



DIVISION OF OZAMIZ CITY

CITIZEN'S CHARTER

2023 Edition





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THE DEPED VISION

We dream of Filipinos
who passionately love their country
and whose values and competencies
enable them to realize their full potential
and contribute meaningfully to building the nation.
As a learner-centered public institution,
the Department of Education
continuously improves itself
to better serve its stakeholders.

THE DEPED MISSION

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

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

Teachers facilitate learning and constantly nurture every learner.

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

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

OUR CORE VALUES

Maka-Diyos
Makatao
Makakalikasan
Makabansa



PANUNUMPA NG LINGKOD BAYAN

*Ako ay isang lingkod bayan.
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 OFFERED
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.

Office or Division	:	Legal Unit
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Parents/Guardians/Authorized Representative of the Learner
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>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.</p>		Philippine Statistics Authority
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID
Substantiates the request for correction by presenting the Original Certificate of Live Birth and the document containing	The school, through designated representative, reviews, evaluates and compares the documents	None
		15 minutes
		PERSON RESPONSIBLE
		School head or any designated representative



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		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all documentary requirements	1.1 Reviews and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
Logs at the log 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	
Receives action document/s.	3.1 Releases action document / sign Division Clearance	None	5 minutes	
Total		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
Classification	:	Simple
Type of Transaction	:	G2C - Government to Citizen
Who may avail	:	Interested Applicants
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter		Applicant
2. CSC Form 212 (Revised 2005) with 2x2 ID picture		Applicant/CSC Website
3. Certified photocopy of PRC professional identification card or a PRC certification showing the teacher's name, LET rating, and other information recorded in the PRC Office		PRC
4. Certified photocopy of ratings obtained in the Licensure Examination for Teachers (LET)/Professional Board Examination for Teachers(PBET)		PRC
5. Certified copy of Transcript of Records with Weighted General Average (WGA) signed by the Registrar; For Education Graduates – WGA of the Baccalaureate Course For Second Coursers- WGA of the Baccalaureate Course plus 18 education units;		Higher Education Institution
6. Copies of Service Records, Performance Ratings and School Clearance for those with teaching experience		Previous/Current Employer
7. Certificates of Specialized Training, if any		Learning Service Provider
8. Certified copy of Voter's ID and/or any proof of residency as deemed acceptable by the School/Division Screening Committee;		COMELEC
9. NBI Clearance		NBI
10. Omnibus Certification of the Completeness, Authenticity and Veracity of all documents submitted, signed by the applicant.		Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter 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	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Interested Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Application Letter CSC Form 212 (Revised 2005) with 2x2 ID picture Certified photocopy of PRC professional identification card or a PRC certification showing the teacher's name, LET rating, and other information recorded in the PRC Office/Civil Service Eligibility Certified photocopy of ratings obtained in the Licensure Examination for Teachers (LET)/Professional Board Examination for Teachers(PBET)/Civil Service Eligibility Certified copy of Transcript of Records with Weighted General Average (WGA) signed by the Registrar; Copies of Service Records, Performance Ratings and School Clearance for those with teaching experience Certificates of Specialized Training, if any Certified copy of Voter's ID and/or any proof of residency as deemed acceptable by the School/Division Screening Committee; NBI Clearance Omnibus Certification of the Completeness, Authenticity and Veracity of all documents submitted, signed by the applicant. 		<p>Applicant</p> <p>Applicant/CSC Website</p> <p>PRC/CSC</p> <p>PRC/Civil Service Commission</p> <p>Higher Education Institution</p> <p>Previous/Current Employer</p> <p>Learning Service Provider</p> <p>COMELEC</p> <p>NBI</p> <p>Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter with the required documents to the Division Office or thru the official SDO email (dep1@miz@gmail.com)	Receives application and verifies documents submitted as to completeness and authenticity	None	5 minutes	Receiving Staff



	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	:	Personnel Unit		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/Immediate Supervisor (3 original copies)		School/Office of Requestor		
2. Endorsement Letter signed by SDS (2 original copies)		Admin Section		
3. Equivalent Record Form (4 original copies)		Personnel Unit		
4. Latest approved Appointment (5 photocopy)		Applicant		
5. Original Transcript of Records- Graduate Studies (1 Original and 4 photocopy)		Emanating Graduate School		
6. PRC License – (5 photocopy)		PRC/Applicant		
7. PRC Board Rating/ Certification – (1 Original 4 photocopy)		Emanating Graduate School		
8. Certification of Units Earned (1 original 4 photocopy)		Concerned agency		
9. Service Records/ Private and Public (1 Original 4 photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 years (1 original 4 photocopy)		Applicant		
11. Latest Performance Rating (1 original 4 photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all documentary requirements	Receives and check for the completeness of the submitted ERF requirements	None	10 minutes	Personnel Unit HRMO
	Processes ERF application and attached necessary documents	None	5 minutes	
	Forwards to 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 Unit	
Classification :	Simple	
Type of Transaction :	G2C - Government to Citizen	
Who may avail :	Teaching and Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>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)</p> <p>Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)</p> <p>Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)</p> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) <p>Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)</p> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> • Special Order Form (3 Original copies) • Medical Certificate (1 copy) • Clearance (4 original copies) <p>Solo Parent Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)</p> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy) 		<p>Personnel Unit Client</p> <p>Personnel Unit Client Client</p> <p>Personnel Unit Client</p> <p>Client</p> <p>Personnel Unit Client</p> <p>Front/Information Desk Personnel Unit Client</p> <p>Client</p> <p>Personnel Unit</p>



<p>Special Privilege Leave 1. CSC Form 6 (3 original copies)</p> <p>Study Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. Other documents needed.</p> <p>VAWC Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. Other documents needed.</p> <p>Rehabilitation Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. Other documents needed.</p> <p>Special Leave benefits for women 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. Other documents needed</p> <p>Special Emergency (Calamity) Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) 3. Other documents needed.</p>		<p>Personnel Unit Client Client</p> <p>Personnel Unit Client Client</p> <p>Personnel Unit Client Client</p> <p>Personnel Unit Client Client</p> <p>Personnel Unit Client Client</p> <p>Personnel Unit Client Client</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1 Receive the complete documents	None	10 minutes	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/Disapproved Form 6	2.1 Released approved/disapproved 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		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement (1copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)		Concerned Retiree		
4. Statement of Assets & Liabilities (1 Original Copy)		Concerned Retiree		
5. Certificate of No Pending Administrative Case (1 Original Copy)		Personnel Unit		
6. Certificate of Last Day of Service (1 Original Copy)		Personnel Unit		
7. Certificate of Last Salary Received (1 Original Copy)		Personnel Unit		
8. Certification of Leave with or without pay (1 Original Copy)				
9. Ombudsman Clearance (1 Original copy)		Concerned Retiree		
10. GSIS Application for retirement benefits form (1 original copy)		Concerned Retiree		
11. Provident Clearance (1 Original copy)		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements for Retirement to Records Unit	1.1 Receives complete documents from Records Unit checked by District Human Resource Management Officer.	None	5 minutes	Records Section – Person in charge
	1.2 Checks and verifies the completeness of the documents.	None	10 minutes	Human Resource Unit-Person in charge
	1.3 Informs the concerned person if the requirements are incomplete	None	5 minutes	Human Resource Unit - Person in charge
	1.4 Authenticates complete documents for retirement. Prepare 1 st endorsement.	None	20 minutes	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	:	Personnel Unit		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy)		Requesting Party		
2. Clearance from School property custodian/school head of requesting party (3 original copies)		Requesting Party		
3. Designation of relieving teacher/employee in their absence (1 original copy)		Requesting Party		
4. Indorsement letter from school head/ agency head (1 original copy)		SDO/DO		
5. Certificate of No pending case (1 original copy)		SDO/DO		
6. Travel Authority, Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7. Invitation (1 Original/photocopy)		Event Organizer		
8. Estimated Travel Cost, travel is go (1 copy)		Requesting Party		
9. Complete Staff Work (1 Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all documentary requirements within the prescribe timeline to Personnel Unit	Receives and check for the completeness of submitted documentary requirements and accuracy of travel details	None	5 minutes	Records Section
	If incomplete submission, coordinates with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies If complete and accurate, prepares the necessary additional requirements	None	5 minutes	Personnel Unit- Person in Charge



	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 Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel/ Retirees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Request Form (1 Original Copy)		Personnel Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 complete documents submitted	None	5 minutes	Human Resource Unit Concern
	Prepares and sign Certificate of Employment	None	5 minutes	Admin Officer V (Admin Service)
Receives Certificate of Employment	Releases Certificate of Employment to client	None	2 minutes	Front Desk/ Information
	TOTAL:	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 - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel /Retirees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Transaction/Request Form /Custom Link for online		Administrative Services Personnel		
2.Previous copy of Service Record from previous employment		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes Transaction/Request Form (For online: Google Forms Link)	Receives and review of request from client	None	5 minutes	Personnel Unit Person -in charge
	Retrieves of Documents from file	None	5 minutes	
	Processes request	None	5 minutes	
	Releases record	None	5 minutes	
	Total	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 - Government to Citizen		
Who may avail	:	All Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For GSIS Loans (online application) 1. Submit request at email address of SDO approving officer through GSIS Loan System.		Requesting Entity/ Legal Unit/ School Head		
For PAG-IBIG Loans: 1. Duly filled-in and signed Application form. (1 copy) 2. Photocopies of 2 valid IDs (2 copies) 3. Latest 1-month payslip (photocopy) 4. Photocopy of valid Cashcard (1 copy)				
For Private Lending Institutions: 1. Latest 1-month payslip. 2. Other documents require by PLIs 3. 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.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 of loan application through GSIS Loan System.	None	10 minutes	



	Notify the client on the action taken through email or text message.	None	5 minutes	
	Total	None	35 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	:	G2C - Government to Citizen
Who may avail	:	Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Acknowledgement of published items (1 photocopy)		Personnel Unit
2. Publication – CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit
3. Checklist of Common Requirements (1 original)		Personnel Unit
4. Appointment Processing Checklist (1 original)		Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit
6. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit
7. Certificate of Assumption of Duty – CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit
8. Clearance –CS Form 7 (3 original, 1 photocopy)		Personnel Unit
9. POSITION DESCRIPTION FORM DBM-CSC Form No. 1 (Revised Version No. 1, s. 2017) (3 original, 1 photocopy)		Personnel Unit
10. Duties and Responsibilities		Personnel Unit
11. Approved Rank List (3 photocopy), except for Reappointment as Provisional, Permanent or Transfer		Personnel Unit
12. Duly Accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet (3 original)		Appointee
13. Work Experience Sheet (3 original)		Appointee
14. Certified True Copy of Original Transcript of Records (3 photocopy)		Emanating School
15. Authenticated copy of PRC Board Rating/ CSC Eligibility (1 original, 2 photocopy, except for Reappointment as Provisional)		PRC or CSC
16. Certified True Copy of PRC Identification Card- if applicable (3 photocopy)- except for Reappointment of Provisional		PRC
17. Latest Approved Appointment (3 photocopy)- except for Original and Reappointment		Appointee



18. Performance Rating (3 photocopy)- except for Original and Reemployment		Appointee		
19. Medical Certificate – CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		Accredited Health Care Facility		
20. Results of Medical Exam and Laboratory test (3 photocopy) – except for promotion, reappointment and transfer		Accredited Health Care Facility		
21. NBI Clearance (3 Photocopy)- except for promotion, reappointment and transfer		NBI		
22. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer		PSA		
23. Marriage Certificate- if applicable (3 photocopy) – except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits all documentary requirements	Receives and check for the completeness of submitted requirements for appointment	None	15 minutes	Personnel Unit
	Prepares Appointment 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	None	30 minutes	Personnel Unit
	Forwards to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	Approves Appointment- 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	None	5 minutes	Personnel Unit
Appointee receives a copy of the signed appointment (CS Form No. 33-A	Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of	None	5 minutes	Personnel Unit



	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	:	Personnel Unit		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
5. Certificate of Last Payment (1 original copy)		Personnel Unit		
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO		
7. Latest Notice of Salary Adjustment (NOSA) - (1 original copy)		Personnel Unit		
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave of Cards- (1 original copy)				
10. Certification of Leave Credits Earned – (1 original copy)				
11. Fiscal Clearance (1 Original Copy)		Concerned Retiree		
12. SALN		Concerned Retiree		
13. CS Form 6		Concerned Retiree		
14. DBP Savings account number		Concerned Retiree		
15. Certificate as to no Pending Case of concerned retiree		GSIS- Downloadable form		
16. Last Day of Actual Service		Personnel Unit		
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		PSA		
3. Survivorship (if applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney/any notary-public		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documentary requirements within the prescribed	1.1 Receives the complete documents	None	5 minutes	Records Section – Person in charge



timeline from the concerned office				
	Checks the document as to completeness	None	10 minutes	
	Forwards the complete document to the Personnel for appropriate action	None	5 minutes	Records Section – Person in charge
	Reviews the submitted complete documents and provide appropriate action	None	15 minutes	Personnel Section – Person in charge
	Forwards to the Office of the SDS for approval	None	10 minutes	Personnel Section – Person in charge
	Approves Form 6 and forward to the Personnel Section	None	5 minutes	SDS/ SDS Office Person-in charge
	Forwards to RO-X documentary requirements for the issuance of approved memorandum by the Regional Director on the payment of money value of the retiree	None	10 minutes	Personnel Section –RO-X
Receives the TLB claim with approval from regional office	Processes TLB claim to accounting office	None	10 minutes	Accounting office
	Total	None	1 hour, 10 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	:	G2C - Government to Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/PSA		
3. Letter of Intent		School		
4. Indorsement from the Principal		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the complete documents	Receives and check the complete document	None	3 minutes	Personnel Unit
	Prepares updates of Special Order and submits attachments to DepEd Regional Office	None	10 minutes	Personnel Unit
	Total	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		
Type of Transaction	:	G2G- Government to Government		
Who may avail	:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipts 2. Inspection and Acceptance report/ Property Transfer Report		Supplier Employee/Property and Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	Inspection Committee
	Prepares Inventory Custodian Slip (ICS) for recipient 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 textbook and/or equipment together with the copy	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 and Supply Section		
Classification	:	Complex		
Type of Transaction	:	G2G- Government to Government		
Who may avail	:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes RIS Form	Prepares the items/supplies	None	5 minutes	Supply Personnel
	Turns over the requested items to the requesting employee	None	10 minutes	Supply Personnel
	Total	None	15 minutes	



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 and Supply Section		
Classification	:	Complex		
Type of Transaction	:	G2G- Government to Government		
Who may avail	:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished PECF		Supply Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits PECF	Signs the Clearance if all Properties assigned are returned	None	30 minutes	Supply Officer
	Total	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	:	Records Unit		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to SDS through email at deped1miz@gmail.com or personal delivery at the Receiving Section.	Prints the received letter request for emailed letter request	None	5 minutes	SDS Staff
	Routes the received letter request to the SDS for approval.	None	5 minutes	Records Staff
	Approves the letter request	None	5 minutes	SDS
	Routes the approved letter request to the Records Section	None	5 minutes	SDS Staff
	Receives the form and organizes/ prepares the requested document	None	15 minutes	Records Section Staff/ADAS
Receives the requested document	Prints and gives the document to the client	None	10 minutes	Records Section Staff/ADAS
	Total	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	:	Records Unit		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Schools Division Superintendent signifying the purpose of the request (1 original copy)		Requesting Person		
2. Valid ID (Original ID and 1 Photocopy) Authorization Letter (1 Copy)		Requesting Person and/or Authorized Person Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the letter request.	SDS approves the request.	None	5 minutes	Records Section Staff
	SDS Staff routes the approved letter request to the Records Section	None	5 minutes	SDS Staff
	Searches, prints or photocopies the requested document	None	20 minutes	Records Section Staff
	Reviews and verifies the document and certifies true copy	None	10 minutes	Records Officer and/or Admin Officer
Receives the requested document	Releases the document to the client	None	5 minutes	Records Section Staff
Total		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 – Government to Citizen
Who may avail	:	Present and Former Students
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
High School/ Elementary Graduates:		
1. Student Permanent Record – Form 137 (1 original and 2 photocopies)		School Attended
2. Certificate of Enrolment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)		School attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)		School attended
4. Transmittal from School (1 original and 2 photocopies)		School attended
5. Special Order, if graduate from Private Schools (1 Original and 2 photocopies certified by the School Head)		School attended
6. Latest passport size ID Pictures (2 copies)		Requesting Person
7. Documentary Stamp (2 copies)		Requesting Person
For Undergraduates:		
1. Indorsement from the School (1 original and 2 photocopies)		School Attended
2. Student Permanent Record – Form 137 (1 original and 2 photocopies)		School Attended
3. Certification of Enrolment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)		School Attended
4. Latest Passport sized ID picture (2 copies)		Requesting Person
5. Documentary Stamp (2 copies)		Requesting Person



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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



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



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 clientele, recording in the Recording Book and indorsing documents to the concerned and authorized office/personnel for appropriate action.

Office or Division	:	Records Unit		
Classification	:	Simple		
Type of Transaction	:	G2B – Government to Business G2C – Government to Citizen G2G - Government to Government		
Who may avail	:	DepEd Employees and the General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits communications online (via deped1miz@gmail.com / Document Tracking System) or hand carry to the Receiving Section.	Prints/ Receives communications (e copy or hard) and records in the logbook/ Record Book/ Document Tracking System.	None	5 minutes	AO IV – Records/ Records Staff
	Forwards the documents to the concerned section/ office.	None	5 minutes	AO IV – Records/ Records Staff
	Total		10 minutes	
Claims documents for release (hand carry or mail).	Records the outgoing communications in the Record Book/ Document Tracking System.	None	5 minutes	AO IV – Records ADA VI AO II
Receives the document and signs in the Record Book/ Acknowledges receipts of the communication thru reply message.	Releases the communications (thru email/ messenger or personal) to the client.	None	5 minutes	AO IV – Records ADA VI AO II
	Total		10 minutes	



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		: DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 letter to the proper office or unit for appropriate action.	None	5 minutes	Schools Division Superintendent
	Conducts summary inquiry and prepares report.	None	1 day	Legal Officer
	Prepares and makes reply based on the report of the concerned office or unit.	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
	Total	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 Unit		
Classification	:	Complex		
Type of Transaction	:	G2G - Government to Government G2C – Government to Citizens		
Who may avail	:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 letter to the proper office or unit for appropriate action.	None	5 minutes	Schools Division Superintendent
	Conducts summary inquiry and prepares report.	None	1 day	Legal Officer
	Prepares and makes reply based on the report of the concerned office or unit.	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
	Total	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 LRMS Portal

Service Description. The LRMS 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 of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and 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 REQUIREMENTS			WHERE TO SECURE		
1. Computer/Laptop and Internet 2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stakeholders			Client LR Portal (lrms.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Open any browser engine and go to www.lrms.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
1. 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
3. 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				



and Learning (CRYSTaL)- A Division Initiative 6. Open any browser engine and go to www.crystal.depedozamiz.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 Implementation Division		
Classification	:	Simple		
Type of Transaction	:	G2C – Government to Citizen		
Who may avail	:	Teaching, Teaching Related Personnel, and Learners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy) Valid ID (1 original, 1 photocopy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request letter to Record Section	1.1 Receive request letter 1.2 Forward the request to the Library Hub 1.3 Receive the request letter	None None None	5 minutes 5 minutes 1 minute	Record's Personnel Record's Personnel Librarian/Library Staff
1. Present the received request letter and valid ID	2.1 Received request letter and valid ID	None	1 minute	Librarian/Library Staff
2. Check and browse available reading materials on the display shelves	3.1 Assist Client	None	3 minutes	Client & Librarian/Library Staff
3. Select titles of reading materials to borrow	4.1 Bring reading materials to the Circulation Counter	None	20 minutes (Depending on the number of books to borrow)	Client
4. Accomplish two (2) copies of 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	6.1 Return ID presented and release reading materials to borrow	None	5 minutes	Librarian/Library Staff
	Total		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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of PSA/Local Birth Certificate 2. Baptismal Cert. 3. Valid IDs (Driver's License, Postal ID, Voter's ID)		City Local Registry/PSA Office		
1. Submits documents for enrolment	Receives the documents for recording	None	5 minutes	ALS Teachers EPS-II (ALS)
2. Fills out Personal Information Sheet (PIS) and ALS Enrolment Form 2	Conducts initial assessment/screening for Basic Literacy (ABL) and Functional Literacy Test (FLT) and identifies the entry level of the learners	None	1 hour and 30 minutes	ALS Teachers EPS-II (ALS)
3. Receives details and information regarding the learning session	Informs learners on the schedule of learning sessions	None	10 minutes	ALS Teachers EPS-II (ALS)
Total			1 hour and 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 :		G2C-Government to Citizen		
Who may avail :		DepEd Employee, Students and General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 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 (lrmds.deped.gov.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PREPARATION OF MATERIALS FOR QUALITY ASSURANCE Prepare the learning resource for quality assurance	1.1 Print or prepare an electronic copy of the learning resource for quality assurance	None	15 minutes	LR Staff/Librarian
Hand over the learning resource to the content evaluator	2.1 Give a copy of the learning resource to the content evaluator for evaluation 2.2 Provide the evaluation tools needed	None	2 minutes	Content Evaluator/LR Staff/Librarian
Total			17 minutes	
EVALUATION FOR EDUCATIONAL SOUNDNESS Evaluate the learning material as to educational soundness	1.1 Assess the learning resource based on the educational soundness criteria	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			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	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	:	Curriculum Implementation Division		
Classification	:	Simple		
Type of Transaction	:	G2C-Government to Citizen		
Who may avail	:	DepEd Employee, Students and General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 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 (lrmds.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PREPARATION OF MATERIALS FOR QUALITY ASSURANCE				
1. Prepare the learning resource for quality assurance	1.1 Print or prepare an electronic copy of the learning resource for quality assurance	None	15 minutes	LR Staff/Librarian
2. Hand over the learning resource to the content evaluator	2.1 Give a copy of the learning resource to the content evaluator for evaluation 2.2 Provide the evaluation tools needed	None	2 minutes	Content Evaluator/LR Staff/Librarian
	Total		17 minutes	
EVALUATION FOR EDUCATIONAL SOUNDNESS				
1. Evaluate the learning material as to educational soundness	1.1 Assess the learning resource based on the educational soundness criteria	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for educational soundness	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 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		



PUBLICATION OF QUALITY-ASSURED LEARNING RESOURCES 2. 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 and the LR Portal for further evaluation	None	10 minutes	LR Staff/Librarian
	Total		1 hour and 10 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 - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail	:	Public and Private School Heads, Researchers (Higher Education Institutions) and other External Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to Schools Division Superintendent through email at deped1miz@gmail.com	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Approves the request	None	5 minutes	SDS
	Routes the request letter to the Planning and Research Unit	None	5 minutes	SDS Staff
	Prepares/organizes the requested data	None	30 minutes	Planning Officer III
Acknowledges receipt of the data thru reply email.	Releases/sends the requested data thru email to the requesting party/person.	None	5 minutes	Planning Officer III
	Total		50 minutes	



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	:	Government Offices, NGO and Individual Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to the receiving unit.	Stamps receipt and provide document tracking number.	None	5 minutes	
Client receives response from the office about the request made.	Prepares the data requested by the client or a letter response informing the refusal to provide the needed sensitive data.	None	60 minutes	Planning Officer



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	:	G2G G2C		
Who may avail	:	Government Offices, NGO and Individual Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requestor/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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.	Prepares the data 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 Management Monitoring and Evaluation		
Classification	:	Simple		
Type of Transaction	:	G2C		
Who may avail	:	Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QA-CR-560K – Requirements for Government Permit/Renewal or Recognition		Private Schools EPS/Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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
2. Receiving Section shall submit the documents to the Office of the SDS for proper routing to SGOD	Route the documents to the SGOD	None	20 minutes	Personnel in-charge in the receiving section
3. SGOD SMME shall review and validate the submitted documents following the DO 88, s. 2010	Forward the documents to the EPS in-charge	None	30 minutes	SGOD SMME
4. SGOD SMME shall forward the documents the EPS in charge of the private schools for final validation before submission to the DepEd RO X for approval.	Send the documents to the RO through LBC	None	30 minutes	EPS (Private School Coordinator)
	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.

Office or Division	:	SGOD – School Management Monitoring and Evaluation		
Classification	:	Complex		
Type of Transaction	:	G2C		
Who may avail	:	Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requirements Regional Memorandum No. 78, s. 2019		Private Schools EPS/Coordinator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 endorsement	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	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 documents to the RO through 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 – School Management Monitoring and Evaluation		
Classification :		Complex		
Type of Transaction :		G2C		
Who may avail :		Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QA-SH-584 – SHS Qualitative Evaluation Processing Sheet		Private Schools EPS/Coordinator Planning Officer III		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 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 – School Management Monitoring and Evaluation		
Classification		: Simple		
Type of Transaction		: G2C		
Who may avail		: Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Private School Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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 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.1.5 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 Management Monitoring and Evaluation		
Classification	:	Simple		
Type of Transaction	:	G2C		
Who may avail	:	Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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.	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.

Office or Division		: SGOD – School Management Monitoring and Evaluation		
Classification		: Simple		
Type of Transaction		: G2C		
Who may avail		: Private School Administrators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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.	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	:	Government to Government		
Who may avail	:	Teaching and Non-Teaching		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (memo) Obligation Request and Status -ORS (3 copies) Note: 1.1 ORS shall be supported by valid claim documents. The Supporting Documents (SDs) vary on the type of transaction process. 1.2. Head of requesting /originating office or his/her authorized representative shall certify in the Section A of the ORS		End-User (Requesting /Originating Office) End-User (Requesting /Originating Office) End-User (Requesting /Originating Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits ORS documents complete and appropriate supporting documents	Receives from Releasing Staff (Finance Accounting) DVs, ORS's with complete SDs	None	1 minutes	ADAS I (Budget staff)
	Verifies the completeness of the supporting documents (SDs), and records the same in the logbook maintained for the purpose and may proceed for processing, assigns number on the ORS based on the control logbook maintained.. Forward to Budget Officer	None	3 minutes	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	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (3 copies) Supporting Documents (2 copies) – (memo) Obligation Request and Status (ORS)		End-User End-User Budget Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits complete and appropriate supporting documents	1. Receives documents from end user.	None	2 minutes	Accounting Section Designated Receiving/Releasing Staff
	1.1 Forwards documents to Budget for indexing of payments	None	3 minutes	Bookkeeper
	1.2 Records the transaction in the Record book for control number	None	3 minutes	ADAS-II Designated Staff
	1.3 Reviews DV and supporting documents	None	5 minutes	Bookkeeper
	1.4 Prepares JEV and LDDAP	None	5 minutes	Bookkeeper
	1.5 Forwards documents to the Accountant for final review and certification of funds availability.	None	5 minutes	Accountant
	1.6 Forwards documents to Cashier for processing of payment	None	2 minutes	Designated Releasing/Receiving Staff
	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

Office or Division	:	Cash Unit		
Classification	:	Simple		
Type of Transaction	:	G2G – Government to Government		
Who may avail	:	DepEd Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective Office/Bureau/Service		
3. Documentary Requirements		Respective Office/Bureau/Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for Authority to Cash Advances and Certification of No Liquidated CA's	1.1 Issues the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
Total		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		
Type of Transaction	:	G2G – Government to Government		
Who may avail	:	SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Technical Assistance Form		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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	None	10 minutes	ICT Unit
	1.5. Creates/ deletes/ renames account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Gives the credentials to the client	None	5 minutes	Client and ICT Unit
	Total:	None	38 minutes	
2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluates the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/	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		
Classification	:	Simple		
Type of Transaction	:	G2G – Government to Government		
Who may avail	:	SDO Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<input type="checkbox"/> ICT Technical Assistance Form		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON 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	None	30 minutes	ICT Unit
	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	1 hour	Client and ICT Unit
	Gives recommendation to the client on what to do	None	5 minutes	ICT Unit
	Return the equipment to the 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		
1. Uploading of Publications Request Sheet		ICT Unit		
2. Request Sheet – Certification of Published Article/s				
3. Request Sheet		Records Unit		
4. Announcements				
5. Articles				
6. Issuances		Bids and Awards Committee		
7. Bidding Documents				
8. Invitation to Bid				
9. Request for Quotation				
10. Notice of Award				
11. Notice to Proceed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE 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: 0917-8398272
- Hotline: (02)932-0111
- Email: paio@csc.gov.ph
- Walk-in/personal visit to the PAC at Ground Floor, Civil Service Commission Central Office, Batasan Hills, Diliman, Quezon City

PCC may be reached thru the following telephone connections:

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

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

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

LIST OF OFFICES

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



**Department of Education
Region 10 Northern Mindanao
Division of Ozamiz City
2023 CITIZEN'S CHARTER MANUAL**

