



DepED

DIVISION OF OZAMIZ CITY

CITIZEN'S CHARTER

2024 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



PANUNUMMPA 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

A. External Services

Legal Unit

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



	NB: The entries found in the Birth Certificate shall prevail.			
	Total	None	15 minutes	



Personnel Unit

2. 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		
<p>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 Certified photocopy of ratings obtained in the Licensure Examination for Teachers (LET)/Professional Board Examination for Teachers(PBET) 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; 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>		<p>Applicant Applicant/CSC Website PRC PRC Higher Education Institution Previous/Current Employer Learning Service Provider COMELEC NBI Applicant</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter together with the	Receives application and verifies documents	None	10 minutes	School Screening Committee (SSC)



required documents to the nearest elementary or secondary school	submitted as to the completeness and authenticity.			
	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	



3. 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		
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.		Applicant Applicant/CSC Website PRC/CSC PRC/Civil Service Commission Higher Education Institution Previous/Current Employer Learning Service Provider COMELEC NBI Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits a written application letter with the required documents to the Division Office or thru the official SDO email (deped1miz@gmail.com)	Receives application and verifies documents submitted as to completeness and authenticity	None	5 minutes	Receiving Staff
	Forwards the application documents to the Personnel Selection Board.	None	3 minutes	Receiving Staff
	Total	None	8 minutes	



Property and Supply

4. 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		
Delivery Receipts 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 of signed Inventory Custodians Slip (ICS)	None	30 minutes	
Total		None	8 hours	



Records Unit

5. 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	



6. 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		
Letter request addressed to the Schools Division Superintendent signifying the purpose of the request (1 original copy) Valid ID (Original ID and 1 Photocopy) Authorization Letter (1 Copy)		Requesting Person 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	



7. 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	



8. 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	



9. 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	



10. 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.



Curriculum Implementation Division

11. 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		
Computer/Laptop and Internet Registered LR account DepEd Email for DepEd Employees 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 necessary,	None		Client/LR Staff/Librarian	



	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.) 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
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
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
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 Open any browser engine and go to www.crystal.depedozamiz.net	1.1 Assist client (if necessary,	None	1 minute	Client/LR Staff/Librarian



	through online)			
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	



12. 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
Present the received request letter and valid ID	2.1 Received request letter and valid ID	None	1 minute	Librarian/Library Staff
Check and browse available reading materials on the display shelves	3.1 Assist Client	None	3 minutes	Client & Librarian/Library Staff
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
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
Receive reading materials	6.1 Return ID presented and release reading materials to borrow	None	5 minutes	Librarian/Library Staff
	Total		45 minutes	



13. 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		
Photocopy of PSA/Local Birth Certificate Baptismal Cert. Valid IDs (Driver's License, Postal ID, Voter's ID)		City Local Registry/PSA Office		
1. Submits documents for enrolment	Receives the documents for recording	None	5 minutes	ALS 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	



SGOD - School Management Monitoring, and Evaluation Section

14. Request for Basic Education Data (from 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 ozamiz.city@deped.gov.ph	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	



15. Request to Conduct Research in Schools for Thesis/Dissertation (External Stakeholders)

Service Description. This service is to process the requests for issuance of permit to conduct research as requirements to complete the Graduate/Post-Graduate Studies (Master's and Doctoral Degrees) of the external individual or stakeholders (DepEd and Non-DepEd) and internal stakeholders (teaching, teaching-related, or non-teaching) DepEd Personnel assigned in schools or in the division office.

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 ozamiz.city@deped.gov.ph or directly submits request letter to the receiving section with the following required documents: Research Proposal with certification from the Dean of Graduate School; Data Gathering Tool (printed copies) Informed Consent (respondents or participants 18 and up) Parental Consent for participants or respondents under 18 years old.	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Routes the request letter with attached required documents to the Planning and Research Unit	None	5 minutes	SDS Staff
	Reviews the attached required documents and	None	30 minutes	SEPS-Planning and Research



	Prepares and attaches the Letter of Approval and forwarded back all the documents to the SDS Office for approval and signature.			
	Approves and signs the Letter of Approval	None	5 minutes	SDS
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/SDS Secretary
Acknowledges receipt of the permit thru messenger	Informed concerned individual that the request is forwarded to the SDS Office for approval and signature.	None	5 minutes	SEPS-Planning and Research
	Total		55 minutes	



16. 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	



17. 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	



18. 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	



19. 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	



20. 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	



21. 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	



B. Internal Services

Budget Unit

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	



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	



Cash Unit

3. 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		
Authority to Cash Advance (1 Original Copy)		Accounting Unit		
Certification of No Liquidated CA's		Respective Office/Bureau/Service		
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	



Information and Communications Technology Unit

4. 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
	3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit



	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
	Total	None	32 minutes	



5. 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	



6. 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 Request Sheet Request Sheet – Certification of Published Article/s		ICT Unit		
Request Sheet Announcements Articles		Records Unit		
Issuances Bidding Documents Invitation to Bid Request for Quotation Notice of Award Notice to Proceed		Bids and Awards Committee		
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	



Legal Unit

7. 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		
Government issued ID Division Clearance Authorization letter		Requesting Entity		
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	



Office of the Schools Division Superintendent

8.1 Issuance of Foreign Official Travel Authority

Service Description. This service may apply for travel authority for the foreign official travels: International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad; scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

Note that travel authority shall not be issued for the following officials and employees: with pending administrative case; will retire within one year from the date of the foreign official travel; whose previous travel has not been liquidated and cleared; who has not yet complied with reporting requirement/s for any previous travel. is the issuance and receiving of textbook and equipment that are needed for the elementary and non-autonomous secondary schools.

Office or Division:	Office of the Schools Division Superintendent (OSDS)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically Requests from schools as recommended by the School Head School Heads Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043corrected-copy.pdf
One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization
3. One (1) original copy of Itinerary of Travel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ¹ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.		Client
One (1) original Certificate of No Pending Case		Legal unit with jurisdiction over the client

¹ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.



One (1) copy of approved Completed Staff Work (CSW)		International Cooperation Office / Client		
7. One (1) copy of Estimated Travel Cost				
8. One (1) copy of Work and Financial Plan		Client's office		
Optional requirements: If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client		
For Teachers in the Exchange Visitor Program of the US Government: TA signed by the Secretary Clearance Certificate Copy of the Registration Sticker		Office of the Secretary Regional Office Commission on Filipino Overseas		
For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS
	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office



Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
Submit post-travel report addressed to the Office of the Secretary ²	3.1 Receive the post travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
TOTAL		None	7 days	

² For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.



8.2 Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study abroad may be required to comply with the required service obligation after the period of their leave.

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

Office or Division:	Office of the Schools Division Superintendent (OSDS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically Requests from schools as recommended by the School Head School Heads Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)		Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043corrected-copy.pdf		
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office		Client		
Certificate of No Pending Case		Legal unit with jurisdiction over the client		
CSC Form No. 6, s. 2020 (Leave Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
Certification of OIC, Alternate or Substitute		Signing authority		
Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client		
Duly accomplished Clearances and CSC Form No. 7, s. 2017 (Clearance Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to the SDO	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit



<p>School Head</p> <p>Office of the School Head – for Teaching and Non-Teaching Personnel in Schools</p> <p>Division Chiefs and below, including PSDS in SDOs</p>	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Personnel Unit
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit
	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
	Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA	None	25 minutes



	to intended recipient.			
TOTAL		None	5 days	



Personnel Unit

9. Application for Equivalent Record Form (ERF)

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	



10. 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
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 copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)		Personnel Unit Client Client
Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)		Personnel Unit Client
<i>Additional Requirements:</i> Marriage Contract (1 photocopy) Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)		Client
Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)		Personnel Unit Client
<i>Additional Requirements:</i> 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
<i>Additional Requirements:</i> Birth Certificate of Child (1 photocopy) Photocopy of Solo Parent ID (1 photocopy)		Personnel Unit
Special Privilege Leave		



<p>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	



11. 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		
Application for Retirement (1 copy)		Concerned Retiree		
Service Record (1 original copy)		Personnel Unit		
Clearance for money & property Accountabilities District & Division (4 Original Copies)		Concerned Retiree		
Statement of Assets & Liabilities (1 Original Copy)		Concerned Retiree		
Certificate of No Pending Administrative Case (1 Original Copy)		Personnel Unit		
Certificate of Last Day of Service (1 Original Copy)		Personnel Unit		
Certificate of Last Salary Received (1 Original Copy)		Personnel Unit		
Certification of Leave with or without pay (1 Original Copy)				
Ombudsman Clearance (1 Original copy)		Concerned Retiree		
GSIS Application for retirement benefits form (1 original copy)		Concerned Retiree		
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	



12. 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	



13. 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	



14. 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	



15. 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 f 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 a	None	5 minutes	Personnel Unit



	photocopy of said appointment			
		Total	None	1 hour and 15 minutes



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



	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	



17. 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		
BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/BIR		
PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/PSA		
Letter of Intent		School		
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	



Property and Supply

18. 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	



19. 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	



Curriculum Implementation Division

20. Program Work Flow of Submission of Contextualized Learning Resources

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	
Computer/Laptop and Internet Registered LR account DepEd Email for DepEd Employees Any active Email Address for Learners, Parents and Stakeholders 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	1.1 Fill out the evaluation tools 1.2 Write down	None	15 minutes	Content Evaluator and LR Staff/Librarian



educational soundness	the comments for 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 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 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 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 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	



21. Quality Assurance of Supplementary Learning Resources

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		
Computer/Laptop and Internet Registered LR account DepEd Email for DepEd Employees Any active Email Address for Learners, Parents and Stakeholders 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 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 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 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	None	15 minutes	Content Evaluator and LR Staff/Librarian



	2.2 Write down the comments for enhancement			
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 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 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	

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SGOD – Planning and Research Section

22. 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 – Government to Government G2C – Government to Citizen			
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	



23. Request for Data for EBEIS/LIS/NAT and Performance

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	



24. Issuance of Permit to Study at Private/Public Schools (Graduate Schools)

Service Description. This service is to process the requests for issuance of permit to study in Public/Private Schools to complete the degrees in graduate schools.

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	:	All DepEd Personnel in Ozamiz City Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends Application for Issuance of Permit to Study addressed to Schools Division Superintendent through email at ozamiz.city@deped.gov.ph or directly submit it to the receiving section with the following required documents: Accomplished Permit to Study template signed by the master's/doctoral student and school head/unit head; Endorsement from the school head/unit head.	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Routes the Application Letter for Issuance of Permit to Study with endorsement to the Planning and Research Unit	None	5 minutes	SDS Staff
	Reviews the submitted documents and prepares the endorsement and forwarded the whole documents to the ASDS/SDRC Chair's Office for	None	30 minutes	SEPS-Planning and Research



	recommending approval and signature.			
	Signs the Accomplished Permit to Study template	None	5 minutes	ASDS/SDRC Chair
	Routes the documents to the SDS Office for SDS approval and signature.	None	5 minutes	ASDS Secretary
	SDS approves and signed Permit to Study accomplished template and the endorsement	None	5 minutes	SDS
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/SDS Secretary
Acknowledges receipt of the permit thru messenger	Informed concerned individual that the request is forwarded to the ASDS Office for approval and signature.	None	5 minutes	SEPS-Planning and Research
	Total		1 hour and 05 minutes	



25. Issuance of Permit to Teach in Undergraduate/Graduate/Post-Graduate Courses at Private/Public Schools

Service Description. This service is to process the requests for issuance of permit to teach in Public/Private Schools (Undergraduate/Graduate/Post-Graduate Courses).

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 :		All DepEd Personnel in Ozamiz City Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends Application for Issuance of Permit to Teach addressed to Schools Division Superintendent through email at ozamiz.city@deped.gov.ph or directly submit it to the receiving section with the following required documents: Accomplished Permit to Teach template signed by the applicant and school head/unit head; Endorsement from the school head/unit head.	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Routes the Application Letter for Issuance of Permit to Teach with endorsement to the Planning and Research Unit	None	5 minutes	SDS Staff
	Reviews the submitted documents and prepares the endorsement and forwarded the whole documents to the ASDS/SDRC Chair's Office for	None	30 minutes	SEPS-Planning and Research



	recommending approval and signature.			
	Signs the Accomplished Permit to Teach template	None	5 minutes	ASDS/SDRC Chair
	Routes the documents to the SDS Office for SDS approval and signature.	None	5 minutes	ASDS Secretary
	SDS approves and signed Permit to Teach accomplished template and the endorsement	None	5 minutes	SDS
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/SDS Secretary
Acknowledges receipt of the permit thru messenger	Informed concerned individual that the request is forwarded to the ASDS Office for approval and signature.	None	5 minutes	SEPS-Planning and Research
	Total		1 hour and 05 minutes	



26. Request to Conduct Action and Basic Research in Schools, District or Division (Internal Stakeholders)

Service Description. This service is to process the requests for issuance of permit to conduct research (BERF-funded and NON-BERF) of DepEd Personnel (teaching, teaching-related and non-teaching).

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 ozamiz.city@deped.gov.ph or directly submit it to the receiving section with the following required documents: Research Proposal; Endorsement from the school head/unit head.	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Routes the Research Proposal with endorsement to the Planning and Research Unit	None	5 minutes	SDS Staff
	Reviews the submitted Research Proposal and conducts plagiarism and grammar check, then prepares the Letter of Approval for Implementation and forwarded the corrected paper to the ASDS/SDRC	None	30 minutes	SEPS-Planning and Research



	Chair's Office for approval and signature.			
	Approves and signs the Letter of Approval	None	5 minutes	ASDS/SDRC Chair
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/ASDS Secretary
Acknowledges receipt of the permit thru messenger	Informed concerned individual that the request is forwarded to the ASDS Office for approval and signature.	None	5 minutes	SEPS-Planning and Research
	Total		55 minutes	



27. Request to Conduct Research in Schools (for Thesis/Dissertation (Internal Stakeholders))

Service Description. This service is to process the requests for issuance of permit to conduct research as requirements to complete the Graduate Studies (PhD and Masters Degrees) of the external individual or stakeholders (DepEd and Non-DepEd) and internal stakeholders (teaching, teaching-related, or non-teaching) DepEd Personnel assigned in schools or in the division office.

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
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to Schools Division Superintendent through email at ozamiz.city@deped.gov.ph or directly submits request letter to the receiving section with the following required documents: Research Proposal with certification from the Dean of Graduate School; Data Gathering Tool (printed copies) Informed Consent (respondents or participants 18 and up) Parental Consent for participants or respondents under 18 years old.	Acknowledges receipt and prints the letter request	None	5 minutes	SDS Staff
	Routes the request letter with attached required documents to the Planning and Research Unit	None	5 minutes	SDS Staff



	Reviews the attached required documents and Prepares and attaches the Letter of Approval and forwarded back all the documents to the SDS Office for approval and signature.	None	30 minutes	SEPS-Planning and Research
	Approves and signs the Letter of Approval	None	5 minutes	SDS
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/SDS Secretary
Acknowledges receipt of the permit through messenger	Informed concerned individual that the request is forwarded to the SDS Office for approval and signature.	None	5 minutes	SEPS-Planning and Research
	Total		55 minutes	



SGOD – Human Resource Development Section

28. Preparation of the Annual Professional Development Plan

Service Description. The process involves consolidation of the professional development needs of the teaching and non-teaching personnel, setting achievable goals, and outlining actionable steps and timelines for achieving them. Regular review and adjustment ensure the plan remains aligned with career objectives and organizational goals.

Office or Division	:	Human Resource Development Section			
Classification	:	Simple			
Type of Transaction	:	G2G – Government to Government			
Who may avail	:	SDO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<input type="checkbox"/> Annual Professional Development Plan		SGOD-HRD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Personnel accomplish the online Development Plan (Part IV of the IPCRF) and online Competency Profiling for the identification of individual professional development needs.		None	30 minutes	Teaching, Non-Teaching and Teaching-Related Personnel	
	Checks the online submission on Personnel Development Plan and Competency Profiling.	None	60 minutes	SGOD-HRD	
	Accomplishes the Summary /Analysis of Individual Professional Development Needs with results of competency profiling and IDP as bases.	None	300 minutes	SGOD-HRD	
	Reviews the Summary /Analysis of Individual Professional Development Needs of Personnel	None	60 minutes	SGOD Chief HRDC/PDC	



	Recommends to the SDS approval of the Summary /Analysis of Individual Professional Development Needs of Personnel	None	5 minutes	ASDS
	SDS approves the Summary/Analysis of Analysis of Individual Professional Development Needs of Personnel	None	5 minutes	SDS
	Prepares Annual Professional Development Plan based with the HRD Budget Allocation for the Year and with the approved AIPDNP as basis	None	120 minutes	SGOD-HRD
	Reviews the Annual Professional Development Plan	None	30 minutes	SGOD Chief HRDC/PDC
	Recommends to the SDS approval of the Annual Professional Development Plan	None	10 minutes	ASDS
	Approves the Annual Professional Development Plan	None	5 minutes	SDS
	Total		10 hours and 42 minutes	



School Health Section

29. Medical and Nursing Annual Physical Examination

Service Description. Filling up of Form 86 and ITR. Submission of complete laboratory results. Nursing initial assessment and medical intervention and attestation CSC Forms 41 and CSC Forms 211.

Office or Division		: SGOD - School Health Section		
Classification		: Simple		
Type of Transaction		: G2G – Government to Government		
Who may avail		: SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nurse in Charge		Human Resource/ School Health Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Form 86 and ITR, CSC Forms 41 and CSC Forms 211.	1.1. Checked "Received" on the Forms	None	1 minute	Nurse II
	1.2. Initial Assessment of the Client	None	5 minutes	Nurse II
	1.3. Transcribed the initial assessment and the laboratory results	None	5 minutes	Nurse II
	Total:	None	11 minutes	
2. Medical Evaluation	2.1. Seen and examined client	None	10 minutes	Medical Officer III
	2.2. Evaluates the laboratory results, prescribed medical clearance and attestation of the medical forms	None	10 minutes	Medical Office III
	3. Keep records on the medical examination logbook and client medical folder	None	5 minutes	Nurse II
	Total:	None	25 minutes	



30. Walk-in Clients/Emergency Situations

Service Description. This service is intended for the processing of walk-in clients and emergency situations.

Office or Division	:	SGOD – School Health Section		
Classification	:	Simple		
Type of Transaction	:	G2B – Government to Business G2C – Government to Citizen		
Who may avail	:	Government Offices, NGO and Individual Citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical records		Health Services Unit Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Division clinic/Medical Section.	a. Brief history of learner/personnel presenting health problem.	None	10-15 minutes depending on the problems presented	School Health Section Personnel (Nurse on Duty)
2. Log in pertinent information in the logbook and fill-out general information in ITR.	b. Nursing assessment			
	c. Nursing intervention/s and/or referral			
	d. Health counselling			
	Total:	None	15 minutes	



31. Special Medical Examination

Service Description: Medical certificates Form 1 and Form 2 for athletes and other medical certificates for activities such as:

Student athletes/participants and coach for competition, seminars and trainings.
OJT program/immersion

Office or Division		: SGOD – School Health Section		
Classification		: Simple		
Type of Transaction		: G2C – Government to Clients		
Who may avail		: All citizens and personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for the Institution/Organization		Organization/program holder offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Organizer shall present a letter of request approved by Schools Division Superintendent.	a. Schedule special Medical Examination 3-5 days prior to activity/deployment. b. Identify students with health problem. c. Health counselling and monitoring of students with health problem.	None	10-15 minutes depending on the problems presented	School Health Section Personnel (Nurse on Duty)
	Total:	None	15 minutes	



32. School Dental Health Care Program Clinic Services

Service Description. The School Dental Health Care Program clinics provide simple preventive and curative dental services for the management of pain and infection of dental origin.

Office or Division	:	SGOD – Dental Services Unit		
Classification	:	Simple		
Type of Transaction	:	G2G – Government to Government G2C – Government to Citizen		
Who may avail	:	SDO Personnel, School-based Personnel, Learners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment Health Card		For appointment, contact SDHCP clinic in-charge, or the Division dentists; For Health Cards of learners, see class adviser; for personnel, see School Health Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient shows up at his/her appointment and signs patient log book; Minors must be accompanied by a parent or a guardian who is familiar with the patient's health history	1.1. Dentist asks patient to update personal data on Health Card	None	2 minutes	Dentist II
	1.2. Dentist takes medical and dental history of patient, updates dental record	None	3 minutes	Dentist II
	1.3. Dentist presents diagnosis and treatment plan to patient	None	5 minutes	Dentist II
2. Patient proceeds to dental operator	2.1. Dentist treats patient	None	30 minutes	Dentist II
	2.2. Dentist gives post-operative instructions and prescribes medicines	None	5 minutes	Dentist II
	3. Dentist keeps a record on Patient Logbook, and returns Health Card of learner to Class Adviser, or keeps personnel Health Card for filing on patient's medical	None	5 minutes	Dentist II



	folder at School Health Section office			
	Total:	None	50 minutes	



SGOD – Social Mobilization and Networking

33. Cutting of Trees

Service Description. The process illustrates the steps in securing the permit to cut down trees that pose a risk or hazard within the parameters of the school.

Office or Division	:	Disaster Risk Reduction and Management Unit		
Classification	:	Simple		
Type of Transaction	:	G2G – Government to Government		
Who may avail	:	DepEd Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent / Joint Resolution Photographs of tree/s to be removed. Site Development Plan Ocular Inspection Issuance of Letter of Recommendation for Approval of Cutting Approved Letter of Recommendation is returned to the requesting school.		Partner – Stakeholders Division Office (DRRM Focal Person and Division Engineer) Division Office (DRRM Focal Person duly approved by the Schools Division Superintendent) School Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forwards Letter of Intent and Joint Resolution	Receives the Letter of Intent/Joint Resolution and related documents	None	2 minutes	DRRM Focal Person
Conduct ocular inspection as to the urgency of the request	Proceed to the school for onsite inspection	None	20 minutes and/or depending on the location of the requesting school	DRRM Focal Person and Division Engineer
Issuance of the Letter of Recommendation for the Approval of Cutting Trees	Forward the said document to the Office of the Schools Division Superintendent for approval	None	5 minutes	DRRM Focal Person Schools Division Superintendent
Return the approved Letter to the requesting party	Send the letter to the Releasing Section	None	2 minutes	Releasing Section In-Charge
	Total	None	29 minutes	



34. Resources Generation Flow

Service Description. This describes the procedures in generating resources to fund the programs, projects and activities initiated by both the Division Office and Schools.

Office or Division	:	Social Mobilization and Networking Unit		
Classification	:	Simple		
Type of Transaction	:	G2G - Government to Government		
Who may avail	:	DepEd Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Sheet /Letter of Intent (Partner-Stakeholders)		Partner-Stakeholders		
Assessment of Partner-Stakeholders		Division Office (SM& N)		
List of Needs Gap Budgetary Requirements		Division Office (SM& N) Division Office (SM& N) Facilities (for Buildings and other Infrastructure Projects)		
DepEd Database Partnership System		Division Office (SM& N)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forwards Letter of Intent to Support	1.1 Receives the document/letter of intent	None	2 minutes	School Brigada Coordinators Social Mobilization and Networking Unit SEPS and EPS II
	1.2 Assess partner-stakeholders	None	5 minutes	
2. Ask for needs gap list from the school or the Division Office.	1.3 Provides and presents the needs gap list to the stakeholders	None	8 minutes	
	1.4 Finalizes types of support from the stakeholders	None	5 minutes	
3. MOA /MOU signing	1.5 Prepares MOA/MOU for signing	None	10 minutes	
	1.6 Signs MOA/MOU			
	1.7. Records resources generated in DPDS.			
Total			30 mins	



SGOD – Education Facilities Section

35. Approval of School-based Repair and Maintenance Program of Works

Service Description. This service is to process the approval of program of works and detailed estimates including the scope of works for the school-based repair and maintenance of educational facilities.

Office or Division	:	SGOD – Education Facilities Section		
Classification	:	Simple		
Type of Transaction	:	G2G – Government to Government		
Who may avail	:	Public School Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program of Works Form (Bill of Quantities and Detailed Estimates)		Division Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the signed Program of Works form that includes bill of quantities and detailed estimates 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	10 minutes	Personnel in-charge in the receiving section
3. SGOD EFS shall review and sign the submitted documents and forward to SGOD Chief for recommending approval to SDS	If the POW is found to be in order, proceed to SGOD Chief for signature; if there is correction, return to the School Head for revision.	None	20 minutes	SGOD EFS
4. SGOD EFS shall forward the documents to the SDS for approval		None	20 minutes	SGOD EFS
Total		None	1 hour	



Office of the Assistant Schools Division Superintendent

36. Procurement Process

Service Description. The Bids and Awards Committee (BAC) operates under Republic Act 9184, also known as the Government Procurement Reform Act. This committee is responsible for overseeing and facilitating the procurement process in government agencies in the Philippines. The BAC ensures fair and competitive bidding for the acquisition of goods, services, and infrastructure projects, aiming to achieve transparency, efficiency, and accountability in public procurement. Its key functions include the preparation of bid documents, evaluation of bids, and recommendation of awards. The BAC plays a crucial role in promoting integrity and ensuring that public funds are utilized effectively through a competitive and transparent procurement system.

Office or Division	:	Bids and Awards Committee (BAC)		
Classification	:	Complex		
Type of Transaction	:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government		
Who may avail	:	DepEd and Non-DepEd Organizations/Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Alternative Mode of Procurement Purchase Request with Proposal, PPMP, memo and other attachments Request for Quotation (RFQ) Abstract of Bids Purchase Order Public Bidding Bidding Documents Notice to Award Contract Notice to Proceed		Program Holder BAC Secretariat Supply Office BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Alternative Mode of Procurement				
Forward the PR to Supply Office for submission to DBM PS for certification of availability	Receives PR from Supply Office after DBM PS Certification of Availability or Unavailability	None	1-2 days (DBM PS is in Oroquieta City)	Property and Supply personnel BAC Secretariat
	Checks the PR and attachments.	None	5 minutes	BAC Secretariat
	Prepares resolution for Mode of Procurement and have it signed		1 hour	BAC Secretariat



	Prepare the Request for Quotation for Canvass if not available in DBM-PS.		5 minutes	BAC Secretariat
	Advertise/Post RFQs in PhilGEPS website and other conspicuous places for 50 thousand pesos and above		3 Days	BAC Secretariat
	Canvass the RFQ to different Suppliers	None	3 days	Division Canvassers
	Appraise and review RFQs by BAC Members as to winning bidder/supplier.	None	1 hour	BAC Members
	Prepare Abstract of Bids		30 minutes	BAC Secretariat
	Sign the prepared Abstract of Bids	None	30 minutes	BAC Members
	Prepare Purchase Orders (POs) Forward the POs to winning suppliers for signature	None	2-4 hours	Supply Office
	Submit signed PO with attached documents to the Accounting Office Conduct Inspection of the Procured Goods /Materials/Services Facilitate the payment to the Suppliers	None	1 day 15-30 days 15-60 days	Supply Office Accounting Office Supplier Inspectorate Team Accounting Office
	Total		39 days, 7 hours and 10 minutes – 99 days, 7 hours and 10 minutes	
B. Public Bidding	Receive Purchase Request with necessary supporting documents from Supply Office for Procurement 1 million and above	None	5 minutes (Goods and Infra)	BAC Secretariat
	Conduct pre-procurement activity	None	1 day (Goods and Infra)	BAC



	Prepare the Invitation to Bid and Schedule for the Project			
	Advertise/Post Invitation to Bid	None	1-7 Calendar days (Goods and Infra)	BAC Secretariat
	Conduct the Pre-Bid Conference	None	1-33 Calendar days (Goods) 1-38 Calendar Days (Infra)	BAC
	Issue the Bid Documents to Interested Bidders	Php 500.00- Php 25,000.00	1-3 working days (Goods and Infra)	BAC Secretariat, Accounting Personnel and Cashier
	Conduct Bid Opening of Bidding Documents	None	1-45 Calendar days (Goods) 1-50 Calendar Days (Infra)	BAC
	Conduct Bid Evaluation	None	1-7 Calendar days (Goods and Infra)	BAC Technical Working Group
	Conduct Post Qualification	None	2-45 Calendar days (Goods and Infra)	BAC
	Issue Notice to Award (NOA) Provide assistance to the winning bidder to comply with the documentary requirements under the NOA.	None	1-15 Calendar days (Goods and Infra)	BAC Secretariat Bidder
	Sign contracts between DepEd and winning bidder/s	None	1-10 Calendar days (Goods and Infra)	BAC HOPE Winning Bidder
	Issue Notice to Proceed	None	1-7 Calendar days (Goods and Infra)	BAC Secretariat
	Submit public bidding documents to COA		1-5 working days (Goods and Infra)	BAC Secretariat
	Total		178 Calendar Days and 5 Minutes (Goods) 188 Calendar days and 5 minutes (Infra)	



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



Department of Education
Region 10 Northern Mindanao
Division of Ozamiz City
2024 Citizen's Charter Manual

