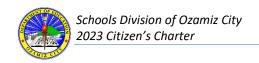


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THE DEPED VISION

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 Makatao Makakalikasan Makabansa

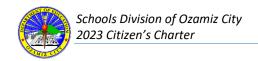
PANUNUMMPA NG LINGKOD BAYAN

Ako av isang lingkod bavan. Pangangalagaan ko ang tiwalang ipinagkaloob ng mamamayan. Maglilingkod ako nang may malasakit, katapatan, at kahusayanna walang kinikilingan. Magiging mabuting halimbawa ako, at magbibigay ng pag-asa at inspirasyon sa aking kapwa lingkod bayan. Lilinangin ko ang aking sariling kakayahan upang sa lahat ng panahon ay mapaglingkuran ko nang buong kahusayan ang sambayanan. Hindi ako makikibahagi sa mga katiwalian sa pamahalaan. Pipigilan at isisiwalat ko ito sa pamamagitan ng tama at angkop na pamamaraan. Isasabuhay ko ang isang lingkod bayang maka-diyos. maka-tao, makakalikasanat makabansa. Tutugon ako sa mga hamon ng makabagong panahon tungo sa adhikainng matatag, maginhawa, at panatag na buhay. Sa mga tungkulin at hangaring ito, kasihan nawa ako ng maykapal.

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 OFFERRED by Unit or Section

A. LEGAL UNIT

A.1 External Services

A.1.1 Request for Correction of Entries in 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 error/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.

Live Birth and the

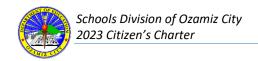
document containing

Office or Division	: Legal	Unit				
Classification	: Simpl	Simple				
Type of Transaction	: G2C -	Government t	o Citizen			
Who may avail	: Paren	ts/Guardians/A	Authorized Represe	ntative of the		
	Learn	er				
	LIST OF EMENTS		WHERE TO SE	CURE		
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			ne Statistics Author	rity		
the student's record.	,					
the student's record. CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		

and compares the

documents

the erroneous entry/ies.	presented. If found to be meritorious, it will then effect the correction of entry/ies. NB: The entries found in the Birth Certificate shall prevail.			
	Total	None	15 minutes	



A.2 Internal Services

A.2.1 Issuance of Certificate of No Pending Case

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

Office or Division	:	Legal Unit	t			
Classification	Classification : Simple					
Type of Transaction	n :		vernment to			
Who may avail	:	Teaching	and Non-Te	aching Personnel		
	KLIST OF			WHERE TO SE	ECURE	
	REMENTS					
Government issu				D	(*)	
2. Division Clearan				Requesting E	entity	
3. Authorization let				l		
CLIENT	AGE	_	FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE PAID	TIME	RESPONSIBLE	
Submits all documentary requirements Logs at the log	1.1 Reviews and check requirement/s & verify from the list of formally charged employees 2.1 If employee		None	5 minutes 5 minutes	Legal Officer / Legal Assistant	
sheet provided if issued a certification	2.1 If employee does not have pending case, issues certification / sign clearance If employee has a pending administrative case, informs employee that he / she will be cleared after case has been resolved or sanction has been completed		None	5 minutes		
document/s.	3.1 Releas document Division Cl	/ sign				
	To	tal	None	15 minutes		

B. PERSONNEL UNIT

B.1 External Services

B.1.1 Acceptance of Employment Application for Initial Evaluation (Teaching Position)

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

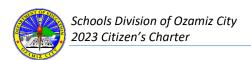
Office or Division : Personnel Unit					
	assification :	Simple			
	pe of Transaction :		overnment to Citizen		
	no may avail :		d Applicants		
	CHECKLIST OF		WHERE TO SECURE		
	REQUIREMENTS				
	Application Letter		Applicant		
2.	CSC Form 212 (Revised 200)5) with			
	2x2 ID picture		Applicant/CSC Website		
3.	Certified photocopy of PRC				
	professional identification ca				
	PRC certification showing the teacher's name, LET rating,		PRC		
	other information recorded in		FRO		
	PRC Office	1 1110			
4.	Certified photocopy of rating	S			
	obtained in the Licensure	-			
	Examination for Teachers		PRC		
	(LET)/Professional Board				
	Examination for Teachers(Pl				
5.	Certified copy of Transcript of				
	Records with Weighted Gene		Higher Education Institution		
	Average (WGA) signed by the	ie			
	Registrar;	AIC A of			
	For Education Graduates – \ the Baccalaureate Course	WGA OI			
	For Second Coursers- WGA	of the			
	Baccalaureate Course plus 1				
	education units;	· -			
6.	Copies of Service Records,		Previous/Current Employer		
	Performance Ratings and Sc	chool			
	Clearance for those with teach	ching			
	experience				
7.	Certificates of Specialized Tr	aining, if	Learning Service Provider		
0	any	nd/or	COMELEC		
8.	Certified copy of Voter's ID a any proof of residency as de		COMELEC		
	acceptable by the School/Division				
	Screening Committee;	131011			
9.	NBI Clearance		NBI		
_	Omnibus Certification	of the	Applicant		
	Completeness, Authentic	-			
	Veracity of all documents s				
	signed by the applicant.				

CLIENT STEPS	AGENCY ACTION	FEES TOBE 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	None	20 minutes	

B.1.2 Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions Both Promotion and Entry)

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

Office or Division : Personnel Unit					
Classification	<u> </u>	Simple	ioi Offic		
Type of Transaction	:		Government to Citizen		
Who may avail	:		ed Applicants		
CHECKLIST	OF			WHERE TO SEC	URE
REQUIREME	NTS				
1. Application Letter		' o o	Applicant		
2. CSC Form 212 (Revise	ed 2005) v	vitn 2x2	Applicant/CG	CC Mohoito	
ID picture 3. Certified photocopy of	PRC profe	essional	Applicant/CS	oc website	
identification card or a	•		PRC/CSC		
showing the teacher's					
and other information					
PRC Office/Civil Service	•	•			
4. Certified photocopy of			DD 0 /0; :!! 0 .		
in the Licensure Teachers (LET)/Prot			PRC/CIVII Se	ervice Commissio	n
Examination for Tea					
Service Eligibility	011010(1 D	- 1 <i>)</i> / O1V11	Higher Educ	ation Institution	
5. Certified copy of Tran	script of F	Records	3		
with Weighted Genera		(WGA)			
signed by the Registra			Previous/Current Employer		
•		tecords, School			
Performance Rating Clearance for those	s and		Learning Service Provider		
experience	, with t	cacining	Learning Service Provider		
7. Certificates of Specia	lized Tra	ining, if	COMELEC		
any					
8. Certified copy of Vote			NBI		
proof of residency		deemed	Applicant		
acceptable by the Screening Committee;	School/	DIVISION	Applicant		
9. NBI Clearance					
10. Omnibus Certificat	ion of	the			
Completeness, Authen	•	•			
of all documents sub	mitted, sig	ned by			
the applicant.					
CLIENT	AGE	NCY	FEES TO	PROCESSING	PERSON
STEPS	ACT		BE PAID	TIME	RESPONSIBLE
Submits a written	Receives		None	5 minutes	Receiving Staff
application letter with the	application	on and			
required documents to the Division Office or	verifies	ate			
thru the official SDO	documer submitte				
email	complete				
(deped1miz@gmail.com)	and auth				



Forwards the application documents to the Personnel Selection Board.	None	3 minutes	Receiving Staff
Total	None	8 minutes	

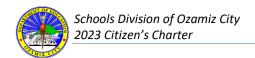
B.2 Internal Services

B.2.1 Application for ERF (Equivalent Record Form)

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

Office or Division	:	Personne	el Unit			
Classification	:	Simple				
Type of Transaction	n :	G2C - Gc	overnment to Citizen			
Who may avail	1	Teaching	Personnel			
	CLIST OF REMENTS			WHERE TO SE	CURE	
Endorsement Let Principal/Immediate original copies)	Supervisor	(3		ce of Requestor		
Endorsement Let original copies)		,	Admin Sect			
3. Equivalent Recorcopies)			Personnel l	Jnit 		
4. Latest approved a photocopy)	•	`	Applicant			
5. Original Transcrip Graduate Studies (1 photocopy)	Original an	d 4	Emanating	Graduate School		
6. PRC License – (5			PRC/Applic			
7. PRC Board Ratin Original 4 photocop	y)	,	Emanating Graduate School			
Certification of Ur original 4 photocopy	/)		Concerned agency			
9. Service Records/ (1 Original 4 photoc		Public	Applicant			
10. Certificate of Tra Seminar/s attended in the last 5 years (* photocopy)	aining/s and (minimum c	f 3 days	Applicant			
11. Latest Performa original 4 photocopy	•	(1	Applicant			
CLIENT	AGEI	NCY	FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE PAID	TIME	RESPONSIBLE	
Submits all documentary requirements	Receives a check for t completen the submit requirement	he ess of ted ERF	None	10 minutes	Personnel Unit HRMO	
	Processes application attached n documents	and ecessary	None	5 minutes		
	Forwards t authorized		None	5 minutes	AO V and SDS	

	signatories for signature of ERF Form			
Furnishes teacher with the Endorsement of the ERF to Regional Office	Indorses the ERF application to Regional Office	None	20 minutes	Personnel Unit
	Total	None	1 hour and 50 minutes	



B.2.2 Application for Leave

Service Description. 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 U	nit	
Classification	:	Simple		
Type of Transaction		G2C - Gover	rnment to Citizen	
Who may avail	:	Teaching an	d Non-Teaching Personnel	
CHECKLI			WHERE TO SECURE	
REQUIREM	MENTS			
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if travelling abroad, or if travelling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)			Personnel Unit Client	
Sick Leave 1. CSC Form 6 (3 original of 2. Medical Certificate, if moleave (1 Copy) 3. Letter request, if necessary	re than 5 o	•	Personnel Unit Client Client	
Paternity Leave 1. CSC Form 6 (3 original of 2. Letter request, if necessar		nal copy)	Personnel Unit Client	
Additional Requirements: Marriage Contract (Birth Certificate of Certificate of Wift photocopy)	of Child	or Medical	Client	
Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)			Personnel Unit Client	
 Additional Requirements: Special Order Form (3 Original copies) Medical Certificate (1 copy) Clearance (4 original copies) 			Front/Information Desk Personnel Unit Client	
Solo Parent Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)			Client	
Additional Requirements: Birth Certificate of C Photocopy of Solo F	\ .		Personnel Unit	

Special Privilege Leave	Personnel Unit
1. CSC Form 6 (3 original copies)	Client
	Client
Study Leave	
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	Personnel Unit
3. Other documents needed.	Client
	Client
VAWC Leave	
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	Personnel Unit
3. Other documents needed.	Client
	Client
Rehabilitation Leave	
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	Personnel Unit
3. Other documents needed.	Client
	Client
Special Leave benefits for women	
1. CSC Form 6 (3 original copies)	D 111.7
2. Letter request, if necessary (1 original copy)	Personnel Unit
3. Other documents needed	Client
(0.1.1.7.)	Client
Special Emergency (Calamity) Leave	D 111.7
1. CSC Form 6 (3 original copies)	Personnel Unit
2. Letter request, if necessary (1 original copy)	Client
3. Other documents needed.	Client

3. Other documents needed.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONS IBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1 Receive the complete documents	None	10 minutes	Records Section- Person in charge
	1.2 Check the received documents as to completeness	None	3 minutes	
	1.3 Forward the complete document to the Personnel for appropriate action	None	10 minutes	Records Section- Person in charge
	1.4 Review the submitted document and provide appropriate action	None	10 minutes	Personnel Unit
	1.5 Forward to the Office of SDS/ASDS for approval/Disapproval	None	10 minutes	SDS/ASDS
	1.6 If approved: Documents are forwarded to the Records Section for release.	None	10 minutes	Record Section – Person in charge

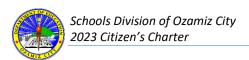
	If disapproved: Documents are forwarded to Personnel Section for appropriate action. And Forward to Records section for Released			Personnel Unit
2. Receive the approved/Disapprov ed Form 6	2.1 Released approved/disapprove d Form 6	None	10 minutes	Record Section – Person in charge
	Total	None	3 hours and 3 minutes	



B.2.3 Application for Retirement

Service Description. 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		Simple	ei Ollit		
Type of Transaction	.n :		overnment to (^itizon	
Who may avail	, iii .			aching Personnel	
	CHECKLIST		g and Non-Tea		TO SECURE
	REQUIREME			VVIILKE	TO SECORE
Application for				Concerned Ret	iree
Service Record				Personnel Unit	1100
Clearance for r		ountabilities	Concerned Ret	iree	
District & Divisi	•	our tabilities	Componing res		
4. Statement of A		Concerned Ret	iree		
5. Certificate of N		Personnel Unit			
Original Copy)	3		,		
6. Certificate of La	ast Day of Se	ervice (1 C	Original Copy)	Personnel Unit	
7. Certificate of La	ast Salary Re	eceived (1	Original	Personnel Unit	
Copy)					
8. Certification of	Leave with o	r without p	pay (1		
Original Copy)					
9. Ombudsman C				Concerned Ret	
10. GSIS Application	on for retirem	nent benef	fits form (1	Concerned Ret	iree
original copy)					
11. Provident Clea	rance (1 Orig			Personnel Unit	DEDOON
CLIENT	L Δ(≟EN	17 ° V			
			FEES	PROCESSING	PERSON
STEPS	ACTIO		TOBE	TIME	RESPONSIBLE
STEPS	ACTI	ON	TOBE PAID	TIME	RESPONSIBLE
STEPS 1. Submits	1.1 Receive	ON	TOBE		RESPONSIBLE Records Section –
1. Submits complete	1.1 Receive complete	ON es	TOBE PAID	TIME	RESPONSIBLE
1. Submits complete requirements for	1.1 Receive complete documents	on es from	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur	on es from nit	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for	1.1 Receive complete documents	es from nit District	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by	from nit District source	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res	from nit District source	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme	from nit District source nt	TOBE PAID	TIME	RESPONSIBLE Records Section –
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer.	from nit District source nt	TOBE PAID None	5 minutes	RESPONSIBLE Records Section – Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completenes	from nit District source nt s and	TOBE PAID None	5 minutes	RESPONSIBLE Records Section – Person in charge Human Resource
1. Submits complete requirements for Retirement to	1.1 Received complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completened the documents recompleted recom	from nit District source nt s and less of ents.	TOBE PAID None	TIME 5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs	from nit District source nt s and ess of ents.	TOBE PAID None	5 minutes	RESPONSIBLE Records Section – Person in charge Human Resource Unit-Person in charge Human Resource
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned	from nit District source int sand less of lents. It the person if	TOBE PAID None	TIME 5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer	from nit District source nt s and less of ents. The person if ments	TOBE PAID None	TIME 5 minutes 10 minutes	RESPONSIBLE Records Section – Person in charge Human Resource Unit-Person in charge Human Resource
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer are incomp	from nit District source nt s and ess of ents. the person if ments lete	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer are incomp 1.4 Authent	from nit District source nt s and ess of ents. the person if ments lete	TOBE PAID None	TIME 5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit - Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer are incomp	from nit District source nt s and ess of ents. the person if ments lete ticates	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit - Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer are incomp 1.4 Authent complete documents	from nit District source nt s and ess of ents. the person if ments lete ticates for	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit - Person in charge
1. Submits complete requirements for Retirement to	1.1 Receive complete documents Records Ur checked by Human Res Manageme Officer. 1.2 Checks verifies the completene the docume 1.3 Informs concerned the requirer are incomp	from nit District source nt s and ess of ents. the person if ments lete ticates for Prepare	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit - Person in charge



1.5 Forwards complete documents to SDS office for signature and SO for release by Records unit.	None	10 minutes	Human Resource Unit-Person in charge
Total	None	50 minutes	

B.2.4 Foreign Travel Authority Request on Official Time or Official Business

Service Description. Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

Office or Division	•	Personn	el Unit		
Classification	:	Simple	<u> </u>		
Type of Transaction	:		Sovernment to Citizen		
Who may avail	:	Teaching	g and Non-Teaching Personnel		
CHECKL	IST OF		WHERE TO SECURE		
REQUIRE					
1. Letter of Intent (1 or			Requestir		
2. Clearance from Scho			Requestir	ng Party	
custodian/school hea		ting			
party (3 original copi 3. Designation of reliev			Requestir	na Party	
teacher/employee in		ce (1	Requestii	ig Faity	
original copy)	then absent	JC (1			
4. Indorsement letter from	om school h	ead/	SDO/DO		
agency head (1 orig					
5. Certificate of No pen	ding case (1	original	SDO/DO		
copy)					
6. Travel Authority, Red			SDO		
No. 43 s. 2014) (1 O)	E 0		
7. Invitation (1 Original	(photocopy)		Event Org		
8. Estimated Travel Co	st, travei is g	JO (1	Requestir	ng Рапу	
copy) 9. Complete Staff Work	(1 Copy)		Requesting Party		
CLIENT	AGEN	ICY	FEES PROCESSING PERSON		
STEPS	ACTI		TOBE	TIME	RESPONSIBLE
			PAID		
Submits all	Receives a	-	PAID None	5 minutes	Records Section
documentary	check for the	ne		5 minutes	Records Section
documentary requirements within	check for the	ne		5 minutes	Records Section
documentary requirements within the prescribe timeline	check for the completene submitted	ne ess of		5 minutes	Records Section
documentary requirements within	check for the completener submitted documenta	ne ess of ary		5 minutes	Records Section
documentary requirements within the prescribe timeline	check for the completener submitted documental requirement	ne ess of ary arts and		5 minutes	Records Section
documentary requirements within the prescribe timeline	check for the completener submitted documenta	ne ess of ary arts and		5 minutes	Records Section
documentary requirements within the prescribe timeline	check for the completener submitted documentar requirement accuracy of the complete	ne ess of ary nts and f travel		5 minutes 5 minutes	Records Section Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documentar requirement accuracy of details If incomple submission	ne ess of ary nts and f travel te	None		
documentary requirements within the prescribe timeline	check for the completener submitted documentar requirement accuracy of details. If incomple submission coordinates	ne ess of ary ots and f travel te n, s with	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned.	ne ess of ary nts and f travel te n, s with office/	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to	ne ess of ary nts and f travel te n, s with office/ to	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lace	ne ess of ary ats and f travel te a, s with office/ to sking	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lace documents	ne ess of ary ots and f travel te n, s with office/ to king and/or	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lack documents confirm any	ne ess of ary nts and f travel te n, s with office/ to sking s and/or y	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lace documents confirm any inconsistent.	ne ess of ary nts and f travel te n, s with office/ to cking s and/or y ncies	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lack documents confirm any	ne ess of ary nts and f travel te n, s with office/ to sking and/or y ncies and	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomple submission coordinates concerned personnel to request lace documents confirm any inconsister. If complete	ne ess of ary ats and f travel te a, s with office/ to sking and/or y acies and orepares	None		Personnel Unit-
documentary requirements within the prescribe timeline	check for the completence submitted documental requirement accuracy of details. If incomples submission coordinates concerned personnel to request lace documents confirm any inconsistent of complete accurate, personnel to complete accurate acc	ne ess of ary nts and f travel te n, s with office/ to cking and/or y ncies and orepares ary	None		Personnel Unit-

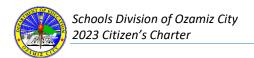
	Routes the travel documents for signature of authorized officials	None	5 minutes	Personnel Unit- Person in Charge
Receives travel documents	Releases the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd NCR	None	5 minutes	Records Section
	Total	None	20 minutes	



B.2.5 Issuance of Certificate of Employment

Service Description. 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 Transactio	n :	G2C - Go	vernment to	Citizen	
Who may avail	:	Teaching	and Non-Te	aching Personnel	/ Retirees
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE
Duly signed Reques (1 Original Copy)	st Form		Personnel	Division	
CLIENT AGEN		_	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fills out and submits the duly signed Request Form	Receives and forward the duly signed Request Form		None	2 minutes	Front Desk/ Information
Waits while the requested Certification is being processed	Verifies the co documents su		None	5 minutes	Human Resource Unit Concern
	Prepares and Certificate of Employment	sign	None	5 minutes	Admin Officer V (Admin Service)
Receives Certificate of	Releases Cer Employment t		None	2 minutes	Front Desk/ Information
Employment	-				
	TOTA	L:	None	14 minutes	



B.2.6 Issuance of Service Record

Service Description. 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.

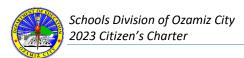
Office or Division	:	Personnel Unit				
Classification	:	Simple				
Type of Transaction	:	G2C - G	Sovernmen	t to Citizen		
Who may avail	Teachin	g and Non-	-Teaching Personr	nel /Retirees		
CHECKLIS REQUIREM			WHERE TO SECURE			
Accomplished Transaction /Custom Link for online	on/Request	Form	Administr	ative Services Per	sonnel	
2.Previous copy of Service Record from previous employment			Client			
CLIENT STEPS	AGEN ACTI	_	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Accomplishes Transaction/Request Form (For online: Google Forms Link)	Receives review of i from client	request	None	5 minutes	Personnel Unit Person -in charge	
	Retrieves Document file	_	None	5 minutes		
	Processes request	S	None	5 minutes		
	Releases	record	None	5 minutes		
	Tot	al	None	20 minutes		

B.2.7 Loan Approval and Verification

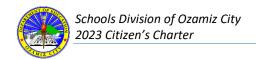
Service Description. This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division :	Personnel	Unit	
Classification :	Simple		
Type of Transaction :	G2C - Gov	ernment to Citizen	
Who may avail :	All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For GSIS Loans (online applica 1. Submit request at email address approving officer through GSIS Los System.	ss of SDO		
For PAG-IBIG Loans: 1. Duly filled-in and signed Applications (1 copy) 2. Photocopies of 2 valid IDs (2 copy) 3. Latest 1-month payslip (photocopy) 4. Photocopy of valid Cashcard (1)	opies)	Requesting Entity/ Legal Unit/ School Head	
 Photocopy of valid Cashcard (1 copy) For Private Lending Institutions: Latest 1-month payslip. Other documents require by PLIs Request for confirmation of loan application with attached stamped pay slip must be submitted through verifier's email address using the client's DepEd email account. 			

<u> </u>				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all the necessary documents for loan application. (walk-in/online)	Receives the complete documents (walk-in/online)	None	5 minutes	Personnel Section- Authorized employee
	Checks and evaluates loan application if eligible.	None	15 minutes	
	Approves /Disapproves loan application through e-confirmation/email. For GSIS loans: Approves/Disapproves	None	10 minutes	
	of loan application through GSIS Loan System.			



Total	None	35 minutes	
email or text message.			
action taken through			
Notify the client on the	None	5 minutes	

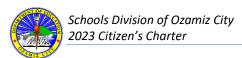


B.2.8 Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

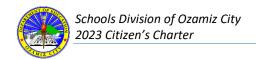
Service Description. This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee.

Office or Division :	Personnel Unit				
Classification :	Simple				
Type of Transaction :		ernment to Citizen			
Who may avail :		nd Non-Teaching Personnel			
CHECKLIST OF	<u> </u>	WHERE TO SECURE			
REQUIREMENTS					
1. Acknowledgement of published	items (1	Personnel Unit			
photocopy)					
2. Publication – CSC Form No. 9	(Revised	Personnel Unit			
2018) received by CSCFO (1 pho					
3. Checklist of Common Requiren	nents (1	Personnel Unit			
original)					
4. Appointment Processing Check	dist (1	Personnel Unit			
original)					
5. Appointment Form CS Form No		Personnel Unit			
(Revised 2018) (3 original, 1 phot					
6. Oath of Office –CS Form No. 3	2 (Revised	Personnel Unit			
2018) (3 original, 1 photocopy)					
7. Certificate of Assumption of Du		Personnel Unit			
Form No. 4 (Series of 2018) (3 ori	ginai, 1				
photocopy)		Damana d Hait			
8. Clearance –CS Form 7 (3 origin	nai, 1	Personnel Unit			
photocopy) 9. POSITION DESCRIPTION FOI	DM	Dorgonnal I Init			
	≺IVI	Personnel Unit			
DBM-CSC Form No. 1 (Revised Version No. 1, s. 2017)	(2 original				
1 photocopy)	(3 Original,				
10. Duties and Responsibilities		Personnel Unit			
11. Approved Rank List (3 photoc	ony)	Personnel Unit			
except for Reappointment as Prov		T Clouring Office			
Permanent or Transfer	noioriai,				
12. Duly Accomplished CSC Form	າ 212	Appointee			
(Revised 2017)- Personal Data SI		, , , , , , , , , , , , , , , , , , ,			
original)	· (-				
13. Work Experience Sheet (3 original contents)	ginal)	Appointee			
14. Certified True Copy of Origina		Emanating School			
f Records (3 photocopy)	•				
15. Authenticated copy of PRC Bo	oard	PRC or CSC			
Rating/ CSC Eligibility (1 original,					
photocopy, except for Reappointn	nent as				
Provisional)					
16. Certified True Copy of PRC Id		PRC			
Card- if applicable (3 photocopy)-	except for				
Reappointment of Provisional					
17. Latest Approved Appointment		Appointee			
photocopy)- except for Original ar	nd				
Reappointment					

MIL CO					
	Rating (3 photocopy)-	Appointee			
	and Reemployment cate – CS Form No. 211	Accredited Health Care Facility			
	original, 2 photocopy)	Accredited Health Care Facility			
	dical Exam and Laboratory	Accredited Health Care Facility			
	 except for promotion, 	/ tooloanoa rioanii roaro raointy			
reappointment and					
	e (3 Photocopy)- except for	NBI			
	intment and transfer				
	tificate (3 photocopy)-	PSA			
	on, reappointment and				
transfer					
_	ficate- if applicable (3	PSA			
photocopy) – exce					
reappointment and				777001	
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TOBE	TIME	RESPONSIBLE	
Submits all	Receives and check for	PAID None	15 minutes	Personnel Unit	
documentary	the completeness of	None	15 minutes	reisonnei Onii	
requirements	submitted requirements				
roquiromonto	for appointment				
	Prepares Appointment	None	30 minutes	Personnel Unit	
	paper (CS Form No. 33-				
	A), Position Description				
	Form (CS Form No. 1),				
	Oath of Office (CS Form				
	No. 32) Assumption to				
	Duty 9CS Form No. 4),				
	Certificate Availability of				
	Funds, Appointments				
	Processing Checklist, Checklist of common				
	requirements, Publication				
	and Acknowledgement of				
	published items				
	Forwards to authorized	None	10 minutes		
	signatories to sign on the				
	certifications at the back				
	of the appointment (CS				
	Form No. 33-A)	N.		D	
	Approves Appointment-	None	5 minutes	Personnel Unit	
	CS Form No. 33-A				
	Certification of Availability of funds, Oath of Office				
	CS Forms No. 32, and				
	attest at the back of				
	Personal Data Sheet –				
	CS Form 212 and SALN				
Appointee	Furnishes appointee with	None	5 minutes	Personnel Unit	
receives a copy	a copy of his/her				
of the signed	appointment for				
appointment (CS	submission to CSCFO,				
Form No. 33-A	ensure that appointee				
	acknowledges receipt of				



a photocopy of said appointment			
Total	None	1 hour and 15 minutes	



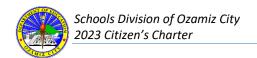
B.2.9 Processing of Terminal Leave Benefits

Service Description. 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	:	Personne	I Uni	t		
Classification	:	Simple				
Type of Transaction	on :			nment to Citizen		
Who may avail	<u>:</u>	Teaching	and	Non-Teach	ning Personnel	
	CKLIST OF				WHERE TO SE	CURE
REQU	JIREMENTS					
Letter request (1)				Concerne		
2. Service Record				Personnel		
3. GSIS Retiremer copy)	nt Voucher (1	original		Concerne	d Retiree	
4. GSIS Retirement copy)	nt Clearance	(1 original		Concerne	d Retiree	
5. Certificate of La (1 original copy)	•			Personnel	l Unit	
6. Clearances (Mo	ney & Prope			School an	d SDO	
7. Latest Notice of (NOSA) - (1 or8. Certification of A	accountabilities (3 original copy) 7. Latest Notice of Salary Adjustment (NOSA) - (1 original copy) 8. Certification of Accumulated Leave Credits by the Division Personnel Officer-					
(1 original copy) 9. Certified Copies of Leave of Cards- (1 original copy) 10. Certification of Leave Credits Earned –				Personnel	l Unit	
(1 original copy 11. Fiscal Clearance		Cony)		Concerne	d Retiree	
12. SALN	c (1 Original	Соруј		Concerne		
13. CS Form 6				Concerne		
14. DBP Savings ac	count numb	er		Concerned Retiree		
15. Certificate as to concerned retire	no Pending				wnloadable form	
16. Last Day of Actu				Personnel Unit		
For deceased e						
Death certificate		ov)		Municipal registrar		
Marriage Certific				PSA PSA		
3. Survivorship (if a			y)	Spouse		
4. Special Power of			, ,	•	ny notary-public	
copy, 2 photoco	• (3		,,,	, ,	
5. Birth Certificate		if employe	е			
has no living spo	,					
CLIENT	AGE		FEE	ES TOBE	PROCESSING	PERSON
STEPS	ACT	ION		PAID	TIME	RESPONSIBLE
1 Submits all	1 1 Receive	se tha	Nor	10	5 minutes	Records

CLIENT	AGENCY	FEES TOBE	PROCESSING	PERSON
STEPS	ACTION	PAID	TIME	RESPONSIBLE
1. Submits all documentary requirements within the prescribed	1.1 Receives the complete documents	None	5 minutes	Records Section – Person in charge

	Total	None	1 hour, 10 minutes	
claim with approval from regional office	claim to accounting office			office
Receives the TLB	documentary requirements for the issuance of approved memorandum by the Regional Director on the payment of money value of the retiree Processes TLB	None	10 minutes	Section –RO-X Accounting
	Approves Form 6 and forward to the Personnel Section Forwards to RO-X	None	5 minutes	SDS/ SDS Office Person- in charge Personnel
	Forwards to the Office of the SDS for approval	None	10 minutes	Personnel Section – Person in charge
	Checks the document as to completeness Forwards the complete document to the Personnel for appropriate action Reviews the submitted complete documents and provide appropriate action	None None	10 minutes 5 minutes 15 minutes	Records Section – Person in charge Personnel Section – Person in charge
timeline from the concerned office	Chapte the	None	40 minutes	



B.2.10 Request for Correction of Name and Change of Status

Service Description. 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	n :	G2C - G	overnment	to Citizen		
Who may avail	:	Teachin	g and Non-	Teaching Personne		
	LIST OF			WHERE TO SE	CURE	
REQUIR	EMENTS					
1. BIR Form 1905 (Employee,	BIR		
BIR) and PSA Ma						
(for Change of St	, , ,	jinal				
and 1 photocopy						
2. PSA Birth Certific	•	ection	Employee,	'PSA		
of Name) (1 origi	nal and 1					
photocopy)						
3. Letter of Intent			School			
4. Indorsement from			School			
CLIENT	AGEN	_	FEES	PROCESSING	PERSON	
STEPS	ACTIO	ON	TO BE PAID	TIME	RESPONSIBLE	
Submits the	Receives a	nd	None	3 minutes	Personnel Unit	
complete	check the	iiu	INOTIE	3 minutes	r ersonner onit	
documents	complete					
documents	document					
	Prepares u	ndates	None	10 minutes	Personnel Unit	
	of Special (140110	10 1111114100	1 Grootmor Griit	
	and submit					
	attachment	_				
	DepEd Reg					
	Office	,				
	Tota	al	None	13 minutes		

C. Property and Supply Unit

C.1 External Services

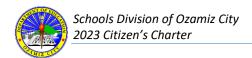
C.1.1 Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

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

Office or Division : Property and Supply Section							
Classification	:	Complex	and capply coolen				
Type of Transaction	n :		vernment to Government				
Who may avail	:	DepEd Er					
CHEC	CHECKLIST OF REQUIREMENTS			WHERE TO SE	CURE		
Delivery Receipts			Supplier				
2. Inspection and Ad	cceptance repo	rt/		Property and Sup	oly Unit		
Property Transfer				1			
CLIENT STEPS	AGEN ACTIO		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Gives the textbooks and/or equipment together with the receipts	Receives textbooks and/or equipment from suppliers		None	30 minutes	Property and Supply personnel		
	Checks 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			
	Inspects, verifications approves the textbooks and equipment	receipt of	None	3 hours	Inspection Committee		
	Prepares Inve Custodian Sli for recipient S	p (ICS) Schools	None	2 hours	Property and Supply personnel		
	Reviews and approves the Inventory Custodian Slip (ICS)		None	30 minutes			
	Informs the recipient Schools for the distribution of textbooks and/or equipment		None	1 hour			
Receives the Textbooks and/or Equipment	Forward the to and/or equipment together with	nent	None	30 minutes			



of signed Inventory Custodians Slip (ICS)			
Total	None	8 hours	



C. 2 Internal Services

C.2.1 Requisition and Issuance of Supplies

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

Office or Division	:	Property a	and Supply S	Section	
Classification		Complex			
Type of Transaction : G2G- Gov			ernment to	Government	
Who may avail	:	DepEd Er	nployees		
	KLIST OF REMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes RIS	Prepares the items/supplies		None	5 minutes	Supply Personnel
Form			110110		Supply I elsolite
Form	items/supp Turns over requested the requested employee	r the items to	None	10 minutes	Supply Personnel



C.2.2 Property and Equipment Clearance Signing

Service Description. This process is signing of **Property and Equipment Clearance Form** (PECF) for retirement, resignation, transfer of division, leave or travel abroad.

Office or Division	:	Property a	and Supply S	Section		
Classification	:	Complex				
Type of Transactio	n :	G2G- Gov	ernment to	Government		
Who may avail	:	DepEd Er	nployees			
	CLIST OF REMENTS	WHERE TO SECURE			CURE	
Accomplished PECF	=		Supply Off	Supply Officer		
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits PECF	Signs the Clearance if all Properties assigned are returned		None	30 minutes	Supply Officer	
	To	tal	None	30 minutes		

D. Records Unit

D.1 External Services

D.1.1 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	:	Recor	ds Unit				
Classification	:	Simple					
Type of Transaction				ent to Citizen			
Who may avail	:	Gener	al Public				
	CHECKLIST OF			WHERE TO SECURE			
REQUIREMEN	115						
CLIENT STEPS	AGENCY ACTION		FEES TOBE 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		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 documen the client	t to	None	10 minutes	Records Section Staff/ADAS		
	Tota	ai 💮	None	45 minutes			

D.1.2 Issuance of Requested Documents (CTC and Photocopy of Documents)

Service Description. CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division	Division : Records Unit				
Classification	•	Simple	71 IIC		
Type of Transactio	n :		vernment to	Citizen	
Who may avail		General P		0102011	
	KLIST OF	Corrorari	dono	WHERE TO SEC	CURE
	REMENTS				
Letter request according			Requesting	Person	
Schools Division			, ,	,	
signifying the pur	rpose of the red	quest			
(1 original copy)					
2. Valid ID (Origina		ocopy)		g Person and/or A	uthorized Person
Authorization Let	tter (1 Copy)		Requesting	g Person	
CLIENT	AGEN	_	FEES	PROCESSING	PERSON
STEPS	ACTIO	ON	TOBE	TIME	RESPONSIBLE
		_	PAID		
Submits the letter	SDS approves	s the	None	5 minutes	Records Section
request.	request.				Staff
	SDS Staff rou		None	5 minutes	SDS Staff
	approved lette				
	to the Record		None	20 minutes	Records Section
	Searches, prin		none	20 minutes	Staff
	photocopies the				Stall
	requested dod Reviews and		None	10 minutes	Records Officer
	the document		INOTIC	10 111111111111111111111111111111111111	and/or Admin
	certifies true copy				Officer
Receives the	Releases the	ору	None	5 minutes	Records Section
requested	document to t	he client	1,0110		Staff
document					
	Tota	I	None	45 minutes	

D.1.3 Certification, Authentication, Verification (CAV)

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

Office or Division	:	Records Unit		
Classification	:	Simple		
Type of Transaction		G2C – Gover	nment to Citizen	
Who may avail	•	Present and Former Students		
CHECKLIS'	T OF		WHERE TO SECURE	
REQUIREMI	ENTS			
High School/ Elementary				
Graduates:				
1. Student Permanent Reco	ord –		School Attended	
Form 137 (1 original and 2				
photocopies)	3 1	- ti /	Cabaalawaadad	
2. Certificate of Enrolment/0 Graduation - CAV Form 4 (School attended	
photocopies)	i origii	iai aiiu Z		
3. Diploma (1 Original and 2	2 cartif	ied true	School attended	
copies certified by the Scho			ochool atteriaed	
4. Transmittal from School				
photocopies)	(School attended	
5. Special Order, if graduate	e from	Private		
Schools (1 Original and 2 p			School attended	
by the		•		
School Head)				
6. Latest passport size ID P			Requesting Person	
7. Documentary Stamp (2 c	opies)			
			Requesting Person	
For Undergraduates:	h 1 / 4	ا مسامات ما مساما		
1. Indorsement from the Sc	nooi (1	original and	School Attended	
2 photocopies) 2. Student Permanent Reco	ord _		School Attended	
Form 137 (1 original and 2)		nnies)	School Attended	
3. Certification of Enrolmen			Concor / Mondod	
Graduation - CAV Form 4 (School Attended	
photocopies)	- 3			
4. Latest Passport sized ID	picture	e (2 copies)	Requesting Person	
5. Documentary Stamp (2 c	opies)		Requesting Person	

CLICAT	AOFNOY	FFF0	DDOOFCONG	DEDCOM
CLIENT STEPS	AGENCY ACTION	FEES TOBE	PROCESSING TIME	PERSON RESPONSIBLE
SIEFS	ACTION	PAID	IIIVIE	RESPUNSIBLE
Requests for and completely fills-out the CAV Application Form from the Records	Receives and check the completely filled out CAV application form and all supporting documents of the client. Review the completeness and verify authenticity of documents	None	10 minutes	Records Section Staff/ ADAS
	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 Section addresses at the back. Inform applicant to bring the sealed envelope to DFA for Apostille	None	10 minutes	Records Section Staff/ ADAS
Receives the completed CAV documents	Sends the scanned approved CAV through DFA official email with the	None	5 minutes	Records Section Staff/ ADAS



Total	None	50 minutes	
Date Release			
CAV Control Number and			
CAV applicant,			
approved			
following details: Name of			

D.1.4 Receiving and Releasing of Communication and Other Documents

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

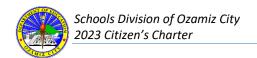
Office or Division	: Records U	∩ıt			
Classification	: Simple				
Type of Transaction	ernment to Business				
	G2C – Gov				
		ernment to Government			
Who may avail		ployees a	nd the General Pub		
CHECKLIST			WHERE TO SI	ECURE	
REQUIREMEN	NTS	.			
None	1.071101/	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits communications online (via deped1miz@gmail.com / Document Tracking System) or hand carry to the Receiving Section.	Prints/ Receives communicatio ns (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		
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 communicatio ns (thru email/ messenger or personal) to the client.	None	5 minutes 10 minutes	AO IV – Records ADA VI AO II	
		1		l .	

D.1.5 Receiving of Complaints Against Non-Teaching Personnel

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

Office or Division :	Records Unit		
Classification :	Complicated		
Type of Transaction :	G2G - Government to Government		
	G2C – Government to Citizens		
Who may avail :	DonEd Employoos		

Who may avail		DepEd Er	Employees			
CHECK	CLIST OF REMENTS	г Берса ст	npioyees	WHERE TO SE	ECURE	
CLIENT STEPS	AGE ACT	ION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Writes 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).	Routes the the proper unit for appaction.	office or	None	5 minutes	Schools Division Superintendent	
	Conducts s inquiry and report.	•	None	1 day	Legal Officer	
	Prepares a makes rep on the repo concerned unit.	ly based ort of the	None	1 day	The Schools Division Superintendent Legal Officer	
	In case of anonymous complaints, the agency posts the reply in the conspicuous places of bulletin board for 10 consecutive days.		None	5 minutes	Legal Officer	
	Tot	tal	None	2 days and 10 minutes		



D.1.6 Receiving of Complaints Against Teaching Personnel (Multi-Stage Processing)

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

Office or Division		Records Un	nit			
Classification		Complex				
Type of Transaction	:	G2G - Gove	ernment to C	Sovernment		
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				ernment to Citizens		
Who may avail	•	DepEd Emp				
CHECKL	IST OF	20p2a 2p		WHERE TO SE	CURF	
REQUIRE				W.I.E.K.E. 10 0E		
TI CONTE						
CLIENT	AG	SENCY	FEES	PROCESSING	PERSON	
STEPS	A	CTION	TOBE PAID	TIME	RESPONSIBLE	
Writes 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).	Routes the letter to the proper office or unit for appropriate action.		None	5 minutes	Schools Division Superintendent	
	inquiry a	ts summary and s report.	None	1 day	Legal Officer	
	on the re	s and eply based eport of the ed office or	None	1 day	The Schools Division Superintendent Legal Officer	
	In case of anonymous complaints, the agency posts the reply in the conspicuous places of bulletin board for 10 consecutive days.		None	5 minutes	Legal Officer	
	٦	Γotal	None	2 days and 10 minutes		

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

E. CURRICULUM IMPLEMENTATION DIVISION

E.1 External Services

E.1.1 Accessing Available Learning Resources from LRMDS Portal

Service Description. The LRMDS Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

• Books - (textbooks, story books, etc.) information on quantity and quality and location supplementary materials, and cultural expertise, • Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format hardcopy, • Media Gallery – copyright-free illustrations and graphics for teachers and learners use 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	WHERE TO SECURE			
REQUIREMENTS				
Computer/Laptop and Internet	Client			
2. Registered LR account	LR Portal (Irmds.deped.gov.ph)			
a. DepEd Email for DepEd Employees				
b. Any active Email Address for Learners	5,			
Parents and Stakeholders				

i arenis and Stakenolder				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
Click the Begin Quick Tour for new users (Optional)	2.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Log-in to the LR Portal	3.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
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
Select Grade Level	5.1 Assist client (if	None		Client/LR Staff/Librarian

	necessary, through online)			
Select the desired learning area	6.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
Select the content from the given list	7.1 Assist client (if necessary, through online)	None		Client/LR Staff/Librarian
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
2. 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
Copy or print the downloaded Learning Resource	10.1 Assist client (if necessary, through online)	None	5 minutes	Client/LR Staff/Librarian
4. 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
5. 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				

	l	1	T	<u> </u>
and Learning (CRYSTaL)-A Division Initiative6. Open any browser				
engine and go to www.crystal.depedoza miz.net	1.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
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
Select the desired learning area	3.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Click the desired quarter based on the learning competencies	4.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Select the learning resource	5.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Copy or print the downloaded Learning Resource	6.1 Assist client (if necessary, through online)	None	5 minute	Client/LR Staff/Librarian
Log-out the CRYSTaL Portal	7.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
	Total		11 minutes	

E.1.2 Borrowing of Learning Materials from Libraries

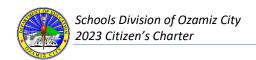
Service Description. DepEd recognizes the rights of every teacher and learner to access available learning materials (LMs), thus the Library Circulation Services. All schools/districts/SDOs with established libraries offer the library services.

Office or Division		Curriculum	n Impleme	ntation Division		
Classification	:	Simple	<u>'</u>			
Type of Transactio	n :	G2C – Go	vernment	to Citizen		
Who may avail	:	Teaching.	Teaching Related Personnel, and Leaners			
	KLIST OF	į resistrių,		WHERE TO S		
	REMENTS					
Request Letter (1 or	iginal, 1 pho	tocopy)	Request	ing Person		
Valid ID (1 original,	•		•	J		
CLIENT	AGI	ENCY	FEES	PROCESSING	PERSON	
STEPS	AC	TION	TOBE	TIME	RESPONSIBLE	
			PAID			
Submits request letter to Record Section	letter 1.2 Forwarequest to	1.2 Forward the request to the Library Hub 1.3 Receive the		5 minutes 5 minutes 1 minute	Record's Personnel Record's Personnel Librarian/Library Staff	
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 on the display shelves		3.1 Assist Client		3 minutes	Client & Librarian/Library Staff	
3. Select titles of reading materials to borrow	materials	4.1 Bring reading materials to the Circulation Counter		20 minutes (Depending on the number of books to borrow)	Client	
4. Accomplish two (2) copies of the Borrowing and Returning Transaction Form	5.1 Prepare and record reading materials for lending		None	5 minutes	Librarian/Library Staff	
5. Receive reading materials		d and eading to borrow	None	5 minutes	Librarian/Library Staff	
	To	otal		45 minutes		

E.1.3 Alternative Learning System (ALS) Enrollment

Service Description. ALS provides opportunities for Out-of-School Youth and Adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division		Curriculum Implementation Division (CID)				
Classification	:	Simple				
Type of Transaction :	:	ALS Enrolment				
Who may avail	:	Out-of-School Youth	and Adults			
CHEC	KLIS'	T OF		WHERE TO SE	CURE	
REQUI	ENTS					
1. Photocopy of PSA/	Photocopy of PSA/Local Birth Certificate				Office	
Baptismal Cert.	• •					
3. Valid IDs (Driver's I	se, Postal ID,					
Voter's ID)						
1. Submits		eives the documents	None	5 minutes	ALS Teachers	
documents for	for r	ecording			EPS-II (ALS)	
enrolment						
2. Fills out Personal		ducts initial	None	1 hour and	ALS Teachers	
Information Sheet		essment/screening		30 minutes	EPS-II (ALS)	
(PIS) and ALS		Basic Literacy (ABL)				
Enrolment Form 2		Functional Literacy				
		t (FLT) and identifies				
	1	entry level of the				
3. Receives details	lear	rms learners on the	None	10 minutes	ALS Teachers	
and information	_	edule of learning	INOHE	10 IIIIIIules	EPS-II (ALS)	
regarding the	1	sions			LI 3-II (AL3)	
learning session	3033	0010				
loaning session		Total		1 hour and		
		IOtal		45 minutes		



E.2 Internal Services

E.2.1 Program Work Flow of Submission of Contextualized Learning Resources -**Internal Services**

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

Office or Division : Curriculum Implementation Division						
Classification		Simple				
Type of Transaction			Sovernment to C			
Who may avail	:		Employee, Stu	idents and General		
CHECKLIST OF				WHERE T	O SECURE	
 REQUIREMENTS 1. Computer/Laptop and Internet 2. Registered LR account 3. DepEd Email for DepEd Employees 4. Any active Email Address for Learners, Parents and Stakeholders 5. Evaluation Tools 				Client LR Portal (Irmds.d		
CLIENT STEPS	AGENO ACTIO	_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
PREPARATION OF MATERIALS FOR QUALITY ASSURANCE Prepare the learning resource for quality assurance Hand over the learning resource	1.1 Print or prepare an electronic or the learning resource for quality assured 1.1 Give a control of the learning 1.1 Print or prepare an electronic or prepare an electro	r irance copy of	None	15 minutes 2 minutes	LR Staff/Librarian Content Evaluator/LR	
to the content evaluator	resource to the content evaluator for evaluation 2.2 Provide the evaluation tools needed			47 minutes	Staff/Librarian	
EVALUATION:	Tota			17 minutes		
EVALUATION FOR EDUCATIONAL SOUNDNESS Evaluate the learning material as to educational soundness	1.1 Assess learning res based on th educational soundness	ource e	None	20 minutes	Content Evaluator/LR Staff/Librarian	

Accomplish the evaluation tool for educational soundness	1.1 Fill out the evaluation tools 1.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the educational soundness evaluation, proceed to the next step; if it fails, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
	Total		45 minutes	
CONTENT EVALUATION 1. Evaluate the learning resource as to the content	1.1 Assess the learning resource based on content evaluation criteria	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for content	1.3 Fill out the evaluation tools 1.4 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the content evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
Total		45 minutes		
PAGE LAYOUT AND DESIGN EVALUATION 1. Evaluate the		None	20 minutes	

learning resource as to page layout and design	1.1 Assess the learning resource based on page layout and design criteria 2.1 Fill out the	None	15 minutos	Content Evaluator/LR Staff/Librarian
2.Accomplish the evaluation tool for page layout and design	evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the page layout evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
INTELLECTUAL	Total		45 minutes	
PROPERTY RIGHT				
MANAGEMENT 1. Evaluate the learning resource as to intellectual property right management	1.1 Assess the learning resource based on intellectual property right management specification	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for intellectual property right management	2.1 Fill out the evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the page layout evaluation, proceed to the next step; if it requires major revision, return the learning resource to the	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian

	developer for revision. 3.2 Contact the developer for updates			
	Total		45 minutes	
PUBLICATION OF QUALITY- ASSURED LEARNING RESOURCES 1. Test the materials	1.1 Try out the materials for usability	None	30 minutes	Content Evaluator and LR Staff/Librarian
2. Integrate additional comments	2.1 Finalized the material by integrating additional comments for enhancement 2.2 Prepare the final version of the material	None	30 minutes	Content Evaluator and LR Staff/Librarian
3. Upload the learning resource	3.1 Upload the final version of the learning resource to the CRYSTaL Portal for accessibility	None	10 minutes	LR Staff/Librarian
	Total		70 minutes	

E.2.2 Quality Assurance of Supplementary Learning Resource

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

Office or Division	: Curric	: Curriculum Implementation Division			
Classification	: Simpl				
Type of Transaction	on : G2C-0	Government to (
Who may avail		d Employee, Stu	udents and General		
	CHECKLIST OF		WHERE T	O SECURE	
	EQUIREMENTS		Oliont		
 Computer/Lapto Registered LR a 			Client LR Portal (Irmds.c	loned gov ph)	
	r DepEd Employees		Lix Fortal (IIIIus.c	iepeu.gov.pii)	
	Address for Learne	rs. Parents and			
Stakeholders		,			
5. Evaluation Tools	3				
CLIENT	AGENCY	FEES	PROCESSING	PERSON	
STEPS	ACTION	TO BE	TIME	RESPONSIBLE	
DDEDADATION		PAID			
PREPARATION OF MATERIALS					
FOR QUALITY					
ASSURANCE					
Prepare the	1.1 Print or	None	15 minutes	LR Staff/Librarian	
learning	prepare an				
resource for	electronic copy of				
quality	the learning				
assurance	resource for				
2. Hand over the	quality assurance	None	2 minutes	Content	
learning	2.1 Give a copy of the learning	None	2 minutes	Evaluator/LR	
resource to the	resource to the			Staff/Librarian	
content	content evaluator			Otan, Eloranan	
evaluator	for evaluation				
	2.2 Provide the				
	evaluation tools				
	needed		4=		
EVALUATION	Total		17 minutes		
EVALUATION FOR					
EDUCATIONAL					
SOUNDNESS	1.1 Assess the	None	20 minutes	Content	
1. Evaluate the	learning resource			Evaluator/LR	
learning material	based on the			Staff/Librarian	
as to educational	educational				
soundness	soundness criteria	l NI	45	0 1 15 1 1	
2. Accomplish the	2.1 Fill out the	None	15 minutes	Content Evaluator	
evaluation tool for educational	evaluation tools 2.2 Write down			and LR Staff/Librarian	
soundness	the comments for			Stall/Libralial1	
30011011033	enhancement				

3. Proceed to the next evaluation process	3.1 If the learning resource passes the educational soundness evaluation, proceed to the next step; if it fails, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
Total		45 minutes		
CONTENT EVALUATION 2. Evaluate the learning resource as to the content	1.1 Assess the learning resource based on content evaluation criteria	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for content	2.1 Fill out the evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the content evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
Total		45 minutes		
PAGE LAYOUT AND DESIGN EVALUATION 2. Evaluate the learning resource as to page layout and design	1.1 Assess the learning resource based on page layout and design criteria	None	20 minutes	Content Evaluator/LR Staff/Librarian

2.Accomplish the evaluation tool for page layout and design	2.1 Fill out the evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the page layout evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
Total		45 minutes		
INTELLECTUAL PROPERTY RIGHT MANAGEMENT 1. Evaluate the learning resource as to intellectual property right management	1.1 Assess the learning resource based on intellectual property right management specification	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for intellectual property right management	2.1 Fill out the evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the page layout evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
Total		45 minutes		

F. School Governance and Operation Division - Planning and Research Section

F.1 External Services

F.1.1 Request for Basic Education Data (External Stakeholders)

Service Description. 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.

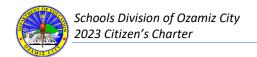
Office or Division	•	: Planning and Research Unit			
Classification :		Simple			
Type of Transaction :		G2B - Go	vernment to	Business	
		G2C - Go	vernment to	Citizen	
		G2G - Go	vernment to	Government	
Who may avail	:	Public an	d Private Sc	hool Heads, Resea	archers (Higher
		Education	<u>Institutions</u>) and other Externa	
CHECKLIS REQUIREM	_			WHERE TO SEC	CURE
REGUINEI	ILITIO				
CLIENT STEPS		ENCY TION	FEES TOBE 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
	Approve request	s the	None	5 minutes	SDS
	Routes the request letter to the Planning and Research Unit		None	5 minutes	SDS Staff
	Prepares/ organizes the requested data		None	30 minutes	Planning Officer III
Acknowledges receipt of the data thru reply email.	the requ party/pe	ested u email to esting rson.	None	5 minutes	Planning Officer
	10	otal		50 minutes	

F.2 Internal Services

F.2.1 Request for Basic Education Data (Internal Stakeholders)

Service Description. 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	:	SGOD – Planning & Research Unit				
Classification	:	Simple				
Type of Transaction	:	G2G				
		G2C				
Who may avail	:	Governme	nt Offices, NO	O and Individual C	itizens	
CHECK	KLIST OF			WHERE TO SE	CURE	
REQUIF	REMENTS					
Letter Request			Requestor			
CLIENT	AGENCY		FEES	PROCESSING	PERSON	
STEPS	ACTION		TOBE	TIME	RESPONSIBLE	
			PAID			
Submit letter request	Stamps rec		None	5 minutes		
to the receiving unit.	provide doc					
	tracking nur					
Client receives	Prepares the data		None	60 minutes	Planning Officer	
response from the	requested by the client					
office about the	or a letter response					
request made.	informing th					
	to provide tl					
	sensitive da	ıta.				



F.2.2 Request for Data for EBEIS/LIS/NAT and Performance Indicators

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

Office or Division	:	SGOD) – Planning	& Research Unit			
Classification	:	Simple					
Type of Transaction	on :	G2G G2C	-				
Who may avail	:	Gover	nment Offic	es, NGO and Individ	ual Citizens		
	LIST OF EMENTS			WHERE TO SE	CURE		
Letter Request			Requestor	:/Client			
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submits letter request to the receiving unit.	Stamps receipt and provide document tracking number.		None	5 minutes	Planning Officer III		
Receives response from the office about the request made.	requested by the client or a letter response informing the refusal to provide the needed sensitive data.		None	60 minutes	Planning Officer III		
	Total			1 hour and 5 minutes			

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

G.1 External Services

G.1.1 Issuance of Government Permit, Renewal, Recognition of Private Schools

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

Office or Division		SGOD	- School M	anagement Monito	oring and Evaluation			
Classification	:	Simple						
Type of Transaction : G2C								
Who may avail	:	Private	School Adr					
	KLIST OF			WHERE TO SI	ECURE			
	REMENTS		Drivete Co	hoolo FDC/Coordi				
QA-CR-560K – Req Government Permit			Private Sc	hools EPS/Coordi	nator			
Recognition	Reflewal of							
CLIENT	AGENC	Υ	FEES PROCESSING PERSON					
STEPS	ACTIO		TOBE	TIME	RESPONSIBLE			
0.2.0	7.011.0		PAID		NZOI ONOIDZZ			
1.Submit	Receive and f	orward	None	10 mins	Personnel in-			
application	the document	s to			charge in the			
documents to the	the SDS' Office	e			receiving section			
receiving section								
for receipt	5			00 1 1				
2. Receiving	Route the	41	None	20 minutes	Personnel in-			
Section shall submit the	documents to SGOD	tne			charge in the receiving section			
documents to the	3600				receiving section			
Office of the SDS								
for proper routing								
to SGOD								
3. SGOD SMME	Forward the		None	30 minutes	SGOD SMME			
shall review and	documents to	the						
validate the	EPS in-charge	Э						
submitted								
documents								
following the DO								
88, s. 2010 4. SGOD SMME	Send the doc	ımonto	None	30 minutes	EDS (Drivete			
shall forward the	to the RO thro		INUITE	30 minutes	EPS (Private School			
documents the	LBC	Jugii			Coordinator)			
EPS in charge of								
the private schools								
for final validation								
before submission								
to the DepEd RO								
X for approval.								
	Total		None	1 hour and 30				
				minutes				

G.1.2 Issuance of Special Orders for Graduation of Private School Learners

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

Grade 12 learners.	Grade 12 learners.						
			School Management Monitoring and Evaluation				
Classification : Complex							
Type of Transaction : G2C							
Who may avail	:	Private So	chool Admin				
	KLIST OF			WHERE TO SE	ECURE		
	REMENTS						
Requirements Region No. 78, s. 2019	onal Memora	andum	Private Sch	nools EPS/Coordii	nator		
CLIENT STEPS	AGE ACT		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submits application documents to the receiving section for receipt	Receive and forward the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section		
Submits the documents to the Office of the SDS for proper routing to SGOD then to the CID	Routes the documents to the SGOD for screening then to the EPS in charge in private schools for		None	20 minutes	Personnel in- charge in the receiving section		
Reviews and validates the submitted documents following the DO 88, s. 2010 then forward them to the EPS in charge in private schools for endorsement	endorsement Forward the documents to the EPS in-charge in private schools		None	30 minutes	SGOD SMME		
Validates and endorses the documents before submission to the DepEd RO X for approval.	Send the d to the RO t LBC		None	30 minutes	EPS (Private School Coordinator)		
	Total		None	1 hour and 30 minutes			

G.1.3 Application for Senior High School (SHS) Additional Track/Strand

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

Office or Division	:	SGOD - S	School Mana	agement Monitorin	g and Evaluation	
Classification : Complex					-	
Type of Transaction	n :	G2C				
Who may avail	:	Private So	chool Admini	strators		
CHECKLIST OF REQUIREMENTS				WHERE TO SE	ECURE	
QA-SH-584 – SHS		valuation				
Processing Sheet CLIENT	ΔGF	NCY	Planning C	PROCESSING	PERSON	
STEPS	AGENCY ACTION		TOBE PAID	TIME	RESPONSIBLE	
Submits application documents to the receiving section for receipt	Receives a forwards th documents SDS' Office	ne s to the	None	10 mins	Personnel in- charge in the receiving section	
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the CID for screening then to the EPS in charge in private schools for endorsement		None	20 minutes	Personnel in- charge in the receiving section	
Validates and endorses the documents before submission to the DepEd RO X for approval.	Sends the documents to the RO through LBC		None	30 minutes	EPS (Private School Coordinator)	
	Total		None	1 hour and 30 minutes		

G.1.4 Application of Summer Permit for Private Schools

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

Office or Division	:	SGOD – S	School Mana	agement Monitorin	g and Evaluation
Classification : Simple					9
Type of Transaction					
Who may avail	:		chool Admini	istrators	
	KLIST OF			WHERE TO SE	ECURE
REQUI	REMENTS				
Letter of Request			Private Sch	nool Administrator	•
CLIENT AGENCY STEPS ACTION		_	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application documents to the receiving section for receipt	Receives and forward the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the SGOD for screening then to the EPS in charge in private schools for		None	20 minutes	Personnel in- charge in the receiving section
Validates and endorses the documents before submission to the DepEd RO X for approval.	endorsement Sends the documents to the RO through LBC		None	30 minutes	EPS (Private School Coordinator)
	Total		None	1 hour and 30 minutes	

G.1.5 Application for No Increase in Tuition Fee

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

Office or Division	:	SGOD) – School M	lanagement Monit	oring and Evaluation	
Classification	:	Simple				
Type of Transaction	n :	G2C				
Who may avail	:	Private	e School Ad	ministrators		
	LIST OF			WHERE TO SE	CURE	
REQUIR	REMENTS					
Letter Request			Client			
CLIENT STEPS	AGENC' ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits application documents to the receiving section for receipt	Receives and forwards the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section	
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the SGOD for screening then to the EPS in charge in private schools for endorsement		None	20 minutes	Personnel in- charge in the receiving section	
Validates and endorses the documents before submission to the DepEd RO X for approval.	for endorsement Sends the documents to the RO through LBC		None	30 minutes	EPS (Private School Coordinator)	
	Total		None	1 hour and 30 minutes		

G.1.6 Application for Increase in Tuition Fee

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

000 5111		0000			
Office or Division	:		school Mana	agement Monitorin	g and Evaluation
Classification : Simple					
Type of Transaction : G2C					
Who may avail	:	Private So	chool Admin	istrators	
CHECK	KLIST OF			WHERE TO SE	ECURE
REQUI	REMENTS				
Letter Request					
CLIENT AGENCY STEPS ACTION		_	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application documents to the receiving section for receipt	Receives and forwards the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the SGOD for screening then to the EPS in charge in private schools for endorsement		None	20 minutes	Personnel in- charge in the receiving section
Validates and endorses the documents before submission to the DepEd RO X for approval.	endorsement Sends the documents to the RO through LBC		None	30 minutes	EPS (Private School Coordinator)
	Total		None	1 hour and 30 minutes	

H. Budget Unit H.1 Internal Services

H.1.1 Processing of Obligation Request Status (ORS)

Service Description. 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	:	Finance -Budget Services				
Classification	:	Simple				
Type of Transaction		nt to Government				
Who may avail	: CKLIST OF	Teaching a	and Non-I	eaching WHERE TO SE	CUDE	
	JIREMENTS			WHERE IO SE	CURE	
I/LQ(C	MEMILINIO					
Disbursement Vouc	her (3 copies)		End-Use	(Requesting /Orig	ginating Office)	
Supporting Docume		- (memo)		` '	,	
Obligation Request	and Status -OR	RS (3	End-Use	r (Requesting /Orio	ginating Office)	
copies)				· /D (i /O -i -	uiu a (iu u Offica)	
Note: 1.1 ORS shall be su	innorted by vali	d claim	End-Usei	(Requesting /Orio	ginating Office)	
documents. The Su	• • •					
(SDs) vary on the ty						
process.	•					
1.2. Head of reques						
his/her authorized re		hall certify				
in the Section A of t	AGEN	CV	FEES	PROCESSING	PERSON	
STEPS	ACTION		TOBE	TIME	RESPONSIBLE	
				<u>-</u>		
Submite ODS	Dogoiyaa fram		PAID			
Submits ORS	Receives from) 1		1 minutes	ADAS I (Budget	
documents	Releasing Sta	n ff	PAID			
		n ff punting)	PAID		ADAS I (Budget	
documents complete and	Releasing Sta (Finance Acco	n ff punting) vith	PAID		ADAS I (Budget	
documents complete and appropriate	Releasing State (Finance According DVs, ORS's was complete SDs	n ff punting) vith	PAID None	1 minutes	ADAS I (Budget staff)	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's with complete SDs	n ff punting) vith	PAID		ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's with complete SDs) Verifies the completeness	of the	PAID None	1 minutes	ADAS I (Budget staff)	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's was complete SDs) Verifies the completeness supporting documents of the completeness of the complete	of the cuments	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting doc (SDs), and recording doc (SDs), and recording doc (SDs).	of the cuments cords the	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's was complete SDs) Verifies the completeness supporting documents of the completeness of the complete	of the cuments cords the gbook	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting doc (SDs), and recessions are in the logical maintained for purpose and necessions.	of the cuments cords the gbook r the may	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting doc (SDs), and received same in the lomaintained for purpose and in proceed for principal p	of the cuments cords the gbook the may	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting doc (SDs), and recording ame in the lomaintained for purpose and in proceed for pressigns numbers.	of the cuments cords the gbook rithe may cocessing, er on the	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget Staff)	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting dod (SDs), and red same in the lomaintained for purpose and in proceed for prassigns number ORS based or	of the cuments cords the gbook recessing, er on the new the cords the may recessing the cords the may recessing the cords the	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget Staff) ADAS I (Budget Staff)	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's we complete SDs) Verifies the completeness supporting doc (SDs), and recording ame in the lomaintained for purpose and in proceed for pressigns numbers.	of the cuments cords the gbook rethe may cocessing, er on the ok	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget Staff)	
documents complete and appropriate supporting	Releasing Star (Finance According DVs, ORS's with complete SDs) Verifies the completeness supporting doc (SDs), and recording ame in the logistic maintained for purpose and in proceed for proceed f	of the cuments cords the gbook the may cocessing, er on the holds.	PAID None	1 minutes	ADAS I (Budget staff) ADAS I (Budget Staff) ADAS I (Budget Staff)	

Receives ORS and its SDs from the staff concerned. Review and verifies availability of allotment based on the appropriate RAOD. If in order, signs the certification in Section B of the ORS. Forward the ORS and SDs to the budget staff	None	5 minutes	Budget Officer
Forwards the ORS and SDs to the Accounting Division/Unit for processing of the claim.	None	2 minutes	ADAS I (Budget Staff)
Total		11 minutes	



I.1.2 Posting/Updating of Disbursement

Service Description. Updating of status of disbursement requests

Office or Division : Finance						
Classification		Sim	ole			
Type of Transa	ction :		G - Government to Government			
Who may avail	<u>: </u>	Tea	ching and I	Non-Teaching Per		
	CKLIST OF			WHERE TO	SECURE	
	UIREMENTS					
	oucher (3 copies)		End-Use			
(memo)	uments (2 copies) –		Ena-Osei			
	est and Status (OR	S)	Budget D	ivision		
- Conganon requ		- ,	2 aagot 2			
CLIENT	AGENCY		FEES	PROCESSING	PERSON	
STEPS	ACTION		TO BE	TIME	RESPONSIBLE	
			PAID			
Submits	1. Receives		None	2 minutes	Accounting Section	
complete and	documents from e	na			Designated	
appropriate supporting	user.				Receiving/Releasing Staff	
documents					Otali	
0.000	1.1 Forwards			3 minutes	Bookkeeper	
	documents to Bud	get			ı	
	for indexing of					
	payments					
	1.2 Records the		None	3 minutes	ADAS-II	
	transaction in the				Designated Staff	
	Record book for control number					
	1.3 Reviews DV a	and	None	5 minutes	Bookkeeper	
	supporting docume		110110	o minutes	Decimopor	
	1.4 Prepares JEV		None	5 minutes	Bookkeeper	
	LDDAP				·	
	1.5 Forwards		None	5 minutes	Accountant	
	documents to the					
Accountant for final review and certification of funds						
availability.						
	1.6 Forwards		None	2 minutes	Designated	
	documents to Cas	hier			Releasing/Receiving	
	for processing of				Staff	
	payment			_		
	Total		None	24 mins		

I. Cash Unit

I.1 Internal Services

I.1.1 Handling of Cash Advances

Service Description. 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

regulations						
Office or Division	:	Cash U	Cash Unit			
Classification	:	Simple				
Type of Transactio	n :	G2G – (Government	to Government		
Who may avail	:	DepEd l	Employee			
	KLIST OF REMENTS		WHERE TO SECURE			
Authority to Cas Copy)	, , , , , , , , , , , , , , , , , , , ,			y Unit		
2. Certification of N	o Liquidated C	CA's Respective Office/Bureau/Service				
3. Documentary Re	quirements		Respective Office/Bureau/Service			
CLIENT STEPS	AGENO ACTIO		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Requests for Authority to Cash Advances and Certification of No Liquidated CA's	1.1 Issues th Authority to (Advance and Certification Liquidated C	Cash d of No	None	20 minutes	Accounting Staff	
	Tota		None	20 minutes		

J. Information and Communications Technology Unit

J.1 Internal services

J.1.1 User Account Management for Centrally Managed Systems

Service Description. 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						
			overnment to Government			
Who may avail : SDO Per			rsonnel, Sch	ool-based Personr	nel	
CHECK	LIST OF			WHERE TO SE	CURE	
	EMENTS					
ICT Technical Assis			ICT Unit			
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits accomplished ICT technical assistance form	1.1. Stamps "Received" on the document		None	1 minute	Records Section	
	1.2. Transmits the stamped document to the ICT Unit		None	5 minutes		
	1.3. Receive stamped document		None	1 minute	Client	
	1.4. Evaluates the document and interview the client 1.5. Creates/ deletes/ renames account or reset password of client account		None	10 minutes	ICT Unit	
			None	15 minutes	ICT Unit	
	1.6. Gives credentials client		None	5 minutes	Client and ICT Unit	
	Total:		None	38 minutes		
2. Checking of email sent	2.1. None		None	2 minutes	ICT Unit	
	2.2. Evaluated document sent. If bluthas errone entry, return sender. If on signature to sender.	rry or ous n to client has re, return	None	10 minutes	ICT Unit	
	2.3. Create	e/ delete/	None	15 minutes	ICT Unit	



rename account or reset password of client account			
2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total	None	32 minutes	

J.1.2 Troubleshooting of ICT Equipment

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

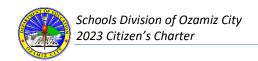
Office or Division		ICT Unit				
		Simple				
			- Government to Government			
		SDO Pers	SDO Personnel			
CHECK			WHERE TO SE	ECURE		
REQUIF		IOT Hair				
☐ ICT Technical Assistance Form CLIENT AGENCY			ICT Unit	PROCESSING	PERSON	
STEPS	ACTION		TOBE PAID	TIME	RESPONSIBLE	
Submits accomplished ICT technical assistance form	Stamps "Received" on the document		None	1 minute	Records Section	
	Transmits the stamped document to the ICT Unit		None	5 minutes	ICT Unit	
	Receives stamped document		None	1 minute	Client	
	Evaluates the document and interview the client		None	10 minutes	ICT Unit	
	Evaluates and analyzes the ICT equipment Troubleshoots 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	30 minutes	ICT Unit	
			None	1 hour	Client and ICT Unit	
	Gives recommen the client of do		None	5 minutes	ICT Unit	
	Return the equipment client		None	5 minutes	ICT Unit	
	Total			1 hours and 57 minutes		

J.1.3 Uploading of Publications

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

Office or Division :	Information and Communications Technology (ICT) Unit		
Classification :	Simple		
Type of Transaction :	G2G - Government to Government		
Who may avail :	DepEd Personnel		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
 Uploading of Publications Req Sheet Request Sheet – Certification of Published Article/s 			
3. Request Sheet4. Announcements5. Articles	Records Unit		
6. Issuances7. Bidding Documents8. Invitation to Bid9. Request for Quotation10. Notice of Award11. Notice to Proceed	Bids and Awards Committee		

1111101100 10 1 100000				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Sheet	1.1 Gives the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receives the document/s	None	2 minutes	
	1.3 Verifies the document/s to be uploaded	None	2 minutes	
	1.4 Scans the document/s to PDF format	None	5 minutes	
	1.5 Uploads the document/s on the website or Workplace	None	5 minutes	
	Total		16 minutes	



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: 0917-8398272Hotline: (02)932-0111Email: 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 2023 CITIZEN'S CHARTER MANUAL









EXSENSO OZAMIZ