

DIVISION OF OZAMIZ CITY



CITIZEN'S CHARTER

2021 Edition





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THE DEPED 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 building the nation.

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

THE DEPED MISSION

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

Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.

Teachers facilitate learning and constantly nurture every learner.

Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.

Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

OUR CORE VALUES

Maka-Diyos
Maka-tao
Makakalikasan
Makabansa



OUR MANDATE

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

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.



GOVERNMENT SERVICES OFFERED

I. EXTERNAL SERVICES

In consonance with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Schools Division of Ozamiz City has formulated its Office Citizen's Charter. It aims to streamline its systems and procedures in the delivery of basic government services¹.

A. Cash

1. Issuance of Official Receipt

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

Office or Division	:	Cash Section		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Anybody with Order of Payment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Division Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Order of Payment and pay the required amount to the AO IV – Cash (Division Cashier) .	Receives Order of Payment and the cash as indicated	Amount Varies	10 minutes	AO IV - Cash
Receives the Official Receipt.	Prepares the Official Receipt indicating the amount of cash received.	None	5 minutes	AO IV - Cash
TOTAL			15 minutes	

¹ The Ease of Doing Business Law | Anti-Red Tape Authority. Anti-Red Tape Authority. (2018). Retrieved 20 June 2021, from <https://arta.gov.ph/about/the-ease-of-doing-business-law/>.



B. Legal Unit

1. Filing of Complaint

Service Description. This process covers the filing of complaint in the department. An administrative proceeding is a non-judicial determination of fault or wrongdoing and may include, in some cases, penalties of various forms.

Office or Division	:	Legal Unit		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Any person may file an administrative complaint against any DepEd Officials and against teaching and non-teaching personnel from the different schools of the Division.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Full name and address of the complainant 2. Full name and address of the person complained of, as well as his position and office in the Department of Education 3. A narration of the relevant and material facts which shows the acts of omissions as allegedly committed by the person 4. Certified true copies of documentary evidence and affidavits of witnesses, if any 5. Certification of Non-Forum Shopping 6. Complaint shall be under oath 		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits documents in two (2) copies	Receives complaint and other documents and marks it "Received".	None	1 minute	Receiving Office Staff
	Returns one copy to the client and forwards the other copy to the Schools Division Superintendent (SDS) for action.	None	1 minute	Receiving Office Staff
TOTAL			2 minutes	



2. Correction of Entries in the School Records

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

- a. **Typographical error** in the Form 137, card, diploma or other student record which was committed by any school personnel.
- b. **Changes or spell out abbreviation** on the first name or surname such as “Ma.” to “Maria”; “D.S.” to “Delos Santos”; **dash or mere spacing** (like De Los Santos to Delos Santos); **change from small letter to capital letter** or vice versa or **two words to one word only** (like Devilla to De Villa; Delos Angeles to De Los Angeles) / inclusion of “**Jr.**” or “**II,**” “**III,**” etc., after the surname. Provided that, it is reflected in the in the Certificate of Live Birth of the student/pupil issued by the National Statistics Office.
- c. Change of name based on **court decisions or Civil Registrar General’s action on petitions**, provided that the change is already annotated in the Certificate of Live Birth (Birth Certificate) of the student/pupil issued by the National Statistics Office.
- d. **Inclusion/elimination/deletion of middle name** for students without middle name in their Birth Certificate provided that the middle name is **annotated in the NSO Birth Certificate.**
- e. Correction of place of birth.

Office or Division	:	Legal Unit
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Parents/Guardians/Authorized Representative of the Learner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Certificate of Live Birth issued by the National Statistics Office which shall be its basis for the correction/change of entries in the school records. It will be retained as part of the student’s record.	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Substantiates the request for correction by presenting the Original Certificate of Live Birth and the document containing the erroneous entry/ies.	The school, through designated representative, reviews, evaluates and compares the documents presented. If found to be meritorious, it will then effect the	None	15 minutes	School head or any designated representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	correction of entry/ies. NB: The entries found in the Birth Certificate shall prevail.			
TOTAL			15 minutes	



C. Personnel Unit

1. Submission of Employment Application (Teaching Related)

Service Description. This process provides fast and easy access on employment applications for teaching and teaching related positions thru online and mail submissions and speedy response.

Office or Division	:	Human Resource Unit
Classification	:	Simple
Type of Transaction	:	G2C - Government to Civilian
Who may avail	:	Applicants who hold a valid certificate of registration/ professional license as a teacher from the Professional Regulation Commission (PRC) seeking to be appointed to a Teacher I position

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. CSC Form 212 (Revised 2005) with 2x2 ID picture	Applicant/CSC Website
3. Certified photocopy of PRC professional identification card or a PRC certification showing the teacher's name, LET rating, and other information recorded in the PRC Office	PRC
4. Certified photocopy of ratings obtained in the Licensure Examination for Teachers (LET)/Professional Board Examination for Teachers(PBET)	PRC
5. Certified copy of Transcript of Records with Weighted General Average (WGA) signed by the Registrar; For Education Graduates – WGA of the Baccalaureate Course For Second Coursers- WGA of the Baccalaureate Course plus 18 education units;	Higher Education Institution
6. Copies of Service Records, Performance Ratings and School Clearance for those with teaching experience	Previous/Current Employer
7. Certificates of Specialized Training, if any	Learning Service Provider
8. Certified copy of Voter's ID and/or any proof of residency as deemed acceptable by the School/Division Screening Committee;	COMELEC
9. NBI Clearance	
10. Omnibus Certification of the Completeness, Authenticity and Veracity of all documents submitted, signed by the applicant.	NBI Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter together with the required documents to the nearest elementary or secondary school	Receives application and verifies documents submitted as to the completeness and authenticity.	None	10 minutes	School Screening Committee (SSC)
	Submits the list of applicants together with their pertinent documents to the Division Personnel Selection Board thru the HR-Personnel.	None	5 minutes	School Screening Committee (SSC)
	Receives the applications with corresponding documents	None	5 minutes	HR Personnel
TOTAL			20 minutes	



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

Service Description. This process provides fast and easy access on employment applications for non-teaching positions thru online and mail submissions and speedy response.

Office or Division	:	Office of the Schools Division Superintendent
Classification	:	Complex
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Applicants who hold a valid certificate of registration/professional license/civil service eligibility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. CSC Form 212 (Revised 2005) with 2x2 ID picture	Applicant/CSC Website
3. Certified photocopy of PRC professional identification card or a PRC certification showing the teacher's name, LET rating, and other information recorded in the PRC Office/Civil Service Eligibility	PRC/CSC
4. Certified photocopy of ratings obtained in the Licensure Examination for Teachers (LET)/Professional Board Examination for Teachers(PBET)/Civil Service Eligibility	PRC/Civil Service Commission
5. Certified copy of Transcript of Records with Weighted General Average (WGA) signed by the Registrar;	Higher Education Institution
6. Copies of Service Records, Performance Ratings and School Clearance for those with teaching experience	Previous/Current Employer
7. Certificates of Specialized Training, if any	Learning Service Provider
8. Certified copy of Voter's ID and/or any proof of residency as deemed acceptable by the School/Division Screening Committee;	COMELEC
9. NBI Clearance	NBI
10. Omnibus Certification of the Completeness, Authenticity and Veracity of all documents submitted, signed by the applicant.	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter with the required documents to the Division Office or thru the official SDO email (deped1miz@gmail.com)	Receives application and verifies documents submitted as to completeness and authenticity	None	5 minutes	Receiving Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Forwards the application documents to the Personnel Selection Board.	None	3 minutes	Receiving Staff
TOTAL			8 minutes	



D. Property and Supply

1. Acceptance and Distribution of Textbooks, Supplies and Equipment

Service Description. This service is the issuance and receiving of textbook and equipment that are needed for the elementary and non-autonomous secondary schools.

Office or Division	:	Property and Supply Section			
Classification	:	Complex			
Type of Transaction	:	G2G- Government to Government			
Who may avail	:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Delivery Receipts 2. Inspection and Acceptance report/ Property Transfer Report		Supplier Employee/Property and Supply Unit			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Gives the textbooks and/or equipment together with the receipts	1.1 Receive textbooks and/or equipment from suppliers	None	30 minutes	Property and Supply personnel	
	1.2 Check the quantity of the items received through comparing the Delivery Receipt of delivered textbooks and/or equipment to the Purchase Order and/or Property Transfer Report of originating Office	None	30 minutes		
	1.3 Inspect, verify, and approve the receipt of textbooks and/or equipment	None	3 hours		Inspection Committee
	1.4 Prepare Inventory Custodian Slip (ICS) for recipient Schools	None	2 hours		
	1.5 Review and Approve the Inventory Custodian Slip (ICS)	None	30 minutes		
	1.6 Inform the recipient Schools for the distribution of textbooks and/or equipment	None	1 hour		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives the Textbooks and/or Equipment	2.1 Forward the textbook and/or equipment together with the copy of signed Inventory Custodians Slip (ICS)	None	30 minutes	Property and Supply personnel
TOTAL:			8 hours	



E. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

Office or Division	:	Records Section		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to SDS through email at deped1miz@gmail.com or personal delivery at the Receiving Section.	Prints the received letter request for emailed letter request	None	5 minutes	SDS Staff
	Routes the received letter request to the SDS for approval.	None	5 minutes	Records Staff
	Approves the letter request	None	5 minutes	SDS
	Routes the approved letter request to the Records Section	None	5 minutes	SDS Staff
	Receives the form and organizes/ prepares the requested document	None	15 minutes	Records Section Staff/ADAS
Receives the requested document	Prints and gives the document to the client	None	10 minutes	Records Section Staff/ADAS
TOTAL			45 minutes	



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

Service Description. Issuance of requested documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

Office or Division	:	Records Section		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Schools Division Superintendent signifying the purpose of the request (1 original copy)		Requesting Person		
2. Valid ID (Original ID and 1 Photocopy)		Requesting Person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the letter request.	SDS approves the request.	None	5 minutes	Records Section Staff
	SDS Staff routes the approved letter request to the Records Section	None	5 minutes	SDS Staff
	Searches, prints or photocopies the requested document	None	20 minutes	Records Section Staff
	Reviews and verifies the document and certifies true copy	None	10 minutes	Records Officer and/or Admin Officer
Receives the requested document	Releases the document to the client	None	5 minutes	Records Section Staff
TOTAL			45 minutes	



3. Certification, Authentication, Verification (CAV)

Service Description. This service refers to the certification, authentication and verification of school records of learners going abroad.

Office or Division	:	Records Section		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	Present and Former Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>High School/ Elementary Graduates:</p> <ol style="list-style-type: none"> 1. Student Permanent Record – Form 137 (1 original and 2 photocopies) 2. Certificate of Enrolment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. Transmittal from School (1 original and 2 photocopies) 5. Special Order, if graduate from Private Schools (1 Original and 2 photocopies certified by the School Head) 6. Latest passport size ID Pictures (2 copies) 7. Documentary Stamp (2 copies) <p>For Undergraduates:</p> <ol style="list-style-type: none"> 1. Indorsement from the School (1 original and 2 photocopies) 2. Student Permanent Record – Form 137 (1 original and 2 photocopies) 3. Certification of Enrolment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 4. Latest Passport sized ID picture (2 copies) 5. Documentary Stamp (2 copies) 		<p>School Attended</p> <p>School attended</p> <p>School attended</p> <p>School attended</p> <p>School attended</p> <p>Requesting Person</p> <p>Requesting Person</p> <p>School Attended</p> <p>School Attended</p> <p>School Attended</p> <p>Requesting Person</p> <p>Requesting Person</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for and completely fills-out the CAV Application	Receives and check the completely	None	10 minutes	Records Section Staff/ ADAS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Form from the Records	filled out CAV application form and all supporting documents of the client. Review the completeness and verify authenticity of documents			
	Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for filing	None	5 minutes	Records Section Staff/ ADAS
	Attaches picture, documentary stamp and dry seal then present it to the client for final verification	None	5minutes	Records Section Staff/ ADAS
Verifies the accuracy of the data encoded to the CAV certificate then return to the processor	Forwards printed CAV to Records Officer/AO V for initial. Hand in to the Chief Administrative Services Division for signature, if not available hand in to alternate signatory already recognized by the DFA	None	15 minutes	Records Section Staff/ ADAS
	Scans CAV certificate and the attached Academic School Records then seal CAV certificate and its attachments in a brown envelope with signatures on the opening and paste the DFA Authentication	None	10 minutes	Records Section Staff/ ADAS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Section addresses at the back. Inform applicant to bring the sealed envelope to DFA for Apostille			
Receives the completed CAV documents	Sends the scanned approved CAV through DFA official email with the following details: Name of approved CAV applicant, CAV Control Number and Date Release	None	5 minutes	Records Section Staff/ ADAS
TOTAL			50 minutes	



4. Receiving of Incoming Communications

Service Description. This is the very common office transaction involving submitted documents at receiving and releasing desk of the Record Section. The process involves received documents from clientele, recording in the Recording Book and indorsing documents to the concerned and authorized office/personnel for appropriate action.

Office or Division	:	Records Section - OSDS		
Classification	:	Simple		
Type of Transaction	:	G2B – Government to Business G2C – Government to Citizen G2G - Government to Government		
Who may avail	:	DepEd Employee and the General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits communications online (via deped1miz@gmail.com / Document Tracking System) or hand carry to the Receiving Section.	Prints/Receives communications (e copy or hard) and records in the logbook/ Record Book/ Document Tracking System.	None	5 minutes	AO IV – Records/ Records Staff
	Forwards the documents to the concerned section/office.	None	5 minutes	AO IV – Records/ Records Staff
TOTAL			10 minutes	



5. Releasing of Outgoing Communications

Service Description. One of the common office transactions in the Record Section is releasing outgoing documents. The process involves recording the documents in the Recording Book and releasing them to the concerned and clientele in accordance to the Data Privacy Act of 2012.

Office or Division	:	Records Section		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizens		
Who may avail	:	DepEd Employees and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Claims documents for release (hand carry or mail).	Records the outgoing communications in the Record Book/Document Tracking System.	None	5 minutes	AO IV – Records ADA VI AO II
Receives the document and signs in the Record Book/ Acknowledges receipts of the communication thru reply message.	Releases the communications (thru email/ messenger or personal) to the client.	None	5 minutes	AO IV – Records ADA VI AO II
TOTAL			10 minutes	



F. Curriculum Implementation Division

1. Access to the LRMDs Portal

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

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

Office or Division	:	Curriculum Implementation Division			
Classification	:	Simple			
Type of Transaction	:	G2C-Government to Citizen			
Who may avail	:	DepEd Employee, Students and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Computer/Laptop and Internet 2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stakeholders		Client LR Portal (lrmds.deped.gov.ph)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Open any browser engine and go to www.lrmds.deped.gov.ph	1.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian	
2. Click the Begin Quick Tour for new users (Optional)	2.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian	
3. Log-in to the LR Portal	3.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian	
4. On the upper menu bar, click the Resources Button and select either K to 12 Resources, Alternative Learning System or Professional Development	4.1 Assist client (if necessary, through online)	None	10 minutes	Client/LR Staff/Librarian	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Select Grade Level	5.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
6. Select the desired learning area	6.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
7. Select the content from the given list	7.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
8. a. Select the title from the list. (The list could still be refined based on DepEd Special Programs such as IPed, ALS, SPED, etc.) b. Use the search engine/button to look for the desired learning resource and further filtered by Title, Keyword or Competency.	8.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
9. Click view or download (Guest can only browse and search for Learning Resources in the Portal. Only registered users are given downloading privileges)	9.1 Assist client (if necessary, through online)	None	5 minutes	Client/LR Staff/Librarian
10. Copy or print the downloaded Learning Resource	10.1 Assist client (if necessary, through online)	None	5 minutes	Client/LR Staff/Librarian
11. Open feedback mechanism tab and accomplish Online Feedback form in the Contact Us Tab	11.1 Dispense Client Report	None	3 minutes	Client/LR Staff/Librarian



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
12. Log-out the LR Portal	12.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Total			27 minutes	
For localized learning resources, access through Complete Resources for Year-round Systematized Teaching and Learning (CRYSTaL)- A Division Initiative				
1. Open any browser engine and go to www.crystal.dep edozamiz.net	1.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
2. On the upper menu bar, click the Grade Level Button and select the desired grade level	2.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
3. Select the desired learning area	3.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
4. Click the desired quarter based on the learning competencies	4.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
5. Select the learning resource	5.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
6. Copy or print the downloaded Learning Resource	6.1 Assist client (if necessary, through online)	None	5 minute	Client/LR Staff/Librarian
7. Log-out the CRYSTaL Portal	7.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Total			11 minutes	



2. Borrowing Procedures for Books and Other Materials Over Night

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

Office or Division :	Curriculum Implementation Division			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail :	Teaching, Teaching Related Personnel and Learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy) Valid ID (1 original, 1 photocopy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request letter to Record Section	1.1 Receive request letter 1.2 Forward the request to the Library Hub 1.3 Receive the request letter	None None None	5 minutes 5 minutes 1 minute	Record's Personnel Record's Personnel Librarian/Library Staff
1. Present the received request letter and valid ID	2.1 Received request letter and valid ID	None	1 minute	Librarian/Library Staff
2. Check and browse available reading materials in the display shelves	3.1 Assist Client	None	3 minutes	Client & Librarian/Library Staff
3. Select titles of reading materials to borrow	4.1 Bring reading materials to the Circulation Counter	None	20 minutes (Depending on the number of books to borrow)	Client
4. Accomplish two (2) copies of Borrowing and Returning Transaction Form	5.1 Prepare and record reading materials for lending	None	5 minutes	Librarian/Library Staff
5. Receive reading materials	6.1 Return ID presented and release reading materials to borrow	None	5 minutes	Librarian/Library Staff
TOTAL			45 minutes	



3. ALS Enrolment

Service Description. It describes the registration process of out-of-school youth in the Alternative Learning System.

Office or Division :	Curriculum Implementation Division (CID)			
Classification :	Simple			
Type of Transaction:	ALS Enrolment			
Who may avail :	Out-of-School Youth and Adults			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of PSA/Local Birth Certificate Baptismal Cert. Valid IDs (Driver's License, Postal ID, Voter's ID)		City Local Registry/PSA Office		
1. Submits documents for enrolment	Receives the documents for recording	None	5 minutes	ALS Mobile Teachers District ALS Coordinators EPS-II (ALS)
2. Fills out Personal Information Sheet (PIS) and ALS Enrolment Form 2	Conducts Initial Assessment/screening in Basic Literacy (ABL) and Functional Literacy Test (FLT) and identify the entry level of the learners	None	1 hour	ALS Mobile Teachers District ALS Coordinators EPS-II (ALS)
3. Receives details and information regarding learning session	Informs learners on the schedule of learning sessions	None	10 minutes	ALS Mobile Teachers District ALS Coordinators EPS-II (ALS)
TOTAL:			1 hour and 15 minutes	



G. SGOD – Planning and Research Section

1. Request for Basic Education Data (External Stakeholders)

Service Description. This process involves preparation of summary and consolidated data on performance indicators, resource requirements and other pertinent division and school data needed by the stakeholders.

Office or Division	:	Planning and Research Unit		
Classification	:	Simple		
Type of Transaction	:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail	:	Public and Private School Heads, Researchers (Higher Education Institutions) and other External Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Person		
Endorsement from Graduate School		Graduate School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to Schools Division Superintendent through email at deped1miz@gmail.com	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Approves the request	None	5 minutes	SDS
	Routes the request letter to the Planning and Research Unit		5 minutes	SDS Staff
	Prepares/organizes the requested data	None	30 minutes	Planning Officer III
Acknowledges receipt of the data thru reply email.	Releases/sends the requested data thru email to the requesting party/person.	None	5 minutes	Planning Officer III
TOTAL			50 minutes	



II. INTERNAL SERVICES

A. Accounting

1. Processing of Disbursement Vouchers – Trainings/Meals

Service Description. Any type or kind of meals to be provided, which may be needed in the pursuit of any project or activity of the agency.

Office or Division	:	Finance		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (PR, RFQ, Abstract, PO, Inspection Report, DR, OR, Distribution Lists, Memo)		End-User End-User		
Obligation Request and Status (ORS)		Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	3mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	5mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number and prepare withholding tax	None	3mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	10mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	8mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review	None	7mins.	Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and certification of funds availability.			
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			38mins.	



2. Processing of Disbursement Vouchers – Supplies, Materials and Equipment (Non-Capital Outlay)

Service Description. All non-capital outlay supplies, materials, and equipment which may be needed in the pursuit of any project or activity of the agency.

Office or Division	:	Accounting Section		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (PR, RFQ, Abstract, PO, Inspection Report, DR, OR, Distribution Lists)		End-User End-User		
Obligation Request and Status (ORS)		Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	3mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	5mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number and prepare withholding tax	None	3mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	10mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	8mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	7mins.	Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			38mins	



3. Processing of Disbursement Vouchers – Supplies, Materials and Equipment (Capital Outlay)

Service Description. All capital outlay supplies, materials, and equipment which may be needed in the pursuit of any project or activity of the agency.

Office or Division	:	Finance		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (contract, notice of award, notice of proceeds, billing statement, Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	3mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	5mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number and prepare withholding tax	None	3mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	15mins.	Bookkeeper
	1.4 Prepare JEV and LDDAP	None	8mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	10mins.	Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
	TOTAL		46mins.	



4. Processing of Disbursement Vouchers – Cash Advances for School MOOE

Service Description. All non-capital outlay supplies, materials, and equipment which may be needed in the pursuit of any project or activity of the agency.

Office or Division	:	Finance		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Bonded School Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (CA,SOB, PPMP, PR, Certification of Liquidation) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	3mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number	None	2mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	5mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5mins.	Accountant
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			24mins	



5. Processing of Disbursement Vouchers – Travel Expenses

Service Description. Travels shall cover only those that are urgent and extremely necessary, will involve the minimum expenditure and are beneficial to the agency.

Office or Division	:	Finance		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (Authority to travel, Itinerary of Travel, Memo, Trip tickets, Certificate of appearance) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	3mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number	None	2mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	5mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5mins.	Accountant
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			24 mins	



6. Processing of Disbursement Vouchers – Salaries for Regular Employees

Service Description. The personnel benefit costs of government officials and employees shall be charged against the funds from which their salaries are paid. All authorized supplemental or additional compensation, fringe benefits and other personal services costs of officials and employees whose salaries are drawn from special accounts or special funds shall similarly be charged against the corresponding fund from which their basic salaries are drawn.

Office or Division	:	Finance		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (DTR, form 6 if applicable)		End-User End-User		
Obligation Request and Status (ORS)		Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	10mins.	Bookkeeper
	1.2 Record the transaction in the Record book for control number	None	2mins.	ADAS-II Designated Staff
	1.3 Review DV and supporting documents	None	1hr	Bookkeeper
	1.4 Prepare JEV and LDDAP	None	15mins	Bookkeeper
	1.5 Forward documents to the Accountant for final review and certification of funds availability.	None	10mins.	Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Forward documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
	TOTAL		1 hr and 41 mins	



7. Processing of Disbursement Vouchers – Utilities

Service Description. The amounts programmed, particularly for, but not limited to, petroleum, oil and lubricants as well as for water, illumination and power services, and rent requirements shall be disbursed solely for such items of expenditures.

Office or Division	:	Finance		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (Billing statement) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	3mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number and prepare withholding tax	None	3mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	5mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5mins.	Accountant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
	TOTAL		24mins	



8. Processing of Disbursement Vouchers – Communication Expenses

Service Description. The amounts programmed, particularly for communication services shall be disbursed solely for such items of expenditures.

Office or Division	:	Finance		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (memo) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	3mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number	None	3mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	5mins.	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5mins.	Accountant
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			24mins	



8. Processing of Disbursement Vouchers – Remittances

Service Description. Remittances are funds transferred to businesses or any other concerned party as payment for invoices or obligations of an office.

Office or Division :		Accounting Section		
Classification :		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail :		Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (Remittance lists, SOD) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2mins.	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	5mins.	Bookkeeper
	1.2 Records the transaction in the Record book for control number	None	2mins.	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	30mins	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5mins	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5mins.	Accountant
	1.6 Forwards documents to Cashier for processing of payment	None	2mins.	Designated Releasing/Receiving Staff
TOTAL			49mins	



PROCEDURE FOR FILING COMPLAINTS AND FEEDBACK

1. Write a letter narrating the matters or specifying the services to be considered, evaluated and reviewed (the letter must be addressed to the Schools Division Superintendent for him/her to be aware of the issue or problem).
2. The Schools Division Superintendent will refer the letter to the proper office or unit for appropriate action.
3. The proper unit or office will conduct summary inquiry. After the conduct of said inquiry, the proper unit or office shall make the necessary report.
4. The Schools Division Superintendent, through the Division Legal Officer, will now make his/her reply based on the report of the concerned office or unit.
5. In case of anonymous complaints, the reply of the agency shall be posted conspicuously in its bulletin board for 10 consecutive days.

Note: The prescriptive periods of the abovementioned shall be based on the periods prescribed by EODB Act and other relevant laws.



CONTACT INFORMATION:

Contact Information of ARTA:

The CCB may be reached via the following platforms:

- Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide
- SMS/Text Access: 0908-8816565
- Email: email@contactcenterngbayan.gov.ph
- Website: www.contactcenterngbayan.gov.ph
- Facebook page: www.facebook.com/contactcenterngbayan

Alternatively, the CSC **Public Assistance Center (PAC)** offers the following feedback facilities:

- TextCSC: 0917-8398272
- Hotline: (02)932-0111
- Email: paio@csc.gov.ph
- Walk-in/personal visit to the PAC at Ground Floor, Civil Service Commission Central Office, Batasan Hills, Diliman, Quezon City

PCC may be reached thru the following telephone connections:

1. +63(2)-8736-8645
2. +63(2)-8736-8603
3. +63(2)-8736-8629
4. +63(2)-8736-8621

The services of the Center may be availed of by letter-senders:

1. Via email – thru email address: pcc@malacanang.gov.ph
2. Via postal service – thru PCC official address at Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
3. Via facsimile thru Telefax No. +63(2)-87368621



LIST OF OFFICES

1. Schools Division Superintendent's Office
2. Assistant Schools Division Superintendent's Office
3. Curriculum Implementation Division\
4. School Governance and Operations Division
5. Legal Unit
6. Information Technology Office
7. SGOD – Medical Office
8. Accounting Unit
9. Personnel Section
10. Property and Supply Section
11. Cash Section
12. Records Section



Department of Education
Region 10 Northern Mindanao
Division of Ozamiz City
2021 CITIZEN'S CHARTER MANUAL



ASENZO
QZAMIZ