Mary Arlyn Rosafe G. Quitayen, Jhon Carl M. Vallejos, Floren Ray C. Anunciado
	1.4 Acknowledge receipt of email	None	5 minutes	Mary Arlyn Rosafe G. Quitayen, Jhon Carl M. Vallejos, Floren Ray C. Anunciado
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	

School Governance and Operations Division (SMME)

1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels)

This service facilitates applications for formal Government Recognition from the Department of Education to private basic education institutions (Kindergarten, Elementary, and Junior High School) that demonstrate sustained, compliant, and satisfactory operation. Recognition confirms that a school's curriculum, facilities, faculty qualifications, governance, and learner outcomes meet national standards and allows the school to issue official, nationally recognized academic credits and diplomas.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Recognition.

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		School applicant	
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check		School applicant	

the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	
School Site/Documents of Ownership – one (1) original copy	School applicant
Occupancy Permit – one (1) certified true copy	School applicant
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	School applicant
Inventory/List of library holdings classified per subject area or category – one (1) original copy	School applicant
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	School applicant
Original Pictures of Physical Facilities – one (1) original copy	School applicant
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses Capital Expenditures (Building, Property and Equipment)	School applicant
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)	School applicant
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank

Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	School applicant
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	School applicant
School Initiated Retirement Plan registered with the BIR – one (1) original copy	School applicant
School Calendar – one (1) original copy	School applicant
Student/ School Manual – one (1) original copy	School applicant
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)	School applicant
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office
Attestation – one (1) original copy	School applicant
Fire Exit and Emergency Signages – one (1) original copy	School applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the	1.1 Receive the submitted documents and	None	15 minutes	John Carl Vallejoy/Florence Ray

Schools Division Office through the Records Section	stamp “received”			Anunciado, Records Staff
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florencia Ray Anunciado, Records Staff
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Marissa T. Bernaldez, SGOD Chief
	1.5 Evaluate the submitted documents for completeness and compliance	None	5 days	Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona,

	<i>Note: Inform Client should there be any discrepancies.</i>			SMME-SEPS Cheryl I Cerias, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.6 Conduct a school visitation to validate the authenticity and veracity of the documents submitted and to check physical structure of the school	None	1 day	Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, SMME-SEPS Cheryl I Cerias, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.7. Prepare an inspection report signed by the inspectorate team	None	2 hours	Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, SMME-SEPS Cheryl I Cerias, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.8. Prepare endorsement letter for the	None	1 hour	Mira Rose F. Rulona, SMME-SEPS

	Regional Director, and submit to the Chief, SGOD for review			
	1.9 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Marissa T. Bernaldez, SGOD Chief
	1.10 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Jasmin P. Isla, SDS
	1.11 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.12 Stamp “released” the endorsement letter then release to the SMME Unit for uploading to EFAST APP and provision of copy to school applicant	None	15 minutes	John Carl Vallejoy/Florencia Ray Anunciado, Records Staff
2. Upload Documents to EFAST APP system using the school account for division	2.1 Verify and validate the uploaded documents	None	3 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS

approval				
4. Approve the application and forward to the Regional Office for issuance of Government Recognition	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS
TOTAL:		NONE	5 days, 13 hours and 45 minutes	

2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools

This service facilitates applications of private schools to secure a Government Permit to Operate, that authorizes a private school to open or establish a new Kindergarten, Elementary (Grades 1–6) or Junior High School (Grades 7–10) program—or to offer additional grade levels—for one school year. The permit certifies that the proposed school/program meets Department of Education (DepEd) minimum standards for curriculum, personnel, facilities, health and safety, and governance. Issuance is contingent on submission of required documents, satisfactory documentary review, and any required on-site verification.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Permit to Operate.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	School Applicant

Certified true copy of latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Securities and Exchange Commission (SEC)
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	School Applicant
School Site/Documents of Ownership – one (1) original copy	School Applicant
Occupancy Permit – one (1) certified true copy	School Applicant
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	School Applicant
Inventory/List of library holdings classified per subject area or category – one (1) original copy	School Applicant
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	School Applicant
Original Pictures of Physical Facilities – one (1) original copy	School Applicant
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses Capital Expenditures (Building, Property)	School Applicant

and Equipment)	
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee Miscellaneous Fees Other Fees (if any)	School Applicant
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	School Applicant
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	School Applicant
School Initiated Retirement Plan registered with the BIR – one (1) original copy	School Applicant
School Calendar – one (1) original copy	School Applicant
Student/ School Manual – one (1) original copy	School Applicant
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)	Applicant/Client
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office

Attestation – one (1) original copy	School Applicant
Fire Exit and Emergency Signages – one (1) original copy	School Applicant
Notarized Feasibility Study	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Section	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	John Carl Vallejoy/Florencia Ray Anunciado, Records Staff
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florencia Ray Anunciado, Records Staff
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.4 Review the submitted documents and advise the Senior	None	1 hour	Marissa T. Bernaldez, SGOD Chief

	Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	1.5 Evaluate the submitted documents for completeness and compliance <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS Cheryl I Cerias, EdD, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.6 Conduct a school visitation to validate the authenticity and veracity of the documents submitted and to check physical structure of the school	None	1 day	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS Cheryl I Cerias, EdD, EPS-Private School Coordinator Engr. Yousof Lintongan,

				Division Engineer
	1.7. Prepare an inspection report signed by the inspectorate team	None	2 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS Cheryl I Cerias, EdD, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.8 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	1 hour	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.9. Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Marissa T. Bernaldez, EdD, SGOD Chief
	1.10 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Jasmin P. Isla, SDS

	1.11 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.12 Stamp “released” the endorsement letter then release to the SMME Unit for uploading to EFAST APP and provision of copy to school applicant	None	15 minutes	John Carl Vallejoy/Florenc e Ray Anunciado, Records Staff
2. Upload Documents to EFAST APP system using the school account for division approval	2.1 Verify and validate the uploaded documents	None	3 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS
• 4. Approve the application and forward to the Regional Office for issuance of Government Recognition	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS
TOTAL:		NONE	5 days, 13 hours and 45 minutes	

3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners

Private schools with a provisional permit to operate within a certain school year (SY) or prior to that school year must request the issuance of a special order to authorize the graduation of their qualified Grade 12 learners.

This charter covers the procedures from the school's submission of the application to the Schools Division Office (SDO) to the SDO's processing of the application and subsequent endorsement to the Regional Office.

Office or Division:	School Governance and Operations Division
Classification:	Complex
Type of Transaction:	G2B (Government to Business)
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent - One (1) Original Copy	School Applicant
<i>Note: Letter must be addressed to the Regional Director thru the Schools Division Superintendent</i>	
List of Qualified Graduates (per track/ strand/ specialization) - One (1) Original Copy	School Applicant
Form 137/School Form 10 of Qualified Graduates during Junior High School - One (1) Original Copy	School Applicant
Form 137/School Form 10 of Qualified Graduates during Senior High School - One (1) Original Copy	School Applicant
Form 9 (Senior High School Graduation Form) - One (1) Original Copy	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office	1.1. Receive the application and forward to the to the Schools Division Superintendent	None	15 minutes	John Carl Vallejo/Florence Ray Anunciado, Records Staff

through the Records Unit	1.2 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan, Jr. CESO V, SDS
	1.3 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Marissa T. Bernaldez, EdD, SGOD Chief
	1.4 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any</i>	None	3 days	Atty. Kenny Marie N. Recona SMME-EPS II

<i>discrepancies.</i>			
1.5 Validate evaluated documentary requirements and prepare Indorsement Letter and Attestation of Document for SGOD Chief's initials	None	1 hour and 30 minutes	Mira Rose F. Rulona, MPA, SMME-SEPS
1.6 Affix initials to the Indorsement Letter and Attestation, and forward to Assistant Schools Division Superintendent for review	None	15 minutes	Marissa T. Bernaldez, EdD, SGOD Chief
1.7 Review the Indorsement Letter and Attestation of Document, and recommend approval to the SDS	None	30 minutes	Jasmin P. Isla, SDS
1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	30 minutes	Miguel P. Fillalan Jr. CESO V, SDS

2. Upload Documents to EFAST APP system using the school account for division approval • 3. Approve the application and forward to the Regional Office for issuance of Government Recognition	1.9 Stamp “released” the endorsement letter then release to the SMME Unit for uploading to EFAST APP and provision of copy to school applicant	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	2.1 Verify and validate the uploaded documents	None	1 hour 30 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS
	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS
	TOTAL:	None	3 days, 6 hours and 15 minutes	

4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools

This service enables private schools to apply for a DepEd Provisional Permit to open a Senior High School (Grades 11–12) program or to add new SHS tracks/strands. It streamlines initial assessment and approval for schools that meet DepEd’s minimum standards for facilities, staffing, curriculum, learning resources, and learner support, ensuring safe, compliant, and high-quality Senior High offerings.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Schools Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	

Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	School Applicant
Certified true copy of latest Security and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Security and Exchange Commission (SEC)
Board Resolution certified by the secretary and approved by the Board of Directors/Board of Trustees – one (1) original copy A. Purpose B. School year of intended operation	School Applicant
SHS Curriculum for the track/s and strand/s to be offered – one (1) original copy	Department of Education Website
Certificate of Recognition – one (1) original copy	School Applicant
Certified true copy of Occupancy Permit – one (1) original copy	School Applicant
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy Proposed Tuition and Other School Fees must indicate the following: • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	School Applicant
Curriculum Offering – one (1) copy Class Program for the course/s applied for, including the Time Allotment per Grade Level and Subject Area	School Applicant

Proposed list of academic and non-academic personnel which includes the following information – one (1) original copy: A. Qualifications B. Job Descriptions C. Teaching Load D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ABA, and others)	School Applicant
Memorandum/Memoranda of Agreement/Memorandum of Understanding for Partnership Arrangements Relative to the SHS Program Implementation – one (1) photocopy	School Applicant
Proposed School Calendar – one (1) original copy	School Applicant
Minimum Program Requirements for the SHS Tracks/Strands – one (1) original copy	School Applicant
Attestation – one (1) original copy)	Applicant
Fire Exit and Emergency Signages	Applicant
For TVIs and Stand-Alone Schools	
Articles of Incorporation and by-laws for private schools only – one (1) photocopy	Applicant/Client
Documents of ownership of school sites under the name of the school, or deed of usufruct – on (1) photocopy	Applicant/Client
Proposed annual budget and annual expenditures – one (1) original copy	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff

Office through the Records Unit.				
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Marissa T. Bernaldez, SGOD Chief
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	3 days	Kenny Marie N. Recona SMME-EPS II
	1.6 Validate evaluated documentary requirements	None	2 days	Mira Rose F. Rulona, MPA, SMME-SEPS

	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Marissa T. Bernaldez, EdD, SGOD Chief
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Jasmin P. Isla, ASDS
	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.11 Stamp “released” the endorsement letter then release to the SMME Unit for uploading to EFAST APP and provision of copy to school applicant	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
2. Upload Documents to EFAST APP system using the school account for division approval	2.1 Verify and validate the uploaded documents	None	3 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS

3. Approve the application and forward to the Regional Office for issuance of Government Recognition	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS
TOTAL:		None	5 days, 11 hours and 45 minutes	

5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools

This service facilitates the application of private schools for the renewal of a Government Permit by the Department of Education, authorizing a private school to continue operation for Kinder, Elementary (Grades 1 to 6), and Junior High School (Grades 7 to 10) levels), or program, subject to submission of required documents and compliance with DepEd standards.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Renewal of Government Permit.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Division that were granted Government Permit to Operate in the last School Year
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	School Applicant
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy	Securities and Exchange Commission (SEC)
School Site/Documents of Ownership – one	School Applicant

(1) original copy	
Occupancy Permit – one (1) certified true copy	School Applicant
Original Pictures of Physical Facilities – one (1) original copy	School Applicant
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)	School Applicant
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)	School Applicant
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Proposed Curriculum and Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	School Applicant
Updated List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	School Applicant
School Calendar – one (1) original copy	School Applicant
Payment Letter Form	School Governance and Operations Division – School Management

	Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)	School Applicant
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office
Attestation – one (1) original copy	Applicant/Client
Fire Exit and Emergency Signages – one (1) original copy	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Section	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.4 Review the submitted documents and	None	1 hour	Marissa T. Bernaldez, EdD, SGOD Chief

	advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	1.5 Evaluate the submitted documents for completeness and compliance <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS Cheryl I Cerias, EdD, EPS-Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.6 Conduct a school visitation to validate the authenticity and veracity of the documents submitted and to check physical structure of the school	None	1 day	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS Cheryl I Cerias, EdD, EPS-Private School Coordinator Engr. Yousoph

				Lintongan, Division Engineer
	1.7. Prepare an inspection report signed by the inspectorate team	None	2 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS Cheryl I Cerias, EdD, EPS- Private School Coordinator Engr. Yousoph Lintongan, Division Engineer
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	1 hour	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Marissa T. Bernaldez, EdD, SGOD Chief
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Jasmin P. Isla, ASDS

	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.11 Stamp “released” the endorsement letter then release to the SMME Unit for uploading to EFAST APP and provision of copy to school applicant	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
2. Upload Documents to EFAST APP system using the school account for division approval	2.1 Verify and validate the uploaded documents	None	3 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA, SMME-SEPS
• 3. Approve the application and forward to the Regional Office for issuance of Government Recognition	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS
TOTAL:		NONE	6 days, 13 hours and 90 minutes	

6. Application of Summer Permit for Private Schools

This service involves the application of private schools for a Summer Permit from the Department of Education, authorizing the conduct of summer classes or programs subject to compliance with prescribed policies, standards, and requirements.

Office or Division:	School Governance and Operations Division
Classification:	Simple

Type of Transaction:	G2B – Government to Business	
Who may avail:	Private Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of request to offer remedial or advancement classes during summer to the Schools Division Office – One (1) original copy	School Applicant	
List of students who will take up remedial or advancement classes during summer – One (1) original copy	School Applicant	
List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes – One (1) original copy	School Applicant	
Tentative list of learning area/s to be offered and schedule of classes approved by the School Head – One (1) original copy	School Applicant	
Written consent of parents/guardians whose learners will attend summer classes – One (1) original copy	Parent	
List of teachers and the subjects that they will teach during summer classes – One (1) original copy	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	None	10 minutes	John Carl Vallejo/Florence Ray Anunciado, Records Staff
	1.2 Route to designated/in-charge for Private School	None	10 minutes	Marissa T. Bernaldez, EdD, SGOD Chief
	1.3 Process, evaluate the documentary requirements and prepares indorsements, then submit to the SGOD Chief for review and signature	None	1 day	Cheryl I. Cerias, EdD, Private School Focal Mira Rose F. Rulona, MPA, SMME-SEPS
	1.4 Review evaluation results, and forward Indorsement to SDS for approval	None	30 minutes	Marissa T. Bernaldez, EdD SGOD Chief
	1.5 Signs and approve the Indorsement	None	1 day	Miguel P. Fillalan Jr. CESO V, SDS
	1.6 Inform Client the document is ready for release	None	10 minutes	Cheryl I. Cerias, EdD, Private School Mira Rose F. Rulona, MPA SMME-SEPS

2. Claim the Indorsement	2.1 Release of the approved indorsement to the Client	None	10 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
TOTAL:		None	2 days, 1 hour, 10 minutes	

7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools

This service facilitates the application process for private schools seeking approval for Tuition and Other School Fees (TOSF), whether for cases of no increase, an increase, or new fee proposals. It ensures compliance with the Department of Education's (DepEd) policies and guidelines, streamlining the evaluation and validation process for stakeholders.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Private Basic Education Schools within the Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
With NO Increase			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent (SDS), signed by the School Head/Administrator, indicating the school’s intention not to increase the Tuition and Other School Fees (TOSF) – one (1) original copy		School Applicant	
Latest approved fees – one (1) original copy		School Applicant	
With Increase			
Letter of Intent addressed to the		School Applicant	

Regional Director through the SDS signed by the School Head/Administrator, indicating among others the school's intention to increase Tuition and Other School Fees (TOSF) – one (1) original copy	
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	School Applicant
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	School Applicant
Latest Audited Financial Statements of the school – one (1) original copy	School Applicant
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	School Applicant
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	School Applicant
Statement Under Oath signed by the School Head – one (1) original copy	School Applicant
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	School Applicant
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	School Applicant

Schedule of Fees/Proposed New Fees	
Letter of Intent addressed to the Regional Director indicating among others the school's intention for such schedule of fees/Tuition and Other School Fees (TOSF) – one (1) original copy	School Applicant
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	School Applicant
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	School Applicant
Latest Audited Financial Statements of the school – one (1) original copy	School Applicant
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	School Applicant
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	School Applicant
Statement Under Oath signed by the School Head – one (1) original copy	School Applicant
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	School Applicant
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	School Applicant

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCES SI NG TIME	PERSON RESPONSIB L E
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp "received"	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.3 Refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan CESO V, SDS
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Marissa T. Bernaldez, EdD, SGOD Chief
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS	None	2 days	Atty. Kenny Marie N. Recona SMME-EPS II

	for further validation <i>Note: Inform Client should there be any discrepancies.</i>			
	1.6 Validate evaluated documentary requirements	None	1 day	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Marissa T. Bernaldez, EdD, SGOD Chief
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Jasmin P. Isla, ASDS
2. Upload Documents to EFAST APP system using the school account	1.10 Review and sign the endorsement letter then refer to Records Unit for release to the Regional Office	None	1 hour	Miguel P. Fillalan, Jr. CESO V, SDS
	2.1 Verify and validate the uploaded documents	None	3 hours	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA

for division approval				SMME-SEPS
3. Approve the application and forward to the Regional Office for issuance of Government Recognition	3.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	10 minutes	Atty. Kenny Marie N. Recona SMME-EPS II Mira Rose F. Rulona, MPA SMME-SEPS
TOTAL:		None	3 days, 6 hours, 20 minutes	

8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service charter outlines the procedures in which a private school will apply for temporary or permanent closure of all or part of its programs or operations.

This service is connected to the external service on “Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools”.

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Basic Education Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	

Notarized Letter of Intent stating the following in Two (2) original copies: 1. Program/s to close 2. Effectivity of the closure 3. Reason for closure 4. Statement of Undertaking: 4.1. that the parents, learners, and school personnel were notified of the intent for voluntary closure two months before the submission of this letter of intent; 4.2. that the school will facilitate the smooth transfer of learners including issuance of transfer credentials.	School Applicant
Proof of publication (posting on school website or official FB page and school bulletin board) of the notification of voluntary closure done two months prior submission of letter of intent to the Schools Division Office – one (1) original copy	School Applicant
Proof of acknowledgment of the Department of Labor of the notification for voluntary closure – one (1) original copy	Department of Labor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Schools Division Office through the Records Unit through walk-in two months before the end of the School Year	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff

	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Miguel P. Fillalan Jr. CESO V, SDS
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Marissa T. Bernaldez, EdD, SGOD Chief
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	1 day	Mira Rose F. Rulona, MPA, SMME-SEPS
	<i>Note: Inform Client should there be any discrepancies.</i>			

	1.6 Prepare the acknowledgment letter stating strict compliance of the school to the listed requirements	None	1 hour	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.7 Review the Acknowledgment Letter and forward to ASDS for his/her recommendation	None	1 hour	Marissa T. Bernaldez, EdD, SGOD Chief
	1.8. Review the Acknowledgment Letter and recommend approval to SDS	None	2 hours	Jasmin P. Isla ASDS
	1.9. Review and sign the acknowledgment letter then refer to Records Unit for release	None	2 hours	Miguel P. Filalan Jr. CESO V, SDS
2. Claim the Acknowledgment Letter from the Records Unit	1.10 Inform the Client on the availability that the Acknowledgment Letter is ready for release	None	10 minutes	Mira Rose F. Rulona, MPA, SMME-SEPS
	2.1 Release the document/s to the Client	None	10 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
TOTAL:		None	2 days, 40 minutes	

9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service outlines the succeeding procedures from the Client's receipt of the Acknowledgment Letter in relation to its application, to the Client's turn-over of necessary documentary requirements which will trigger the onward endorsement of the Schools Division Office of the voluntary closure to the Regional Office.

Private Schools must provide learners affected by the closure with the necessary transfer credentials at the end of the School Year.

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business)	
Who may avail:	Private Basic Education Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Credentials of the Former and Current Learners - Original Copies (At the end of current school year) - School Form 9 (formerly Form 138/Learners Report Card) - School Form 10 (formerly Form 137/Learners Permanent Record) - Anecdotal Records (For SNED Learners) - Unclaimed Diploma (if any) - Unclaimed Certificate of Good Moral (if any)		School Applicant

Current Learners' Transfer Credentials - Original Copies (At the end of current school year) - School Form 9 (formerly Form 138/Learners Report Card) - Certificate of Good Moral	School Applicant
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over the learners' records/ credentials to the Schools Division Office through the Records Section at the end of School Year	1.1 Receive and record the documents/ requirements, and forward to the SGOD for review	None	15 minutes	John Carl Vallejoy/ Florence Ray Anunciado, Records Staff
	1.2 Check the correctness and completeness of the documents	None	4 hours	Naima A. Abrazado, CPA, Planning Officer III, SGOD-PRS
	1.3 Prepare Certification of Compliance and Endorsement addressed to the Regional Director, and forward to Chief, SGOD for review	None	1 hour	Mira Rose F. Rulona, MPA, SMME-SEPS
	1.4 Review the drafted Certification of Compliance and Endorsement and forward to ASDS for his/her recommendation	None	30 minutes	Marissa T. Bernaldez, EdD, SGOD Chief

	1.5 Review the Certification of Compliance and Endorsement, and recommend approval to SDS	None	2 hours	Jasmin P. Isla, ASDS
	1.6 Review and sign the Certification of Compliance and Endorsement then refer to Records Unit for release	None	2 hours	Miguel P. Fillalan Jr. CESO V, SDS
	1.7 Release and forward the endorsement and Certification of Compliance to the Regional Office	None	30 minutes	John Carl Vallejoy/Florence Ray Anunciado, Records Staff
TOTAL:		None	1 day, 2 hours, 15 minutes	

School Governance and Operations Division (HRDS)

1. Recognition of Professional Development (PD) Programs – SDO Level

The Schools Division Office (SDO), through the Human Resource Development Section (HRDS) and the Division Recognition Evaluation Committee (DREC), evaluates and recognizes professional development programs and courses proposed by schools and learning centers. This ensures alignment with the Philippine Professional Standards (PPST, PPSSH, PPSS) and NEAP quality standards.

Office or Division:	Human Resource Development Section (HRDS), Schools Governance and Operations Division (SGOD)	
Classification:	Highly Technical	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	Public Schools (Elementary and Secondary), Community Learning Centers (CLCs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Recognition Application Form (NEAP– One (1) original Copy)		DepEd Website / SDO HRD Section

PD Program Profile (Includes: Title, Rationale, Program Description, Target Participants, Delivery Platform, and Indicative Dates) – One (1) original copy		Client		
Program Design and Objectives (Includes: Terminal and Enabling Objectives aligned with Professional Standards; Session Guide/Matrix.) – One (1) original copy		Client		
Resource Speakers/Learning Facilitators Profile (Curriculum Vitae (CV) highlighting relevant expertise) – One (1) original copy		Client		
Assessment Strategies and Tools (Includes: Pre-test/Post-test, Outputs/Rubrics, Satisfaction Survey/QAME Tool, etc.) – One (1) original copy		Client		
Budget Estimate / Financial Plan (Itemized breakdown of expenses) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Recognition Application Form and supporting documents to the SDO Records Section to HRD Section.	1.1 Receive documents, stamp "Received" with date and time, and route to the HRD Section	None	30 minutes	Jhon Carl Vallejos/ Floren Ray Anunciado, Administrative Assistant VI, OSDS-Records Section
	1.2 Verify the completeness of submitted documents against the prescribed checklist. <i>Note: Inform Client that the application will only be processed if documents are complete. Clients shall be informed in writing of the lacking requirements. Complete applications shall be accepted and endorsed to the Division Recognition Evaluation Committee for further evaluation.</i>	None	1 day	ROXANNE O. ANJAO, Education Program Specialist II, SGOD-HRDS

2. Claim the Certificate of Recognition or Notice of Deferral	1.3 Review the technical specifications (formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)	None	2 days	CHERRIE ANNE M. GALANTO, Senior Education Program Specialist, SGOD-HRDS
	1.4 Evaluate for its alignment with Professional Standards (PPST/ PPSSH/ PPSS), congruence of content, pedagogy, and assessment, and competence of Resource Speakers	None	5 days	Jasmin P. Isla, Chair: Division Recognition Evaluation Committee (DREC)
	1.5 Consolidate evaluation scores and deliberate on the status (Recognized, Recognized with Recommendations, or Deferred)	None	2 days	Jasmin P. Isla, Chair: Division Recognition Evaluation Committee (DREC)
	1.6 Prepare the Evaluation Report and Resolution recommending approval (or disapproval) for the Superintendent.	None	1 day	ROXANNE O. ANJAO, Education Program Specialist II / Senior Education Program, SGOD-HRDS
	1.7 Review and approve the Certificate of Recognition (or Notice of Deferral).	None	1 day	MIGUEL P. FILLALAN, JR. CESO V, Schools Division Superintendent
	1.8 Inform Client that the Certificate is available for release	None	5 minutes	ROXANNE O. ANJAO, Education Program Specialist II, SGOD-HRDS
	2.1 Record the recognized program in the Division PD Information System and Release the signed Certificate to the client	None	5 minutes	CHERRIE ANNE M. GALANTO, Senior Education Program Specialist, SGOD-HRDS
	Total	none	12 days and 40 minutes	

School Governance and Operations Division (PRS)

1. Request for Basic Education Data

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

Office or Division			Planning and Research	
Classification:			Simple	
Type of Transaction:			Government to Citizen (G2C)	
Who may avail:			External Stakeholder	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request address to SDS (1 Original Copy, 1 Photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/I TO
1.2. Forward letter of request to the SDS	None		5 minutes	Records Unit/ITO
1.3. Read and review request letter in consideration of the DPA/FOI	None		4 hours	SDS
1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None		5 minutes	Chief, SGOD
1.5. Make the necessary action undertaken to the said letter request	None		16 hours	Clerk/Planning Officer
1.6. Prepare the transmittal letter and attachments to be	None		15 minutes	Planning Officer

signed by SDS then forward to Records Section				
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
Total		None		2 days, 4 hours, 37 minutes

SCHOOLS DIVISION OFFICE

INTERNAL SERVICES

Curriculum and Instruction Division

1. Quality Assurance of Supplementary 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 Evaluation and Quality Assurance	Inform the development team of the schedule of evaluation.	None	5 mins	PDO/ Librarian
	Craft and issue a memo as to the venue, date and involve in the evaluation.	None	None	Hazel G. Aparece, EdD (LR EPS), Miguel P. Fillalan, Jr. CESO V (SDS)
	Prepare and assign learning resource evaluators per manuscript.	None	1 day	Alea C. Narciso (Division Librarian), Adolf John B. Montero (PDO II – LRMDS), Hazel G. Aparece, EdD (LR EPS)
	Conduct of the Evaluation and Quality Assurance Activity.	None	2 days	Alea C. Narciso (Division Librarian), Adolf John B. Montero (PDO II – LRMDS)
	Consolidate the results the Evaluation	None	1 day	Adolf John B. Montero (PDO II – LRMDS)
	Submit results of evaluation to the development team for necessary incorporation of suggestions from Learning Resource	None	1 day	Hazel G. Aparece, EdD (LR EPS)

	Evaluators for necessary action.			
	Check on the incorporation of the suggestions of the Learning Resource Evaluators	None	1 day	Learning Resource Evaluators Assigned
	Submit quality assured locally learning resource for the Finalization and Field Testing	None	1 day	Hazel G. Aparece, EdD (LR EPS), Ronela S. Molina, EdD (CID Chief)
	Submit Field Tested Locally Developed Learning Resource to the Schools Division Superintendent for Conformance Review	None	1 day	Alea C. Narciso (Division Librarian), Adolf John B. Montero (PDO II – LRMDs), Hazel G. Aparece, EdD (LR EPS), Ronela S. Molina, EdD (CID Chief)
	Upload Ready to Print (RTP) Files to the repository of LRs ready for teachers and learners access.	None	1 day	Alea C. Narciso (Division Librarian), Adolf John B. Montero (PDO II – LRMDs), Hazel G. Aparece, EdD (LR EPS)
TOTAL:		None	7 days, 15 minutes	

2. Submission of Contextualized Learning Resources

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	Receive the Approved letter request from the office of the Schools	None	5 minutes	Adolf John B. Montero

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

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Handling of Cash Advances

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

Office or Division:		Office of the Schools Division Superintendent – Cash Unit		
Classification:		Simple		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		DepEd Employee		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Authority to Cash Advance (1 Original Copy)				Accounting Unit
Certification of No Liquidated CA's				Accounting Unit
Documentary requirements				Respective office/bureau/service
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated Cash Advance	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Cherilyn G. Maturan, CPA/ Accountant III
2. Forward Head of Office for Approval	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Miguel P. Fillalan Jr., CESO V/ Schools Division Superintendent
3. Prepare DV and ORS and attach documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Authorized signatories
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	10 minutes	Jocelyn D. Manuel/ Administrative Assistant II
	3.3 Prepare Payroll Credit System Validation	None	2 hours	April E. Marcelino/ Administrative Officer II Marianne S.

(PACSVAl)			Tomabiene/ Administrative Assistant III
3.4 Forward the PACSVAl to Accountant for review and signature	None	20 minutes	Cherilyn G. Maturan, CPA/ Accountant III
3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Carmelita R. Perez/ Administrative Officer IV
3.6 Review the ADA details against ACIC	None	20 minutes	Carmelita R. Perez/ Administrative Officer IV
3.7 Sign the ADA, PACSVAl and ACIC	None	10 minutes	Carmelita R. Perez/ Administrative Officer IV
3.8 Forward ADA, PACSVAl and ACIC to the Head of Office for signature	None	5 minutes	Jocelyn D. Manuel/ Administrative Assistant II
3.9 Sign the ADA, PACSVAl and ACIC	None	30 minutes	Miguel P. Fillalan Jr., CESO V/ Schools Division Superintendent
3.10 Receive the signed ADA, PACSVAl and ACIC	None	10 minutes	Jocelyn D. Manuel/ Administrative Assistant
3.11 Submit the ADA, PACSVAl and ACIC to the bank	None	1 hour	Carmelita R. Perez/ Administrative Officer IV
3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Jocelyn D. Manuel/ Administrative Assistant
Total:	None	1 day and 6 hours	

Office of the Schools Division Superintendent – Finance Unit – Budget

1. 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)				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	

2. 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			
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 or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	MARIZZ M. TABAUSARIS/ Budget Officer III
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the	None	5 minutes	JOHANNAH D. BANTAS JD/ AO V RONELA S. MOLINO EdD/ CID CHIEF MARISSA T. BERNALDEZ EdD/SGOD CHIEF

	appropriation/ allotment under his/her direct supervision (Box A)			
	1.8. Forward to Accounting Division	None	3 minutes	ROBIE JANE R. PANES/ ADMIN AIDE VI IRENE M. LIMACO/ADMIN AIDE VI JENEAHR M. DESCARTIN/J.O.
Total:		None	30 minutes	

Office of the Schools Division Superintendent – ICT 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
• ICT Technical Assistance Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance Form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 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
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	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit

TOTAL	None	2 hours and 7 minutes
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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		ICT Unit		
3. Request Sheet 4. Announcements 5. Articles		Records Unit		
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
TOTAL		None	16 minutes	

Office of the Schools Division Superintendent – 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:		Office of the Schools Division Superintendent – Legal Unit		
Classification:		Simple		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Internal Clients		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Standard Requirement				
Government Issued Identification Card				Client
Division Clearance				Client
Authorization Letter				Client
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	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
	1.2. If employee does not have a pending case, issue certification/ sign clearance. <i>Note: If the employee has a pending administrative case, inform the employee that s/he will be cleared after case has been resolved or sanction has been completed.</i>	None	5 minutes	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit Atty. Janice P. Caraballe, OSDS- Legal Unit

2. Receive action document/s and fill-out the logbook	2.1. Release action document	None	5 minutes	Karl Laurenz Magno/ Legal Assistant I, OSDS- Legal Unit
Total:		None	15 minutes	

Office of the Schools Division Superintendent - 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.

Validation 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 Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012)		Personnel Unit
2. Endorsement Letter signed by SDS		
3. Letter of intent addressed to the SDS containing the following information: <i>i. Statement of Purpose/Expression of interest</i> <i>ii. Position applied for</i>		Applicant
4. Duly accomplished RFTP/RFSPP – 4 copies (computer generated and notarized)		Personnel Unit / Client
5. Duly accomplished PDS with Work Experience Sheet (CS Form 212, Revised 2025)		CSC Website/SDO website
6. Photocopy of valid and updated PRC License/ID		PRC
7. Certificate of Competency Level issued by Authorized body (if applicable)		
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 Graduate 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 completion of National Educators Academy of the Philippines (NEAP)-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any		Applicant
11. Photocopy of Technical Education and Skills Development Authority (TESDA) National Certificate (NC) II11, Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational-Livelihood (TVL) track only)		Applicant
10. Photocopy of duly signed Service Record		Personnel Unit
11. Photocopy of latest appointment		

12. Photocopy of the required Performance Rating(s) with at least Very Satisfactory rating <i>(For teaching positions: The applicant shall submit at most three (3) performance ratings depending on the performance requirements. The latest performance rating shall cover one (1) year complete performance rating period in the current position)</i>				Applicant
15. Certificate of Rating (COR) in the School Head Assessment (National Qualifying Examination for School Heads (NQESH) or Principal's Test) (for School Principal positions only)				Applicant
13. Certificate of Employment (for Teachers with Private School teaching experience) – 1 copy				Previous employer
Other documents as may be required by the HRMPSB <i>For Teaching: portfolio for the assessment of identified PPST non-classroom observable indicators.</i> <i>For School Principal: Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, Application of Learning and Development reckoned from the date of last issuance of appointment</i>				Applicant
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	LYKA C. CAÑA MPA Administrative Assistant III RHUEL JR. P. MONTAÑEZ Administrative Aide VI JUVY LYN L. MANGIBUNONG Administrative Officer IV
	1.2 Process ERF application and attached necessary documents	None	30 minutes	LYKA C. CAÑA MPA Administrative Assistant III RHUEL JR. P. MONTAÑEZ Administrative Aide VI
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	JUVY LYN L. MANGIBUNONG Administrative Officer IV JOHANNAH D. BANTAS JD

				Administrative Officer V 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 MPA Administrative Assistant III RHUEL JR. P. MONTAÑEZ Administrative Aide VI
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> • 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) 3. Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if necessary – 3 copies <i>Additional Requirements:</i> • Medical Certificate • Clearance (4 original copies) • Special Order Form (for double pay requirements)		Personnel Unit Client Client Records Unit
Solo Parent Leave 1. CSC Form 6 Revised 2020 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i>		Personnel Unit Client DSWD/Client

Solo Parent ID (1 photocopy)				
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	JHON CARL M. VALLEJOS Administrative Aide VI
	1.2. Check the received documents as to completeness	None		AUBREY D. ELA MPA Administrative Assistant III (For Leave with Special Order)
	1.3. Forward the complete document to the Personnel for appropriate action	None	2 hours	RHUEL JR. P. MONTAÑEZ Administrative Aide VI (Non-Teaching) JEZELL B. TAGAS Administrative Aide VI (Teaching)
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	JUVY LYN L. MANGIBUNONG Administrative Officer IV
	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 MPA Administrative Assistant III (For Leave with Special Order) RHUEL JR. P. MONTAÑEZ Administrative Aide VI (Non-Teaching) JEZELL B. TAGAS Administrative Aide VI (Teaching)

	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 MELCHIE C. FILIO 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 JEZELL B. TAGAS Administrative Aide VI JHON CARL M. VALLEJOS Administrative Aide VI
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	JHON CARL M. VALLEJOS 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)		DepEd Schools Division Office		
2. Service Record (4 Original copies)				
3. Clearance for money and property Accountabilities School, District, and Division (4 Original copies)				
4. Statement of Assets and Liabilities (1 Original copy)				
5. Certificate of No Pending Administrative Case (1 Original Copy)				
6. Certificate of Last Day of Service (1 Original Copy)				
7. Certificate of Last Salary Receive (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)				
9. GSIS Application for retirement benefits form and Declaration of Non-Pendency and Pendency form		Concerned retiree		
10. Official Receipt of Provident Loan (1 original copy) for employees with Provident Loan				
11. Certificate from Private Lending Institution (PLI) for employees with private loans				
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 Officer II	None	30 minutes	MICHELLE IRISH G. MENDOZA Administrative Assistant III
	1.2 Check and verify the	None	30 minutes	

	completeness of the documents			
	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	3 hours	
	1.5 Forward complete documents to SDS office for signature	None	16 hours	
	1.6 Forward signed documents to Personnel Unit	None	5 minutes	RUBY GRACE T. TOLIN Administrative Assistant III
2. Release complete documents to concerned retiree	2.1. Release documents to concerned retiree	None	5 minutes	MICHELLE IRISH G. MENDOZA Administrative Assistant III Concerned Retiree
TOTAL		None	1 day, 20 hours, 10 minutes	

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	ENGR. KIRBY B. RABIA Administrative Assistant II
	1.2 Prepare the request of employee and refer to PSIPOP and update e-HRDMS	None	5 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II
	1.3 Prepare and sign Certificate of Employment	None	5 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II JOHANNAH D. BANTAS Administrative Officer V (Admin Service)
2. Release Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	ENGR. KIRBY B. RABIA Administrative Assistant II
TOTAL		None	14 minutes	

5. Issuance of Foreign Official Travel Authority

Travel Authority (TA) refers to an Order in writing issued by the approving authority allowing an official or employee to proceed to a specific place or location (the regular place of work and where the official/employee is expected to stay most of the time as required by the nature, duties and responsibilities of the position) outside of their permanent official station for a specific period of time to perform a given assignment or accomplish a personal purpose.

Based on the *Omnibus Travel Guidelines for All Personnel of the Department of Education*

(DepEd Orders No. 043 and 046, s. 2022) DepEd officials or employees may request TA for either of the following:

- Official Travel - trips pursuant to a legitimate function or interest. These may either be official business (where transportation, miscellaneous, and daily travel expenses aside from salaries and benefits, are incurred and funded by the Department) or official time (where no government expenses are incurred /spent aside from the payment of salaries /benefits).
- Personal Travel - private trips for personal purpose and undertaken without cost to the government.

Official or Personal Travel may be further categorized into **foreign** (trips outside the Philippines) or local (trips outside the permanent official station).

The minimum conditions for a trip to be considered official travel are the following:

- a. Highly relevant to the basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
- b. Essential to the effective performance of official/employee mandate of functions.
- c. Projected expenses involve minimum expenditure or are not excessive.
- d. Presence is critical to the outcome of the activity to be undertaken.
- e. Absence from the permanent official station will not hamper the operational efficiency of the office.
- f. Expenses to be incurred is included on the approved Work and Financial Plan of the office/unit concerned.

Issuance of Foreign Travel Authority

DepEd officials and employees may apply for travel authority for these foreign official travels:

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government,

upon endorsement to the Department of Foreign Affairs.

Note that travel authority shall not be issued for the following officials and employees:

- With pending administrative case;
- Will retire within one year from the date of the foreign official travel;
- Whose previous travel has not been liquidated and cleared;
- Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Schools Division Superintendent (OSDS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign travel as stated on Dos 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
2. One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization	
3. One (1) original copy of Itinerary of Travel			
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority (<i>refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022</i>), explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/videoconferencing, submission of briefs/position papers) are insufficient for the purpose.		Client	

5. One (1) original Certificate of No Pending case	Legal unit with jurisdiction over the client			
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office/Client			
7. One (1) copy of Estimated Travel Cost				
8. One (1) copy of Work and Financial Plan	Client's office			
Optional requirements: - If applying for Cash Advance (CA: Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client			
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas			
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO	1.1 Check the documents, received, process for release to the Personnel Unit	None	10 minutes	JHON CARL M. VALLEJOS Administrative Aide VI
	1.2 Receive documents and prepare TA for signature	None	5 minutes	AUBREY D. ELA MPA Administrative Assistant III
	1.3 Check documents for completeness and accuracy	None	3 hours	AUBREY D. ELA MPA Administrative Assistant III
	1.4 Countersign Form and TA and forward documents	None	15 minutes	AUBREY D. ELA MPA Administrative Assistant III JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II)

	1.5 Review and sign the Form and TA	None	15 minutes	MIGUEL P. FILLALAN JR CESO V Schools Division Superintendent
	1.6 Return the documents to the Records Unit	None	10 minutes	RUBY GRACE T. TOLIN Administrative Assistant III
	1.7 Received signed TA and other documents, forward to the Central Office	None	1 day	JHON CARL M. VALLEJOS Administrative Aide VI
	1.8 Receive and process request; return documents to OSDS	None	5 days	Central Office
2. Receive requested document/s from the Records Unit	2.1. Check documents received and process for release; release document/s to intended recipient	None	20 minutes	JHON CARL M. VALLEJOS Administrative Aide VI
3. Submit post-travel report addressed to the Office of the Secretary <i>(for the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DOs2022_043-corrected-copy.pdf)</i>	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	JHON CARL M. VALLEJOS Administrative Aide VI
TOTAL		None	7 days	

6. Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal

capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study abroad may be required to comply with the required service obligation after the period of their leave.

Note that those who have pending administrative case/s, unliquidated/ no clearance/ non-compliance to reportorial requirement for any previous travel shall not be granted foreign personal TA.

Office or Division:	Office of the Schools Division Superintendent (OSDS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign travel as stated on Dos 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
One (1) Certification from the Office Head stating that the absence of the employee will not hamper the operational efficiency of the office using the prescribed Regional Office template		Client	
Certificate of No Pending Case		Legal unit with jurisdiction over the client	
Optional requirements: - Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary	
- Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client	
- For leaves that exceed one month: CSC Form No. 7. s. 2017 (Clearance Form)		Civil Service Commission (CSC) / Personnel Unit with jurisdiction over the client	
One (1) Intent Letter duly noted by the Head of Office indicating the purpose/reason, inclusive dates, and		Client	

country of travel				
School, District, and Division Clearances	Client / Records Unit			
Certificate of Substitution from the Division using the prescribed Regional Office template	Personnel Unit			
Endorsement from the SDO to the Regional Office.	Personnel Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	JHON CARL M. VALLEJOS Administrative Aide VI
a. School Head b. Office of the School Head - for Teaching and Non-Teaching Personnel in Schools c. Division Chiefs and below, including PSDS in SDOs	1.2 Check documents for completeness and accuracy If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply	None	2 hours	AUBREY D. ELA MPA Administrative Assistant III
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	ATTY. JANICE P. CARABALLE CPA, MBA Attorney III
	1.4 Receive documents and prepare TA for signature	None	1 hour	AUBREY D. ELA MPA Administrative Assistant III
	1.5 Review documents for signature	None	2 hours	JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II)
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II)

	1.7 Review and sign the Form and TA	None	1 day	MIGUEL P. FILLALAN JR CESO V Schools Division Superintendent
	1.8 Return the documents to the Personnel Unit	None	10 minutes	RUBY GRACE T. TOLIN Administrative Assistant III
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	AUBREY D. ELA MPA Administrative Assistant III
	1.10 Receive and process request; return documents to OSDS	None	2 days	Office of the Regional Director
2. Receive requested document from the Personnel Unit	2.1. Check documents received and process for release; release TA to intended recipient	None	25 minutes	AUBREY D. ELA MPA Administrative Assistant III
TOTAL		None	5 days	

7. Issuance of Service Record

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

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Transaction/Request Form(1 copy)		Personnel Unit		
2. Previous copy of Service Record from previous employment (1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Accomplish Transaction / Request Form	1.1 Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	ENGR. KIRBY B. RABIA Administrative Assistant II
	1.2 Process request through e-HRDMS and forward for signature	None		ENGR. KIRBY B. RABIA Administrative Assistant II JUVY LYN L. MANGIBUNONG Administrative Officer IV (HRMO II)
2. Receive the signed service record	2.1 Release record	None		ENGR. KIRBY B. RABIA Administrative Assistant II
TOTAL		None	30 minutes to 2 days	

8. 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 application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	MARJORIE GAIL C. FORTINEZ MBA Administrative Assistant III
	1.2 Check and evaluate loan application if eligible	None	20 minutes	MARJORIE GAIL C. FORTINEZ MBA Administrative Assistant III
	1.3 Approve/Disapprove loan application through e-confirmation of GSIS/email	None	15 minutes	MARJORIE GAIL C. FORTINEZ MBA Administrative Assistant III
	1.4 Notify the client on the action taken by the Office through e-mail	None	15 minutes	MARJORIE GAIL C. FORTINEZ MBA Administrative Assistant III
TOTAL		None	55 minutes	

9. 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 2025) (4 original copies)	Personnel Unit
3. Oath of Office – CS Form No. 32 (Revised 2025) (3 original copies)	Personnel Unit
4. Certificate of Assumption to Duty – CS Form No. 4 (Series of 2025) (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 2025)-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 photocopies)	PRC or CSC
11. Certified true copy of Professional Regulation Commission (PRC) Identification card – if applicable (2 photocopies)	PRC
11. Performance Rating (1 photocopy) for Transfer	Appointee
12. Medical Certificate – CS Form No. 211 (Revised 2025) (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
17. Copy of CSC Publication	Personnel Unit
18. Special Order – for Transfer	Appointee

19. Certification of Unused Service Credits and Certification of Last Payment				
20. Latest approved appointment - for Transfer		Appointee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted requirements for appointment	None	15 minutes	KEZIAH JEMIMAH A. DEL MUNDO MPA 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, Publication	None	30 minutes	KEZIAH JEMIMAH A. DEL MUNDO MPA 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 (HRMO II) JASMIN P. ISLA Assistant Schools Division Superintendent

	1.5. Forward to SDS for signature as to Appointing Authority	None	10 minutes	
	1.6 Forward the signed appointment to Personnel Unit	None	5 minutes	RUBY GRACE T. TOLIN 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 MPA Administrative Assistant III ENGR. KIRBY B. RABIA Administrative Assistant II
TOTAL		None	1 hour, 15 minutes	

10. 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		School, District, Records Unit	



accountabilities) 3 copies				
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				
In case of resignation , employee's letter of resignation duly accepted by the Head of Agency 14. last payroll received 15. letter of intent 16. photocopy of leave card	Client PSU Client Personnel Unit			
For deceased employee:				
17. Death Certificate authenticated by PSA	PSA			
18. Marriage Certificate authenticated by PSA	PSA			
19. Birth certificates of all surviving legal heirs authenticated by PSA	PSA			
20. Designation of next-of-kin	Spouse			
21. Waiver of rights of children 18 years old and above	Attorney			
For School Heads: 22. LGU Clearance	LGU			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
1. Submit all the documentary requirements within the prescribed timeline from the concerned office	1.1 Receive the complete documents	None	10 minutes	JHON CARL VALLEJOS Administrative Aide VI
	1.2 Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	MICHELLE IRISH G. MENDOZA Administrative Assistant III
	1.4. Review the submitted	None	30 minutes	MICHELLE IRISH G. MENDOZA

	complete document and provide appropriate action			Administrative Assistant III
	1.5 Forward to the Office of the SDS for Approval of documents	None	20 minutes	MICHELLE IRISH G. MENDOZA Administrative Assistant III
	1.6 Approved documents are forwarded to Personnel Unit	None	30 minutes	MIGUEL P. FILLALAN JR. CESO V Schools Division Superintendent
	1.7 Forward the documents to Personnel Unit			RUBY GRACE T. TOLIN Administrative Assistant III
2. Receive and forward the documents	2.1 Receive and forward the documents to Budget Unit for request of funds	None	25 minutes	MICHELLE IRISH G. MENDOZA Administrative Assistant III MARIZZA M. TABAUSARIS Administrative Officer V Budget Officer
TOTAL		None	3 hours, 55 minutes	

11. 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 the complete documents	1.1 Receive and check for the complete document	None	3 minutes	AUBREY D. ELA MPA Administrative Assistant III
	1.2 Preparation of updates and submission of scanned copy to PSU	None	5 minutes	AUBREY D. ELA MPA Administrative Assistant III APRIL ROSE E. MARCELINO MPA Administrative Officer II (HRMO I)
TOTAL		None	8 minutes	

Office of the Schools Division Superintendent – Property and Supply Unit

1. Requisition and Issuance of Supplies

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

Name of Office/Division		Property and Supply Unit		
Classification		Simple		
Type of Transaction		Government to Government (G2G)		
Who May Avail		Deped Employees		
Checklist of Requirements		Where to Secure		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Requesting Personnel Submit all the requirements to Property and Supply Office	1.1 Receive and check all the documents	None	5 minutes	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for approval	None	3 minutes	
2. Receive the supplies and the copy of the approved RIS Form	Release of supplies to the end-user	None	3 minutes	
TOTAL			21 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		Government to Government (G2G)		
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 equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment	None	10 minutes	Grace S. Bolasa Bimbo A. Bolasa Kevin Dave Espina Roshiel Mar Babagay
	a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability	None	5 minutes	Grace S. Bolasa
TOTAL			15 minutes	

School Governance and Operations Division – Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)

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

Office or Division		Planning Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Internal Stakeholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	16 hours	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
Total		None	2 days and 37 minutes	

2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

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

Office or Division	SGOD – Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request (original)	Station assignment (to be secured by the concerned employee)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
1.2 Approval of letter request & referred to the Planning Unit		None	15 minutes	
1.3 For Action & Provide Data Information needed by Clients		None	30 minutes	
Total		None	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

The mechanism shall be posted at the main entrance or most conspicuous place of service as a poster or tarpaulin at the SDO (onsite) or in the “Contact Us” tab in the SDO website (online).

	Schools Division Office
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; pac.sdokidapawancity@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 coursed through DPAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC • 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 DPAC/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 0908-881-6565 Visit https://contactcenterngbayan.gov.ph/contact-us

LIST OF OFFICES

Office	Address	Contact Information
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228- 8824 228-9753* region12@deped.gov.ph
SDO Kidapawan	J.P. Laurel St., Poblacion Kidapawan City	(064) 577-9654; 09069910052 kidapawan.city@deped.gov.ph depedkidapawancity.net
Administrative Section/DPAC	2F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	pac.sdokidapawancity@deped.gov.ph 09536555501
ICT Unit	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	ict.depedkidapawancity@deped.gov.ph 09524861002
Property and Supply Unit	Division Office (Old Bldg.) J.P. Laurel St. Poblacion Kidapawan City	supply.kidapawancity@deped.gov.ph 09424954694
Cash Unit	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	cash.kidapawancity@deped.gov.ph
Budget Unit	2F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	budget.kidapawancity@deped.gov.ph
Legal Unit	Division Office (Old Bldg.) J.P. Laurel St. Poblacion Kidapawan City	kidapawan.legal@deped.gov.ph 09691861401
Accounting Unit	2F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	accounting.kidapawancity@deped.gov.ph
Records Unit	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	records.kidapawancity@deped.gov.ph
Procurement Unit	Division Office (Old Bldg.) J.P. Laurel St. Poblacion Kidapawan City	procurement.kidapawancity@deped.gov.ph
Personnel Unit	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	personnel.kidapawancity@deped.gov.ph
Payroll Services	1F SDO Kid., J.P. Laurel St.	kidapawan.psu@deped.gov.ph

	Poblacion Kidapawan City	
Curriculum Implementation Division	2F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	cid.kidapawancity@deped.gov.ph 09093689532
School Management, Monitoring and Evaluation Section	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	smme.kidapawancity@deped.gov.ph 09501743687
Planning and Research Section	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	prs.kidapawancity@deped.gov.ph
Human Resource Development Section	1F SDO Kid., J.P. Laurel St. Poblacion Kidapawan City	hrds.kidapawan@deped.gov.ph