

DIVISION OF OZAMIZ CITY

CITIZEN'S CHARTER

2024 EDITION



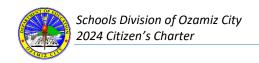




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THE DEPED VISION

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:

- Typographical error in the Form 137, card, diploma or other student record which was a. committed by any school personnel.
- 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.
- 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.
- 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.
- Correction of place of birth.

Office or Division	:	Legal Unit			
Classification	:	Simple			
Type of Transaction	:	G2C - Gov	ernment t	to Citizen	
Who may avail	:	Parents/Gu	uardians/ <i>i</i>	Authorized Represe	entative of the
		Learner			
CHECKL				WHERE TO SE	CURE
REQUIRE	MENTS				
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.		shall be of entries	Philippir	ne Statistics Author	ity
CLIENT	AGE	NCY	FEES	PROCESSING	PERSON
STEPS	ACTION		TO BE PAID	TIME	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



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



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.

		1					
Office or Division	:	Personne	el Unit				
Classification	:	Simple					
Type of Transactio	n :		overnment to Citizen				
Who may avail	:	Intereste	d Applicants				
	LIST OF			WHERE TO SE	CURE		
Application Letter	REQUIREMENTS						
CSC Form 212 (Rev	(isod 2005)	with 2v2	Applicant				
ID picture	/ISEU 2003)	WILLI ZAZ	Applicant/CS	SC Wahsita			
Certified photocopy	of PRC prof	essional	Applicanto	SO Website			
identification card or							
showing the teacher							
and other informatio			PRC				
PRC Office							
Certified photocopy	of ratings of	otained					
in the Licensure Exa	amination for	r					
Teachers (LET)/Pro	fessional Bo	ard					
Examination for Tea	•	,	PRC				
Certified copy of Tra	•						
with Weighted Gene		(WGA)					
signed by the Regist		A (()		e l e e			
For Education Grade		A of the	Higher Education Institution				
Baccalaureate Cour		th a					
For Second Course Baccalaureate Cour							
units;	se pius 10 e	ducation					
Copies of Service R	ecords Peri	formance					
Ratings and School							
with teaching experi							
Certificates of Speci		ing, if	Previous/Current Employer				
any							
Certified copy of Vot	ter's ID and/	or any					
proof of residency a							
acceptable by the S		on	Learning Service Provider				
Screening Committee	ee;		0011=: ==				
NBI Clearance			COMELEC				
. Omnibus Certifi		of the					
•	Completeness, Authenticity and Veracity						
applicant.	of all documents submitted, signed by the		NBI				
αρριισατιτ.		Applicant					
			, φριισαίτι				
CLIENT AGENCY			FEES	PROCESSING	PERSON		
STEPS	ACT		TOBE	TIME	RESPONSIBLE		
			PAID				
Submits a written	Receives		None	10 minutes	School Screening		
application letter	application				Committee (SSC)		
together with the	verifies do	cuments					

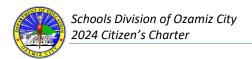
required documents to the nearest elementary or secondary school	submitted as to the completeness and authenticity. Submits the list of applicants together with their pertinent documents to the Division Personnel Selection Board thru the HR-	None	5 minutes	School Screening Committee (SSC)
	Personnel. 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	:		vernment to Citizen		
Who may avail : Interested			Applicant		
CHECKLIST OF REQUIREMENTS				WHERE TO SE	CURE
Application Letter			Applicar	nt	
CSC Form 212 (Revised picture	,		Applicar	nt/CSC Website	
Certified photocopy of identification card or a showing the teacher's national content of the co	PRC	ertification	PRC/CS	SC .	
other information recor Office/Civil Service Eligibil	ity				
Certified photocopy of rat Licensure Examination (LET)/Professional Board	for d Examir	Teachers nation for	PRC/Civ	vil Service Commi	ssion
Teachers (PBET)/Civil Sel Certified copy of Transcr Weighted General Average	ipt of Re	cords with	Higher E	Education Institution	on
the Registrar; Copies of Service Rec Ratings and School Clear			Previous/Current Employer		
teaching experience Certificates of Specialized			Learning Service Provider		
Certified copy of Voter's ID residency as deemed School/Division Screening	acceptable	e by the	COMELEC		
NBI Clearance	Committee	,	NBI		
Omnibus Certification of Authenticity and Veracity submitted, signed by the a	of all of		Applicar	nt	
CLIENT STEPS		TION	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	
, , , , , , , , , , , , , , , , , , , ,	Personn	on nts to the el	None	3 minutes	Receiving Staff
	Selection	otal	None	8 minutes	
		uai	INDITE	o 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	e or Division : Property and Supply Section					
Classification	:	Complex				
- 1			rnment to Government			
Who may avail	: CKLIST OF	DepEd Emp	oyees	WHERE TO SE	CLIDE	
	UIREMENTS			WHERE TO SE	CORE	
Delivery Receipts Inspection and Acce Transfer Report		Property	Supplier Employe	ee/Property and S	upply Unit	
CLIENT STEPS	AGEI ACT		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Gives the textbooks and/or equipment together with the receipts	Receives textbooks and/or equipment from suppliers		None	30 minutes	Property and Supply personnel	
	Checks the quantity of the items received through comparing the Delivery Receipt of delivered textbooks and/or equipment to the Purchase Order and/or Property Transfer Report of originating Office		None	30 minutes		
	Inspects, 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 to and/or equipm together with signed Invento Custodians S	nent the copy of ory lip (ICS)	None	30 minutes		
	Tot	tai	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.

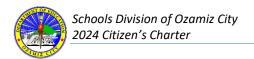
Office or Division	:	Recor	ds Unit				
Classification	:	Simple	le				
Type of Transaction	:		- Government to Citizen				
Who may avail	:	Gener	al Public				
CHECKLIST OF				WHERE TO SI	ECURE		
REQUIREMENTS							
CLIENT AGENO		ICV	FEES	PROCESSING	PERSON		
STEPS	AGENCY ACTION		TOBE PAID	TIME	RESPONSIBLE		
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	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	document Prints and gives the document to the client		None None	10 minutes 45 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 U	Jnit		
Classification	:	Simple			
Type of Transactio	n :	G2C – Gc	vernment to	Citizen	
Who may avail	:	General P	ublic		
	KLIST OF			WHERE TO SE	CURE
·	IREMENTS				
Letter request addre			Requesting	g Person	
Schools Division Su		gnifying			
the purpose of the re	equest				
(1 original copy)	and 1 Dhatasa		Deguaction	n Daraan and/ar A	uthorized Develop
Valid ID (Original ID Authorization Letter		py)		g Person and/or A	uthorized Person
CLIENT	AGENCY		Requesting FEES	PROCESSING	PERSON
STEPS	ACTIO	-	TOBE	TIME	RESPONSIBLE
OILIO	Aone		PAID	1 1141	KLOI ONOIDEL
Submits the letter	SDS approves	s the	None	5 minutes	Records Section
request.	request.				Staff
	SDS Staff rou	tes the	None	5 minutes	SDS Staff
	approved lette				
	to the Record				
	Searches, prin		None	20 minutes	Records Section
	photocopies the				Staff
	requested dod		Nissa	40	December Officer
	Reviews and verifies		None	10 minutes	Records Officer and/or Admin
	the document and				Officer
Receives the	certifies true copy Releases the		None	5 minutes	Records Section
requested	document to the client		140110	o minutos	Staff
document					- 3.011
	Tota	ı	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 – Gover	nment to Citizen			
Who may avail :		Former Students			
CHECKLIST OF		WHERE TO SECURE			
REQUIREMENT	3				
High School/ Elementary					
Graduates:					
1. Student Permanent Record –		School Attended			
Form 137 (1 original and 2					
photocopies)	-1-4:/	Cabaalawaadad			
2. Certificate of Enrolment/Com Graduation - CAV Form 4 (1 ori		School attended			
photocopies)	giriai ariu z				
3. Diploma (1 Original and 2 cer	tified true	School attended			
copies certified by the School H		ochool atteriaea			
4. Transmittal from School (1 or					
photocopies)	9 =	School attended			
5. Special Order, if graduate fro	m Private				
Schools (1 Original and 2 photo		School attended			
by the	•				
School Head)					
6. Latest passport size ID Pictur		Requesting Person			
7. Documentary Stamp (2 copie	s)				
		Requesting Person			
For Undergraduates:	(4				
1. Indorsement from the School	(1 original and	Cahaal Attandad			
2 photocopies) 2. Student Permanent Record –		School Attended			
Form 137 (1 original and 2 phot		School Attended			
3. Certification of Enrolment/Co		Concor / Mondod			
Graduation - CAV Form 4 (1 ori		School Attended			
photocopies)	J				
4. Latest Passport sized ID picto	re (2 copies)	Requesting Person			
5. Documentary Stamp (2 copie	s)	Requesting Person			

CLIENT STEPS	AGENCY ACTION	FEES TOBE 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



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

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

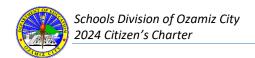
Office or Division	: Records U	nıt			
Classification	: Simple				
Type of Transaction		ernment to Business			
	G2C – Gov				
			o Government		
Who may avail		ployees a	nd the General Pub		
CHECKLIST			WHERE TO SI	ECURE	
REQUIREMEN	NTS				
None	1	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits communications online (via deped1miz@gmail.com / Document Tracking System) or hand carry to the Receiving Section.	Prints/ Receives communicatio ns (e copy or hard) and records in the logbook/ Record Book/ Document Tracking System.	None	5 minutes	AO IV – Records/ Records Staff	
	Forwards the documents to the concerned section/ office.	None	5 minutes	AO IV – Records/ Records Staff	
	Total		10 minutes		
Claims documents for release (hand carry or mail).	Records the outgoing communicatio ns in the Record Book/Docume nt Tracking System.	None	5 minutes	AO IV – Records ADA VI AO II	
Receives the document and signs in the Record Book/ Acknowledges receipts of the communication thru reply message.	Releases the communicatio ns (thru email/ messenger or personal) to the client.	None	5 minutes 10 minutes	AO IV – Records ADA VI AO II	
<u> </u>				1	

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 :	Doned Employees

			overnment to	Cilizeris		
Who may avail		DepEd Er				
CHECK	LIST OF			WHERE TO SE	CURE	
REQUIR	REMENTS					
CLIENT	AGENCY		FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE	TIME	RESPONSIBLE	
			PAID			
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	Routes the letter to the proper office or unit for appropriate action.		None	5 minutes	Schools Division Superintendent	
or problem).	Conducte	summarv	None	1 day	Legal Officer	
	Conducts summary inquiry and prepares report. Prepares and makes reply based on the report of the concerned office or unit. In case of anonymous complaints, the agency posts the reply in the conspicuous places of bulletin board for 10 consecutive days.		TYONG	1 day	Legal Officer	
			None	1 day	The Schools Division Superintendent Legal Officer	
			None	5 minutes	Legal Officer	
	Tot	tal	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	:		ernment to Government			
7		G2C – Gov				
Who may avail	DepEd Emp					
CHECKL	IST OF			WHERE TO SE	CURE	
REQUIRE						
CLIENT AGE		ENCY	FEES	PROCESSING	PERSON	
STEPS		CTION	TOBE PAID	TIME	RESPONSIBLE	
Writes a letter narrating the matters or specifying the services to be considered, evaluated and reviewed (the letter must be addressed to the Schools Division Superintendent for him/her to be aware of the issue or problem).	Routes the letter to the proper office or unit for appropriate action.		None	5 minutes	Schools Division Superintendent	
	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	
	٦	Γotal	None	2 days and 10 minutes		

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

Curriculum Implementation Division

11. Accessing Available Learning Resources from LRMDS Portal

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

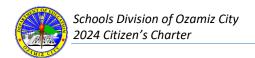
- Books (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery copyright-free 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	WHERE TO SECURE				
REQUIREMENTS					
Computer/Laptop and Internet		Client			
Registered LR account		LR Portal (Irmds.deped.gov.ph)			
DepEd Email for DepEd Employee					
Any active Email Address for Lear	arents				
and Stakeholders					

and Stakeholders				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Open any browser engine and go to www.lrmds.deped.gov.ph	1.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Click the Begin Quick Tour for new users (Optional)	2.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
Log-in to the LR Portal	3.1 Assist client (if necessary, through online)	None	1 minute	Client/LR Staff/Librarian
On the upper menu bar, click the Resources Button and select either K to 12 Resources, Alternative Learning System or Professional Development	4.1 Assist client (if necessary, through online)	None	10 minutes	Client/LR Staff/Librarian
Select Grade Level	5.1 Assist client (if necessary,	None		Client/LR Staff/Librarian

	1	1		1
	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		N		
and go to www.crystal.depedozamiz.n et	1.1 Assist client (if necessary,	None	1 minute	Client/LR Staff/Librarian

UIZ C				
	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	ision : Curriculum Implementation Division					
Classification	:	Simple	•			
Type of Transaction : G2C – Gov			vernment to Citizen			
Who may avail	•	Teaching,	Teaching	Related Personne	l, and Leaners	
	LIST OF EMENTS			WHERE TO S	ECURE	
Request Letter (1 orig	ginal, 1 pho		Request	ing Person		
Valid ID (1 original, 1 CLIENT STEPS	AGE	ENCY FION	FEES TOBE 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		d and eading to borrow	None	5 minutes	Librarian/Library Staff	
	To	otal		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 Impleme	Curriculum Implementation Division (CID)				
Classification		Simple					
Type of Transaction		ALS Enrolment					
Who may avail		Out-of-School Youth	and Adults	}			
CHEC	KLIS'	T OF		WHERE TO SE	CURE		
REQUI	REMI	ENTS					
Photocopy of PSA/Local Birth Certificate Baptismal Cert. Valid IDs (Driver's License, Postal ID, Voter's ID)			City Local	Registry/PSA C	Office		
Submits documents for enrolment		eives the documents ecording	None	5 minutes	ALS Teachers EPS-II (ALS)		
2. Fills out Personal Information Sheet (PIS) and ALS Enrolment Form 2	asse for E and Test	ducts initial essment/screening Basic Literacy (ABL) Functional Literacy t (FLT) and identifies entry level of the	None	1 hour and 30 minutes	ALS Teachers EPS-II (ALS)		
3. Receives details and information regarding the learning session	sche	rms learners on the edule of learning sions	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.

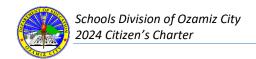
Office or Division	:	Planning	and Research Unit			
Classification	:	Simple				
7 I			vernment to			
			vernment to			
				Government		
Who may avail	:			hool Heads, Resea	\ O	
CHECKIE	T OF	Education	i institutions) and other Externation where TO SEC		
CHECKLIS REQUIREN				WHERE TO SEC	JUKE	
KEQUIKEN	IEIVIO					
CLIENT	AGI	ENCY	FEES	PROCESSING	PERSON	
STEPS	AC'	TION	TOBE	TIME	RESPONSIBLE	
			PAID			
Sends letter request	Acknow	•	None	5 minutes	SDS Staff	
addressed to Schools		and prints				
Division	the letter request					
Superintendent						
through email at ozamiz.city@deped.go						
v.ph						
<u> </u>	Approve	s the	None	5 minutes	SDS	
	request					
	Routes	the	None	5 minutes	SDS Staff	
	request					
		ning and				
	Researc		Nana	20	Diamaia a Office a	
	Prepare		None	30 minutes	Planning Officer	
	organizes the requested data				'''	
Acknowledges receipt	Release		None	5 minutes	Planning Officer	
of the data thru reply	the requested				III	
email. data thru email to						
	the requ	esting				
	party/pe					
	Te	otal		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			
		Simple					
Type of Transaction :			G2B - Government to Business				
			vernment to				
				Government			
Who may avail	:			hool Heads, Resea			
		Education	<u>Institutions</u>) and other Externation			
CHECKLIS				WHERE TO SEC	CURE		
REQUIREM	IENTS						
CLIENT		ENCY	FEES	PROCESSING	PERSON		
STEPS	AC.	TION	TOBE	TIME	RESPONSIBLE		
			PAID				
Sends letter request	Acknow	ledges	None	5 minutes	SDS Staff		
addressed to Schools	receipt a	and prints					
Division	the lette	r request					
Superintendent		-					
through email at							
ozamiz.city@deped.go							
v.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.							
	Routes	the	None	5 minutes	SDS Staff		
	request	letter with					
		d required					
	docume	nts to the					
	Planning	g and					
	Researd	•					
	Reviews		None	30 minutes	SEPS-Planning		
	attached	d required			and Research		
	docume	nts and					

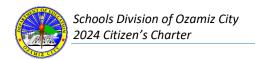
	Prepares and attaches the Letter of Approval and forwarded back all the documents to the SDS Office for approval and signature.			
	Approves and signs the Letter of Approval	None	5 minutes	SDS
	Forwarded the whole documents to the Releasing Unit, ready for release.	None	5 minutes	OSDS Personnel/SDS Secretary
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.

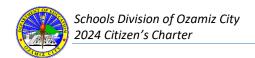
Office or Division : SGOD – School Mana	agement Monito	ring and Evaluation	
Classification : Simple	<u> </u>		
Type of Transaction : G2C			
Who may avail : Private School Admin	nistrators		
	WHERE TO SE	CURE	
REQUIREMENTS			
	ols EPS/Coordin	nator	
Government Permit/Renewal or			
Recognition			
	PROCESSING	PERSON	
STEPS ACTION TOBE	TIME	RESPONSIBLE	
PAID A Colorium and formand Market	10	Danasanalia	
	10 mins	Personnel in-	
application the documents to documents to the SDS' Office		charge in the	
receiving section		receiving section	
for receipt			
	20 minutes	Personnel in-	
Section shall documents to the	20 minutes	charge in the	
submit the SGOD		receiving section	
documents to the			
Office of the SDS			
for proper routing			
to ŚGÓD			
3. SGOD SMME Forward the None 3	30 minutes	SGOD SMME	
shall review and documents to the			
validate the EPS in-charge			
submitted			
documents			
following the DO			
88, s. 2010	20 min.ut = =	EDC /Driverte	
	30 minutes	EPS (Private	
shall forward the documents the LBC		School	
EPS in charge of		Coordinator)	
the private schools			
for final validation			
before submission			
to the DepEd RO			
X for approval.			
	l 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	<u> </u>	Complex	Soriooi Marie	agomont monitorin	g and Evaluation	
Type of Transaction	n :	G2C				
Who may avail	•		chool Admin	istrators		
	CLIST OF	i iivato ot	The state of the s	WHERE TO SE	CURE	
	REMENTS			WIILKE TO OL	LOUIL	
Requirements Region		andum	Private Scl	nools EPS/Coordi	nator	
No. 78, s. 2019	onar momor	ariaarii	Private Schools EPS/Coordinator			
CLIENT	AGE	NCY	FEES	FEES PROCESSING PERSON		
STEPS	ACT		TOBE	TIME	RESPONSIBLE	
0.12.0	7101		PAID			
Submits	Receive ar	nd forward	None	10 mins	Personnel in-	
application	the docume				charge in the	
documents to the	the SDS' C				receiving section	
receiving section						
for receipt						
Submits the	Routes the		None	20 minutes	Personnel in-	
documents to the	documents	to the			charge in the	
Office of the SDS	SGOD for screening				receiving section	
for proper routing	then to the EPS in				_	
to SGOD then to	charge in private					
the CID	schools for					
	endorseme	ent				
Reviews and	Forward th	е	None	30 minutes	SGOD SMME	
validates the	documents	to the				
submitted	EPS in-cha	arge in				
documents	private sch	ools				
following the DO						
88, s. 2010 then						
forward them to						
the EPS in charge						
in private schools						
for endorsement						
Validates and	Send the d		None	30 minutes	EPS (Private	
endorses the	to the RO through				School	
documents before	LBC				Coordinator)	
submission to the						
DepEd RO X for						
approval.	-			41 100		
	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.

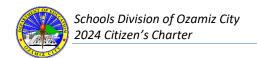
Office or Division	: SGOD – School Management Monitoring and Evaluation				
Classification	:	Complex			
Type of Transaction	n :	G2C			
Who may avail	<u>:</u>	Private Sc	chool Admini		
	KLIST OF REMENTS				
QA-SH-584 – SHS		valuation	Private Sch	nools EPS/Coordin	nator
Processing Sheet	,		Planning C	fficer III	
CLIENT AGENCY STEPS ACTION		_	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application documents to the receiving section for receipt	Receives and forwards the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the 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	:		School Mana	agement Monitorin	g and Evaluation	
Classification	:	Simple				
Type of Transaction	n :	G2C				
Who may avail	:	Private So	chool Admin	istrators		
CHECK	KLIST OF		WHERE TO SECURE			
REQUIREMENTS						
Letter of Request			Private Scl	nool Administrator		
CLIENT	AGE		FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE	TIME	RESPONSIBLE	
			PAID			
Submits	Receives a		None	10 mins	Personnel in-	
application	forward the				charge in the	
documents to the	documents to the				receiving section	
receiving section	SDS' Office					
for receipt						
Submits the	Routes the		None	20 minutes	Personnel in-	
documents to the	documents to the				charge in the	
Office of the SDS	SGOD for				receiving section	
for proper routing	then to the	_				
to the CID/EPS in	charge in p					
charge in private	schools for	•				
schools	endorseme	ent				
Validates and	Sends the		None	30 minutes	EPS (Private	
endorses the	documents to the				School	
documents before	RO through LBC				Coordinator)	
submission to the						
DepEd RO X for						
approval.						
	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 M	lanagement Monit	oring and Evaluation
Classification	:	Simple			
Type of Transaction	n :	G2C			
Who may avail	:	Private	e School Ad	ministrators	
CHECK	LIST OF			WHERE TO SE	CURE
REQUIR	EMENTS				
Letter Request			Client		
CLIENT STEPS	AGENC' ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits application documents to the receiving section for receipt	Receives and forwards the documents to 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 SGOD for screening the the EPS in chin private school for endorsements.	n to arge ools	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 RO through L		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.

	: on : : CLIST OF REMENTS	SGOD – School Management Monitoring and Evaluation Simple G2C Private School Administrators WHERE TO SECURE			
CLIENT AGENCY STEPS ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits application documents to the receiving section for receipt	Receives and forwards the documents to the SDS' Office		None	10 mins	Personnel in- charge in the receiving section
Submits the documents to the Office of the SDS for proper routing to the CID/EPS in charge in private schools	Routes the documents to the SGOD for screening then to the EPS in charge in private schools for		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	on :		ent to Government			
Who may avail	:	Teaching a	and Non-T			
	CKLIST OF			WHERE TO SE	CURE	
REQU	JIREMENTS					
Disbursement Vouc	her (3 conject)		End-Llea	r (Requesting /Orig	rinating Office)	
Supporting Docume		(memo)	Liiu-Usei	(Nequesting /One	Jillatilig Office)	
Obligation Request			End-Use	(Requesting /Orig	ninating Office)	
copies)		(5		(1.1040.00	,ag •e.,	
Note:			End-Use	r (Requesting /Orig	ginating Office)	
1.1 ORS shall be su						
documents. The Su						
(SDs) vary on the ty	pe of transaction	n				
process.	atina (ariainatina	a office or				
1.2. Head of reques his/her authorized re		•				
in the Section A of t		iali certily				
CLIENT			FEES	PROCESSING	PERSON	
STEPS	ACTION		TOBE	TIME	RESPONSIBLE	
			PAID			
Submits ORS	Receives from		None	1 minutes	ADAS I (Budget	
documents	Releasing Sta				staff)	
complete and	(Finance Acco					
appropriate supporting	DVs, ORS's w complete SDs					
documents	Complete SDS					
documents	Verifies the		None	3 minutes	ADAS I (Budget	
	completeness	of the	TVOITE	o minates	Staff)	
	supporting do					
	(SDs), and red					
	same in the lo					
maintained for the						
	purpose and may					
proceed for processing, assigns number on the						
	ORS based or				ADAS I (Budget	
	control logboo				ADAS I (Budget Staff)	
	maintained F				Glaii)	
	Budget Officer					

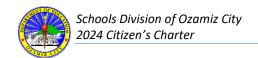
Receives ORS and its SDs from the staff concerned. Review and verifies availability of allotment based on the appropriate RAOD. If in order, signs the certification in Section B of the ORS. Forward the ORS and SDs to the budget staff	None	5 minutes	Budget Officer
Forwards the ORS and SDs to the Accounting 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	sion : Finance						
Classification	<u> </u>	Sim					
Type of Transa	ction :		G - Government to Government				
Who may avail	:	Tea	ching and Non-Teaching Personnel				
	CKLIST OF			WHERE TO SECURE			
	UIREMENTS		End Hoo	•			
Disbursement Voucher (3 copies) Supporting Documents (2 copies) –			End-Use				
(memo)	aments (2 copies) –		Ena-Osei				
	est and Status (OR	S)	Budget D	ivision			
congenion requ	(0)	- /	Budget Bivision				
CLIENT	AGENCY		FEES	PROCESSING	PERSON		
STEPS	ACTION		TO BE	TIME	RESPONSIBLE		
			PAID				
Submits	1. Receives		None	2 minutes	Accounting Section		
complete and	documents from e	na			Designated Receiving/Releasing		
appropriate supporting	user.				Staff		
documents					Stail		
a commente	1.1 Forwards		None	3 minutes	Bookkeeper		
	documents to Bud	get					
	for indexing of	_					
	payments						
	1.2 Records the		None	3 minutes	ADAS-II		
	transaction in the Record book for				Designated Staff		
	control number						
	1.3 Reviews DV a	ınd	None	5 minutes	Bookkeeper		
	supporting docume		1700				
	1.4 Prepares JEV		None	5 minutes	Bookkeeper		
	LDDAP						
	1.5 Forwards		None	5 minutes	Accountant		
	documents to the	. 1					
Accountant for final review and certification of funds		al .					
		de de					
availability.		13					
	1.6 Forwards		None	2 minutes	Designated		
	documents to Cas	hier			Releasing/Receiving		
	for processing of				Staff		
	payment			_			
	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

rogalationio							
Office or Division	:	Cash Ur	Cash Unit				
Classification	:	Simple	Simple				
Type of Transaction	n :	G2G – 0	Government	to Government			
Who may avail	:	DepEd I	Employee				
CHECK	KLIST OF			WHERE TO SE	ECURE		
REQUIF	REMENTS						
Authority to Cash	Advance (1	Original	Accounting	J Unit			
Copy)							
Certification of No L	Certification of No Liquidated CA's			Respective Office/Bureau/Service			
Documentary Requi	rements		Respective Office/Bureau/Service				
CLIENT	AGEN	_	FEES	PROCESSING	PERSON		
STEPS	ACTION		TOBE PAID	TIME	RESPONSIBLE		
1. Requests for	1.1 Issues th	ie	None	20 minutes	Accounting Staff		
Authority to Cash	Authority to Cash						
Advances and	Advance and						
Certification of No	Certification						
Liquidated CA's	Liquidated C	A's					
	Tota	I	None	20 minutes			

Information and Communications Technology Unit

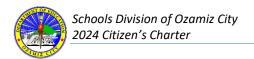
4. User Account Management for Centrally Managed Systems

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	<u>n :</u>		Sovernment to Government			
Who may avail				sonnel, School-based Personnel		
	LIST OF EMENTS		WHERE TO SECURE			
ICT Technical Assis			ICT Unit			
CLIENT	AGEN	NCY	FEES	PROCESSING	PERSON	
STEPS	ACTI	ON	TOBE PAID	TIME	RESPONSIBLE	
1. Submits accomplished ICT technical assistance form	1.1. Stamp "Received' document		None	1 minute	Records Section	
	1.2. Transr stamped d to the ICT	ocument	None	5 minutes		
	1.3. Received stamped d		None	1 minute	Client	
	1.4. Evaluates the document and interview the client		None	10 minutes	ICT Unit	
	1.5. Created deletes/ reaccount or password account	names reset	None	15 minutes	ICT Unit	
	1.6. Gives credentials client		None	5 minutes	Client and ICT Unit	
	Total:		None	38 minutes		
Checking of email sent	2.1. None		None	2 minutes	ICT Unit	
	2.2. Evaluated document sent. If blue has errone entry, return sender. If one signature to sender.	rry or eous in to client has re, return	None	10 minutes	ICT Unit	
	3. Create/ d rename ac reset pass client account	count or	None	15 minutes	ICT Unit	



2.4. Give to credentials sender		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					
Type of Transaction : G2G – Gc			overnment to Government		
Who may avail : SDO Pers			sonnel		
	KLIST OF			WHERE TO SE	ECURE
☐ ICT Technical Ass	REMENTS	m	ICT Unit		
CLIENT	AGE		FEES	PROCESSING	PERSON
STEPS	ACT		TOBE PAID	TIME	RESPONSIBLE
Submits accomplished ICT technical assistance form	Stamps "R on the doc		None	1 minute	Records Section
	Transmits stamped d to the ICT	ocument	None	5 minutes	ICT Unit
	Receives s document	stamped	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
	Troubleshor equipment troubleshor within the control troubleshor equipment troubleshor not possible within the comment the client for step	If oting is finish day, ot the If oting is the to finish day, give dation to	None	1 hour	Client and ICT Unit
	Gives recommendation to the client on what to do		None	5 minutes	ICT Unit
	Return the equipment client		None	5 minutes	ICT Unit
	Total			1 hours and 57 minutes	

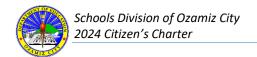


6. Uploading of Publications

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 Request Sheet – Certification of Pu Article/s				
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 TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Request Sheet	1.1 Gives the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receives the document/s	None	2 minutes	
	1.3 Verifies the document/s to be uploaded	None	2 minutes	
	1.4 Scans the document/s to PDF format	None	5 minutes	
	1.5 Uploads the document/s on the website or Workplace	None	5 minutes	
	Total		16 minutes	

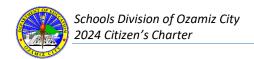


Legal Unit

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				
			vernment to Citizen			
Who may avail	:	Teaching	and Non-Te	aching Personnel		
	KLIST OF			WHERE TO SE	ECURE	
	REMENTS					
Government issued	ID		Requesting	g Entity		
Division Clearance						
Authorization letter						
CLIENT	AGE	NCY	FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE	TIME	RESPONSIBLE	
			PAID			
Submits all	1.1 Review		None	5 minutes	Legal Officer /	
documentary	check requ				Legal Assistant	
requirements	& verify fro					
	of formally	•				
	employees					
Logs at the log	2.1 If empl	•	None	5 minutes		
sheet provided if issued a	does not h					
certification	pending ca					
Certification	sign cleara					
	Sign cleara	ince				
	If employe	e has a				
	pending	o nas a				
	administra	tive case.				
	informs em					
	that he / sh					
	cleared aft	er case				
	has been r	esolved				
	or sanction	has				
	been comp	leted				
Receives action	3.1 Releas		None	5 minutes		
document/s.	document					
	Division CI	earance				
	To	tal	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 D	ivision Superintendent (OSDS)			
Classification:	Simple				
Type of Transaction:	Government to Govern	ment (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				
	(SDOs)	risors (PSDS), in Schools Division Offices			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
One (1) original copy of filled Official Travel Form with so (see below)	,	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wpcontent/upl oads/2022/10/DO s2022 043corrected- copy.pdf			
one (1) original copy of the saddressed to the requesting	S	Inviting foreign government/institution or international agency/organization			
3. One (1) original copy of	Itinerary of Travel				
CHECKLIST OF REG	QUIREMENTS	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. One (1) original Certificate of No Pending Case		Client Legal unit with jurisdiction over the client			
One (1) original Certificate (or No Pending Case	Legal unit with jurisdiction over the client			

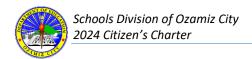
¹ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

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	I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E	
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 $\underline{\text{https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO}} \ \ \underline{\text{o43-corrected-copy.pdf}} \ \ .$



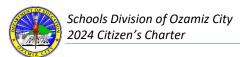
8.2 Issuance of Foreign Personal Travel Authority

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 Div	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 S	SECURE			
One (1) original copy of Authority for Personal Travel For documents (see below	m with supporting	https://w s/2022/1 copy.pd	0/DO s2022 04	h/wpcontent/upload			
One (1) original copy of noted by the Head of Control not hamper the operations office	Client						
Certificate of No Pendi		Legal unit with jurisdiction over the client					
CSC Form No. 6, s. 20	20 (Leave Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client					
ertification of OIC, Alteri	nate or Substitute	Signing	authority				
Study Leave of NTP (up between the agency he representative and the	ead or authorized	Personnel unit with jurisdiction over the client					
Ouly 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 PROCESSING PERSON TO BE TIME RESPONSIBLE PAID					
Submit complete requirements to the SI	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit			

Sobool Hood	1.2 Check	None	2 hours	Personnel Unit
. School Head	documents for	None	2 nouis	Personner Unit
. Office of the School	of the School completeness and			
Head – for Teaching and	accuracy.			
Non-Teaching Personnel in Schools	If there is no			
discrepancy in the				
Division Chiefs and	documents			
below, including PSDS in	submitted, forward			
SDOs	to the Legal Unit. Otherwise, inform			
	the client of			
	discrepancies and			
	wait for reply.	.		1 111 2
	1.3 Check if client has pending case,	None	2 hours	Legal Unit
	sign clearance as			
	applicable, and			
	return to Personnel			
	Unit 1.4 Receive	None	1 hour	Personnel Unit
	documents and	INOTIC	i iloui	1 Cladinici Onii
	prepare TA for			
	signature			
	1.5 Review documents for	None	2 hours	Personnel Unit
	signature			
	1.6 Countersign	None	15 minutes	Personnel Unit
	Form and TA and			
	forward documents to OSDS			
	1.7 Review and	None	1 day	SDS
	sign the		,	
	Form and TA	Nana	40	0000
	1.8 Return the documents to the	None	10 minutes	OSDS
	Records unit			
	1.9 Check the	None	1 day	Records Unit
	documents and			
	forward to the			
	Office of the Regional Director			
	(ORD)			
	1.10 Receive and	None	2 days	ORD
	process request;			
	return documents to OSDS			
	5555			
	0.4.01		05 : :	D
Receive requested document from the	2.1 Check documents	None	25 minutes	Records Unit
Records Unit	received and			
2	process for			
	release; release TA			



TOTAL	None	5 days	
recipient.			
to intended			

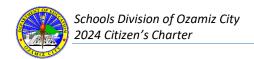
Personnel Unit

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 Transactio	n :	G2C - Go	overnment to	Citizen		
Who may avail	:	Teaching	Personnel			
	LIST OF EMENTS		WHERE TO SECURE			
Principal/Immediate original copies)	Endorsement Letter signed by Principal/Immediate Supervisor (3 original copies)			School/Office of Requestor		
Endorsement Let original copies)		` `	Admin Sect			
3. Equivalent Record copies)	<u> </u>		Personnel L	Jnit		
4. Latest approved A photocopy)		•	Applicant			
5. Original Transcrip Graduate Studies (1 photocopy)	Original an	d 4		Graduate School		
6. PRC License – (5			PRC/Applic			
7. PRC Board Ratin Original 4 photocopy	•	ion – (1	Emanating Graduate School			
8. Certification of Ur original 4 photocopy		(1	Concerned agency			
9. Service Records/ (1 Original 4 photoc		l Public	Applicant			
10. Certificate of Tra Seminar/s attended in the last 5 years (1 photocopy)	nining/s and (minimum c		Applicant			
11. Latest Performa original 4 photocopy	•	(1	Applicant			
CLIENT STEPS	AGEI ACT		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits all documentary requirements	Receives a check for t completen the submit requireme	he ess of ted ERF nts	None	10 minutes	Personnel Unit HRMO	
	Processes application attached n documents	and ecessary	None	5 minutes		
	Forwards tauthorized		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

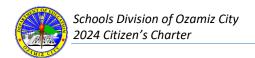
Service Description. Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing 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 - Gover	nment to Citizen		
Who may avail	:	Teaching an	d Non-Teaching Personnel		
CHECKLI			WHERE TO SECURE		
REQUIRE	MENTS				
1 (3			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 of 2. Letter request, if necess		nal copy)	Personnel Unit Client		
Additional Requirements: Marriage Contract (1 photo Birth Certificate of Child o Wife if Miscarriage (1 photo	r Medical	Certificate of	Client		
Maternity Leave 1. CSC Form 6 (3 original of 2. Letter request, if necess		nal copy)	Personnel Unit Client		
Additional Requirements: Special Order Form (3 Original Certificate (1 copy Clearance (4 original copie))	5)	Front/Information Desk Personnel Unit Client		
Solo Parent Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)			Client		
Additional Requirements: Birth Certificate of Child (1 photocopy) Photocopy of Solo Parent ID (1 photocopy)			Personnel Unit		
Special Privilege Leave					

	T
1. CSC Form 6 (3 original copies)	Personnel Unit
	Client
Study Leave	Client
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	
3. Other documents needed.	Personnel Unit
	Client
VAWC Leave	Client
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	
3. Other documents needed.	Personnel Unit
	Client
Rehabilitation Leave	Client
1. CSC Form 6 (3 original copies)	
2. Letter request, if necessary (1 original copy)	
3. Other documents needed.	Personnel Unit
o. Other decaments needed.	Client
Special Leave benefits for women	Client
1. CSC Form 6 (3 original copies)	Olicit
2. Letter request, if necessary (1 original copy)	
3. Other documents needed	Personnel Unit
3. Other documents needed	Client
Special Emergency (Calamity) Leave	Client
Special Emergency (Calamity) Leave	Ciletit
1. CSC Form 6 (3 original copies)	Porcennol Unit
2. Letter request, if necessary (1 original copy)	Personnel Unit
3. Other documents needed.	Client
	Client

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

	If disapproved: Documents are forwarded to Personnel Section for appropriate action. And Forward to Records section for Released			Personnel Unit
2. Receive the approved/Disapprov ed Form 6	2.1 Released approved/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	fice or Division : Personnel Unit					
Classification	:	Simple				
Type of Transaction	on :	G2C - G	overnment to	Citizen		
Who may avail			g and Non-Tea	aching Personnel		
	CHECKLIST			WHERE	TO SECURE	
	REQUIREMEN					
Application for Retir				Concerned Retiree		
Service Record (1		Personnel Unit				
Clearance for mone			abilities	Concerned Ret	iree	
District & Division (4				_		
Statement of Assets				Concerned Ret	iree	
Certificate of No Pe	nding Adminis	strative C	Case (1	Personnel Unit		
Original Copy)						
Certificate of Last D				Personnel Unit		
Certificate of Last S	Salary Receive	ed (1 Orig	ginal Copy)	Personnel Unit		
Certification of Leav	e with or with	nout pay ((1 Original			
Copy)		1		0	•	
Ombudsman Cleara			(4	Concerned Ret		
. GSIS Application fo	r retirement b	enetits to	orm (1 originai	Concerned Ret	iree	
Copy)	o (1 Original a	20011		Personnel Unit		
. Provident Clearanc	AGEN		FEES	PROCESSING	PERSON	
STEPS	ACTIO		TOBE	TIME	RESPONSIBLE	
SILIS						
	7.011.0		PAID	I IIVIL	RESPONSIBLE	
1. Submits	1.1 Receives			5 minutes	Records Section –	
1. Submits complete			PAID			
complete requirements for	1.1 Receives	s	PAID		Records Section –	
complete requirements for Retirement to	1.1 Receives complete documents f Records Uni	s from it	PAID		Records Section –	
complete requirements for	1.1 Receives complete documents f Records Uni checked by	s from it District	PAID		Records Section –	
complete requirements for Retirement to	1.1 Receives complete documents f Records Uni checked by Human Reso	s from it District ource	PAID		Records Section –	
complete requirements for Retirement to	1.1 Receives complete documents f Records Uni checked by Human Reso	s from it District ource	PAID		Records Section –	
complete requirements for Retirement to	1.1 Receives complete documents f Records Uni checked by Human Reso Managemen Officer.	s from it District ource nt	PAID None	5 minutes	Records Section – Person in charge	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unichecked by Human Resonant Management Officer. 1.2 Checks	s from it District ource nt	PAID		Records Section – Person in charge	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unichecked by Human Resonance Managemen Officer. 1.2 Checks verifies the	from it District ource nt and	PAID None	5 minutes	Records Section – Person in charge Human Resource Unit-Person in	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unichecked by Human Resonance Officer. 1.2 Checks verifies the completeness	from it District ource nt and	PAID None	5 minutes	Records Section – Person in charge	
complete requirements for Retirement to	1.1 Receives complete documents for Records Unit checked by Human Resord Management Officer. 1.2 Checks verifies the completeness the documents of the documen	from it District ource nt and and ss of nts.	PAID None None	5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge	
complete requirements for Retirement to	1.1 Receives complete documents for Records Unichecked by Human Resemble Managemen Officer. 1.2 Checks verifies the completeness the document 1.3 Informs for the document of	from it District ource nt and ss of nts. the	PAID None	5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unit checked by Human Resemble Management Officer. 1.2 Checks verifies the completeness the document 1.3 Informs to concerned p	from it District ource nt and ss of nts. the person if	PAID None None	5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in	
complete requirements for Retirement to	1.1 Receives complete documents from Records Unit checked by Human Resords Management Officer. 1.2 Checks verifies the completeness the document 1.3 Informs from Concerned puther requiremts.	from it District ource nt and ss of nts. the person if	PAID None None	5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unichecked by Human Resonance officer. 1.2 Checks verifies the completeness the document of the requiremare incompleteness the requiremare incompleteness the requiremare incompleteness the requiremare incompleteness of the requiremare	from it District ource nt and ss of nts. the person if nents ete	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge	
complete requirements for Retirement to	1.1 Receives complete documents f Records Unichecked by Human Resemble Managemen Officer. 1.2 Checks verifies the completeness the document 1.3 Informs to concerned p the requiremare incompleted.	from it District ource nt and ss of nts. the person if nents ete	PAID None None	5 minutes 10 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource	
complete requirements for Retirement to	1.1 Receives complete documents from Records Unit checked by Human Resords Management Officer. 1.2 Checks verifies the completeness the document 1.3 Informs from Concerned process the requirement are incomplete.	from it District ource nt and ss of nts. the person if nents ete cates	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit-Person in	
complete requirements for Retirement to	1.1 Receives complete documents from Records Unit checked by Human Resords Management Officer. 1.2 Checks verifies the completeness the document 1.3 Informs from Concerned process the requirement of 1.4 Authentic complete documents from Police Complete Compl	from it District ource nt and ss of nts. the person if nents ete cates for	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource	
complete requirements for Retirement to	1.1 Receives complete documents from Records Unit checked by Human Resords Management Officer. 1.2 Checks verifies the completeness the document 1.3 Informs from Concerned process the requirement are incomplete.	from it District ource nt and and ss of nts. the person if nents ete cates for	None None None	5 minutes 10 minutes 5 minutes	Records Section – Person in charge Human Resource Unit-Person in charge Human Resource Unit - Person in charge Human Resource Unit-Person in	



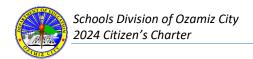
1.5 Forwards complete documents to SDS office for signature and SO for release by Records unit.	None	10 minutes	Human Resource Unit-Person in charge
Total	None	50 minutes	



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	:	Personne	l Unit			
Classification	:	Simple				
Type of Transactio	n :	G2C - Go	vernment to	Citizen		
Who may avail	:	Teaching and Non-Teaching Personnel/ Retirees				
	KLIST OF		WHERE TO SECURE			
	IREMENTS					
Duly signed Reques (1 Original Copy)	st Form		Personnel	Division		
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Fills out and submits the duly signed Request Form	Receives and forward the duly signed Request Form		None	2 minutes	Front Desk/ Information	
Waits while the requested Certification is being processed	Verifies the 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	Releases Cer		None	2 minutes	Front Desk/	
Certificate of	Employment t	o client			Information	
Employment						
	TOTA	<u>L:</u>	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 - G	overnmen ⁻	t to Citizen		
Who may avail	=	Teachin	g and Non	-Teaching Personi	nel /Retirees	
CHECKLIS REQUIREM			WHERE TO SECURE			
Accomplished Transacti /Custom Link for online	on/Request	Form	Administrative Services Personnel			
2.Previous copy of Serviprevious employment	ice Record f	from	Client			
CLIENT STEPS	AGEN ACTI				PERSON RESPONSIBLE	
Accomplishes Transaction/Request Form (For online: Google Forms Link)	Receives review of i from clien	request	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		
	Tot	al	None	20 minutes		

14. Loan Approval and Verification

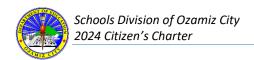
Service Description. This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

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

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



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



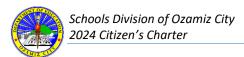
15. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

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

Office or Division	•	Personnel U	nit
Classification	:	Simple	
Type of Transaction	:		rnment to Citizen
Who may avail	•	Teaching an	d Non-Teaching Personnel
CHECKLIST			WHERE TO SECURE
REQUIREMEN	NTS		
4. A also assisted as a sect of model	اء ۽ ءاء	:+ /4	Darrage al Hait
1. Acknowledgement of publi photocopy)	isnea	items (1	Personnel Unit
2. Publication – CSC Form N	lo 9 (Revised	Personnel Unit
2018) received by CSCFO (1	,	•	T Greenwar Grint
3. Checklist of Common Req			Personnel Unit
original)			
4. Appointment Processing C	Check	list (1	Personnel Unit
original)	ma NI-	22.4	Personnel Unit
5. Appointment Form CS For (Revised 2018) (3 original, 1			Personner Unit
6. Oath of Office –CS Form			Personnel Unit
2018) (3 original, 1 photocop		_ (
7. Certificate of Assumption of		ty – CS	Personnel Unit
Form No. 4 (Series of 2018)	(3 ori	ginal, 1	
photocopy)			
8. Clearance –CS Form 7 (3	origin	nal, 1	Personnel Unit
photocopy) 9. POSITION DESCRIPTION	I FOF	SW	Personnel Unit
DBM-CSC Form No. 1	N I OI	XIVI	1 ersonner omt
(Revised Version No. 1, s. 20	017) (3 original, 1	
photocopy)			
10. Duties and Responsibilit			Personnel Unit
11. Approved Rank List (3 ph			Personnel Unit
for Reappointment as Provision Transfer	ionai,	Permanent	
12. Duly Accomplished CSC	Form	212	Appointee
(Revised 2017)- Personal Da			, Appointed
original)		\ -	
13. Work Experience Sheet (Appointee
14. Certified True Copy of Or	rigina	l Transcript f	Emanating School
Records (3 photocopy)	0.0	and Dath of	DDC at CCC
15. Authenticated copy of PR CSC Eligibility (1 original, 2)		•	PRC or CSC
except for Reappointment as			
16. Certified True Copy of PF			PRC
Card- if applicable (3 photocopy)- except for			
Reappointment of Provisiona		-	
17. Latest Approved Appoint			Appointee
photocopy)- except for Origin	nal an	d	
Reappointment			



18. Performance Rating (3 photocopy)- except for Original and Reemployment 19. Medical Certificate – CS Form No. 211 (Revised 2017) (1 original, 2 photocopy) 20. Results of Medical Exam and Laboratory test (3 photocopy) – except for promotion, reappointment and transfer 21. NBI Clearance (3 Photocopy)- except for promotion, reappointment and transfer 22. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer 23. Marriage Certificate- if applicable (3 photocopy) – except for promotion, reappointment and transfer 24. Marriage Certificate- if applicable (3 photocopy) – except for promotion, reappointment and transfer 25. Marriage Certificate- if applicable (3 photocopy) – except for promotion, reappointment and transfer 26. CLIENT STEPS ACTION FIBE PAID Submits all documentary requirements for appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 3). Appointment Prepares Appointment paper (CS Form No. 3). Appointment Processing Checklist, Checklist of common requirements, Publication and Acknowledgement of published items Forwards to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) Approves Appointment-CS Form No. 33-A) Approves Appointment-CS Form No. 33-A Certification of Availability of funds, Oath of Office CS Form No. 33-A Certification of Availability of funds, Oath of Office CS Form No. 33-A Certification of Availability of funds, Oath of Office CS Form No. 33-A Certification of Scepton 212 Appointee Form No. 33-A Furnishes appointee with a coewing of the signed appointment (CS Form 212 and SALN Furnishes appointee with a coewing of the signed appointment (CS Form Appointment CS Form Appointment (CS Form No. 33-A) Appointee Form No. 33-A Appointee Form No.	MIZ CI					
19. Medical Certificate — CS Form No. 211 Accredited Health Care Facility		• • • • • • • • • • • • • • • • • • • •	Appointee			
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Acknowledgement of published items Forwards to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A Event Salar		common requirements,				
published items Forwards to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A End of the signed appointment (CS Form No. 33-A Personnel Unit Sminutes Sminutes Personnel Unit Sminutes		Publication and				
Forwards to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A Appointment (CS Form No. 33-A Reference is a copy of his/her appointment for submission to CSCFO, ensure that appointee		Acknowledgement of				
signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A Appointment (CS Form No. 33-A Signatories to sign on the back of the back of the back of Personnel Unit None 5 minutes Personnel Unit Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee						
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the appointment (CS Form No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A The province receives a copy of his/her appointment for submission to CSCFO, ensure that appointee The province receives a copy of his/her appointment for submission to CSCFO, ensure that appointee The province receives a copy of his/her appointment for submission to CSCFO, ensure that appointee						
No. 33-A) 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 Appointee receives a copy of the signed appointment (CS Form No. 33-A Response of the signed appointment (CS Form No. 33-A Response of the signed appointment for submission to CSCFO, ensure that appointee						
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 Appointee receives a copy of the signed appointment (CS Form No. 33-A Reproves Appointment-CS None 5 minutes Personnel Unit Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee						
Form No. 33-A Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN Appointee 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			None	E minutes	Doroonnal IInit	
Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN Appointee receives a copy of the signed 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 Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee			ivone	s minutes	Personnei Unit	
of funds, Oath of Office ĆS Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN Appointee receives a copy of the signed appointment (CS Form No. 33-A of funds, Oath of Office ĆS Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee						
Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN Appointee receives a copy of the signed appointment (CS Form No. 33-A Forms No. 32, and attest at the back of Personal Data Sheet – CS Form 212 and SALN None 5 minutes Personnel Unit Serious appointment for appointment for submission to CSCFO, ensure that appointee						
at the back of Personal Data Sheet – CS Form 212 and SALN Appointee receives a copy of the signed appointment (CS Form No. 33-A Appointee Furnishes appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee Personnel Unit		•				
Data Sheet – CS Form 212 and SALN Appointee receives a copy of the signed appointment (CS Form No. 33-A Data Sheet – CS Form 212 and SALN None 5 minutes Personnel Unit 5 minutes		· · · · · · · · · · · · · · · · · · ·				
Appointee Furnishes appointee with a 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 Furnishes appointee With a None Furnishes appointee With a copy of his/her appointment for submission to CSCFO, ensure that appointee						
Appointee Furnishes appointee with a receives a copy of the signed appointment (CS Form No. 33-A Furnishes appointee with a None copy of his/her appointment appointment for submission to CSCFO, ensure that appointee						
receives a copy of his/her appointment for submission to CSCFO, ensure that appointee	Appointee		None	5 minutes	Personnel I Init	
of the signed appointment for appointment (CS submission to CSCFO, ensure that appointee	1		140110		1 GIGGIIIGI GIII	
appointment (CS submission to CSCFO, ensure that appointee						
Form No. 33-A ensure that appointee	•					
		-				
acknowicuyes receipt of a		acknowledges receipt of a				



photocopy of said appointment			
Tota	None	1 hour and 15 minutes	

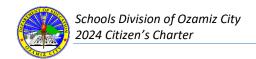


16. Processing of Terminal Leave Benefits

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	on :			nment to Citizen		
Who may avail	:	Teaching a	and I	Non-Teach	ning Personnel	
	CKLIST OF JIREMENTS				WHERE TO SE	CURE
Letter request (1 or				Concerne		
Service Record (1 d				Personne		
GSIS Retirement V				Concerne		
GSIS Retirement C		original copy		Concerne		
Certificate of Last P (1 original copy)	•			Personne		
Clearances (Money				School an	d SDO	
accountabilities (3 d						
Latest Notice of Sal	lary Adjustm	ent (NOSA)	-			
(1 original copy) Certification of Accu	umulatad Lac	ova Cradita	b) (
the Division Person			БУ			
copy)	illei Ollicei- (Original		Personne	l Unit	
Certified Copies of	Leave of Car	rds-		. 0.00		
(1 original copy)						
. Certification of Leav	ve Credits Ea	arned –				
(1 original copy)						
. Fiscal Clearance (1	Original Cor	oy)		Concerned Retiree		
. SALN				Concerne		
. CS Form 6				Concerne		
. DBP Savings accou				Concerned Retiree GSIS- Downloadable form		
. Certificate as to no concerned retiree	Pending Cas	se or		GSIS- Downloadable form		
Last Day of Actual S	Service			Personne	l I Init	
For deceased emp				r ersorine	TOTIL	
Death certificate (1				Municipal registrar		
Marriage Certificate)V)		PSA		
Survivorship (if app				Spouse		
Special Power of A				Attorney/any notary-public		
photocopies)						
Birth Certificate of C			as			
no living spouse) (DD 00700000	DED CO.
CLIENT STEPS	AGEN ACTI			S TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all	1.1 Receive		Non		5 minutes	Records
documentary					5dt00	Section –
requirements	· · · · · · · · · · · · · · · · · · ·					Person in
within the						charge
prescribed						
timeline from the						
concerned office						

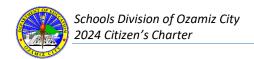
	Checks the document as to completeness	None	10 minutes	
	Forwards the complete document to the Personnel for appropriate action	None	5 minutes	Records Section – Person in charge
	Reviews the submitted complete documents and provide appropriate action	None	15 minutes	Personnel Section – Person in charge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



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		Personn	el Unit		
Classification	:	Simple			
Type of Transaction	n :	G2C - G	overnment	to Citizen	
Who may avail	:	Teachin	g and Non-	Teaching Personne	
CHECK	LIST OF			WHERE TO SE	CURE
REQUIR	EMENTS				
BIR Form 1905 (duly	received by	BIR)	Employee,	/BIR	
and PSA Marriage C	ertificate (for	•			
Change of Status). (1 original and	d 1			
photocopy)					
PSA Birth Certificate	(for Correcti	on of	Employee,	/PSA	
Name) (1 original an	d 1 photocop	y)			
Letter of Intent			School		
Indorsement from the	e Principal		School		
CLIENT	AGEN	CY	FEES	PROCESSING	PERSON
STEPS	STEPS ACTION				
▽ · −· · ▽	ACTIO	אכ	TO BE	TIME	RESPONSIBLE
0.12.0	ACTIO	N	TO BE PAID	TIME	RESPONSIBLE
Submits the	Receives a		_	TIME 3 minutes	RESPONSIBLE Personnel Unit
			PAID		
Submits the	Receives a check the complete		PAID		
Submits the complete	Receives a check the		PAID None	3 minutes	
Submits the complete	Receives a check the complete document Prepares u	nd pdates	PAID		
Submits the complete	Receives a check the complete document Prepares u of Special (nd pdates Order	PAID None	3 minutes	Personnel Unit
Submits the complete	Receives a check the complete document Prepares u	nd pdates Order	PAID None	3 minutes	Personnel Unit
Submits the complete	Receives a check the complete document Prepares u of Special (and submit attachment	nd pdates Order s s to	PAID None	3 minutes	Personnel Unit
Submits the complete	Receives a check the complete document Prepares u of Special Cand submit attachment DepEd Receives a	nd pdates Order s s to	PAID None	3 minutes	Personnel Unit
Submits the complete	Receives a check the complete document Prepares u of Special (and submit attachment	nd pdates Order s s to	PAID None	3 minutes	Personnel Unit

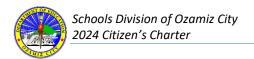


Property and Supply

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 a	and Supply S	Section	
Classification	:	Complex			
Type of Transaction	n :	G2G- Government to Government			
Who may avail	:	DepEd Employees			
	CLIST OF REMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION		FEES TOBE 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 a	and Supply S	Section		
Classification	:	Complex				
Type of Transactio	n :	G2G- Gov	ernment to	Government		
Who may avail	:	DepEd Er	nployees			
	(LIST OF			WHERE TO SE	CURE	
REQUIR	REMENTS					
Accomplished PECF	nplished PECF			Supply Officer		
CLIENT	AGE	NCY	FEES	PROCESSING	PERSON	
STEPS	ACTION		TOBE PAID	TIME	RESPONSIBLE	
Submits PECF	Signs the Clearance if all Properties assigned are returned		None	30 minutes	Supply Officer	
	То	tal	None	30 minutes		

Curriculum Implementation Division

20. Program Work Flow of Submission of Contextualized Learning Resources

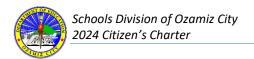
Service Description. Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education – Bureau of Education and Learning Resources (BLR) in the Design and Development, Production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

Office or Division	:	Curricu	ılum İmplemen	tation Division		
Classification	:	Simple	ple			
Type of Transaction	on :		Sovernment to C			
Who may avail	:		Employee, Stu	idents and General		
	CHECKLIST EQUIREMEN			WHERE T	O SECURE	
Computer/Laptop and Internet Registered LR account DepEd Email for DepEd Employees Any active Email Address for Learn Stakeholders			, Parents and	Client LR Portal (Irmds.d	eped.gov.ph)	
Evaluation Tools	10511				DED.001	
CLIENT STEPS	AGENO ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
PREPARATION OF MATERIALS FOR QUALITY ASSURANCE Prepare the learning resource for quality assurance Hand over the learning resource to the content	1.1 Print or prepare an electronic copy of the learning resource for quality assurance 2.1 Give a copy of the learning		None	15 minutes 2 minutes	LR Staff/Librarian Content Evaluator/LR Staff/Librarian	
evaluator	resource to the content evaluator for evaluation 2.2 Provide the evaluation tools needed					
	Total			17 minutes		
FOR EDUCATIONAL SOUNDNESS Evaluate the learning material as to educational soundness	1.1 Assess learning res based on the educational soundness	ource e	None	20 minutes	Content Evaluator/LR Staff/Librarian	
Accomplish the evaluation tool for	1.1 Fill of evaluation to	out the	None	15 minutes	Content Evaluator and LR Staff/Librarian	

	1 -	T	T	
educational	the comments for			
soundness	enhancement			
3. Proceed to the	3.1 If the learning	None	10 minutes	Content
next evaluation	resource passes			Evaluator/Client
	the educational			and LR
process				
	soundness			Staff/Librarian
	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		AE milionito o	
CONTENT	Total		45 minutes	
CONTENT				
EVALUATION				
Evaluate the	1.1 Assess the			
learning resource	learning resource	None	20 minutes	Content
as to the content	based on content			Evaluator/LR
	evaluation criteria			Staff/Librarian
2. Accomplish the	1.3 Fill out the	None	15 minutes	Content Evaluator
evaluation tool for	evaluation tools			and LR
content	1.4 Write			Staff/Librarian
COMON	down the			Ctan/Librarian
	comments for			
	enhancement			
	ennancement			
O Dragged to the	0.4 If the allocations	Nana	40	Camtant
3. Proceed to the	3.1 If the learning	None	10 minutes	Content
next evaluation	resource passes			Evaluator/Client
process	the content			and LR
	evaluation,			Staff/Librarian
	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			
Total	updates	AE males :		
Total		45 minutes		
PAGE LAYOUT				
AND DESIGN				
EVALUATION				
Evaluate the	1.1 Assess the	None	20 minutes	Content
learning resource	learning resource			Evaluator/LR
as to page layout	based on page			Staff/Librarian
and design	layout and design			
	criteria			
1	,	1	ı	1

2. Accomplish the evaluation tool for page layout and design	2.1 Fill out the evaluation tools 2.2 Write down the comments for enhancement	None	15 minutes	Content Evaluator and LR Staff/Librarian
3. Proceed to the next evaluation process	3.1 If the learning resource passes the page layout evaluation, proceed to the next step; if it requires major revision, return the learning resource to the developer for revision. 3.2 Contact the developer for updates	None	10 minutes	Content Evaluator/Client and LR Staff/Librarian
	Total		45 minutes	
INTELLECTUAL PROPERTY RIGHT MANAGEMENT	1.1 Assess the	None	20 minutes	Content
Evaluate the learning resource as to intellectual property right management	learning resource based on intellectual property right management specification			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	or Division : Curriculum Implement			ation Division	
Classification :		Simple			
Type of Transaction :		G2C - Government to Citizen			
Who may avail :		DepEd Employee, Students and General Public			
CHECKLIST OF				WHERE TO SECURE	
REQUIREMENTS				Client	
Computer/Laptop and Internet Registered LR account				LR Portal (Irmds.deped.gov.ph)	
DepEd Email for DepEd Employees			Livi oltai (iiilias.a	cpca.gov.pm	
Any active Email Address for Learners, Parents and					
Stakeholders					
Evaluation Tools					
CLIENT	AGENC		FEES	PROCESSING	PERSON
STEPS	ACTION		TO BE PAID	TIME	RESPONSIBLE
PREPARATION OF MATERIALS FOR QUALITY ASSURANCE Prepare the learning resource for quality assurance Hand over the learning resource to the content evaluator	1.1 Print or prepare an electronic country assumed the learning resource for quality assumed 2.1 Give a country to content evaluation or source evalu	rance opy of the uator	None	15 minutes 2 minutes	LR Staff/Librarian Content Evaluator/LR Staff/Librarian
	for evaluation 2.2 Provide evaluation to needed	the			
	Total			17 minutes	
EVALUATION FOR EDUCATIONAL SOUNDNESS 1. Evaluate the learning material as to educational soundness	1.1 Assess to learning resolution to based on the educational soundness of	ource e	None	20 minutes	Content Evaluator/LR Staff/Librarian
2. Accomplish the evaluation tool for educational soundness	2.1 Fill out the evaluation to 2.2 Write do the commente enhancement	ne ools wn its for	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	1.1 Assess the			
learning resource as to the content	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

Min O		1		
	2.2 Write down			
	the comments for			
	enhancement			
3. Proceed to the	3.1 If the learning	None	10 minutes	Content
next evaluation	resource passes			Evaluator/Client
process	the page layout			and LR
process	evaluation,			Staff/Librarian
	proceed to the			Otan/Librarian
	next step; if it			
	requires major			
	revision, return			
	the learning resource to the			
	developer for			
	revision.			
	3.2 Contact the			
	developer for			
Total	updates	AF minutes		
Total		45 minutes		
INTELLECTUAL				
PROPERTY				
RIGHT	4.4.5			
MANAGEMENT	1.1 Assess the	None	20 minutes	Content
Evaluate the	learning resource			Evaluator/LR
learning resource	based on			Staff/Librarian
as to intellectual	intellectual			
property right	property right			
management	management			
O. Assauralish the	specification	Nissa	4.5 main set a a	Osatsat Fraksatsa
2. Accomplish the	2.1 Fill out the	None	15 minutes	Content Evaluator and LR
evaluation tool for	evaluation tools			
intellectual	2.2 Write down			Staff/Librarian
property right	the comments for			
management	enhancement			
3. Proceed to the	3.1 If the learning	None	10 minutes	Content
	3.1 If the learning	None	10 minutes	
next evaluation	resource passes			Evaluator/Client
process	the page layout			and LR
	evaluation,			Staff/Librarian
	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			
Total	updates	45 minutes		
PUBLICATION		+5 minutes		
OF QUALITY-				
ASSURED				
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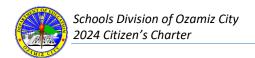
LEARNING RESOURCES Test the materials	1.1 Try out the materials for usability	None	30 minutes	Content Evaluator and LR Staff/Librarian
2. Integrate additional comments	2.1 Finalized the material by integrating additional comments for enhancement 2.2 Prepare the final version of the material	None	30 minutes	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	

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.

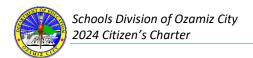
Office or Division	:	SGOD - P	lanning & Res	search Unit	
Classification	:	Simple			
Type of Transaction	:	G2G – Gov	vernment to G	Sovernment	
		G2C – Gov	vernment to C	itizen	
Who may avail	:	Governme	nt Offices, NO	O and Individual C	tizens
	CLIST OF REMENTS			WHERE TO SE	CURE
Letter Request			Requestor		
CLIENT STEPS	AGENCY ACTION		FEES TOBE 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	:	SGOE) – Planning	& Research Unit		
Classification	:	Simple	Simple			
Type of Transaction	on :	G2G G2C				
Who may avail	:	Gover	nment Offic	es, NGO and Individe	ual Citizens	
	LIST OF EMENTS			WHERE TO SE	CURE	
Letter Request			Requestor	/Client		
CLIENT STEPS	AGENC ACTIOI		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submits letter request to the receiving unit.	Stamps receipt and provide document tracking number.		None	5 minutes	Planning Officer III	
Receives response from the office about the request made.	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		Dlanning	and Researd	ch I Init		
Classification :	•	Simple	ana NESEAN	on Onic		
Type of Transaction :			G2B - Government to Business			
Type of Transaction :			vernment to			
			vernment to Gluzeri vernment to Government			
Who may avail	•			in Ozamiz City Div	ision	
CHECKLIS	T OF	<u>_</u>		WHERE TO SEC		
REQUIREM						
CLIENT	AGE	NCY	FEES	PROCESSING	PERSON	
STEPS		ΓΙΟΝ	TOBE PAID	TIME	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.		edges and prints r request	None	5 minutes	SDS Staff	
	for Issua Permit to with end to the PI and Res Unit	ion Letter ince of Study orsement anning earch	None	5 minutes	SDS Staff	
	forwarde whole do to the ASDS/S	nts and s the ment and ed the ocuments	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		Diagning and Decearch Unit				
Classification :	•	: Planning and Research Unit Simple				
Type of Transaction :			vernment to	Business		
			vernment to			
		G2G - G	overnment to Government			
Who may avail	:	All DepEd	Personnel	in Ozamiz City Div		
CHECKLIS				WHERE TO SEC	CURE	
REQUIREN	IENTS					
CLIENT	۸GF	ENCY	FEES	PROCESSING	PERSON	
STEPS		TION	TOBE	TIME	RESPONSIBLE	
0.2.0	7.0		PAID			
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.		ledges and prints r 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	
			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 Researd	ch Unit	
Classification	:	Simple			
G2C - Go			vernment to		
Who may avail	:			hool Heads, Resea	archers (Higher
) and other Externa	
CHECKLIS				WHERE TO SEC	CURE
REQUIREM	IENTS				
CLIENT STEPS		ENCY FION	FEES TOBE 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		None	5 minutes	SDS Staff
	Research Unit 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.	None	E minutes	ACDC/CDDC
	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	g and Resea	arch Unit	
Classification :	<u> </u>	Simple	g and record	aron onic	
Type of Transaction :		G2B - G G2C - G	Government to	to Citizen	
\A/II				to Government	b /I P - b
Who may avail	:			School Heads, Resons) and other Exter	
CHECKLIS'	T OF	Ladoati	or moditation	WHERE TO SEC	
REQUIREMI					
CLIENT STEPS	AGE ACT	NCY ION	FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sends letter request addressed to Schools Division Superintendent through email at ozamiz.city@deped.go v.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 under 18 years old.	Acknow receipt a prints the request	and e letter	None	5 minutes	SDS Staff
	Routes to request with atta required docume the Plantand Res Unit	letter ched nts to ning	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 5 minutes	SEPS-Planning and Research
	signs the Letter of Approval	None	o minutos	020
	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 R		esource Development Section			
Classification	Classification : Simple		•			
	Type of Transaction : G2G		2G – Government to Government			
Who may avail	:	SDO Pers	sonnel			
	(LIST OF			WHERE TO SI	ECURE	
	REMENTS onal Develo	nmont	SGOD-HR	<u> </u>		
Plan	onai Develo	pineni	3GOD-HK	D		
CLIENT	AGE	NCY	FEES	PROCESSING	PERSON	
STEPS	ACT	ION	TOBE PAID	TIME	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	
	Accomplisi Summary of Individual Profession Development with results competent profiling are bases.	Analysis al al ent Needs s of	None	300 minutes	SGOD-HRD	
	Reviews th Summary of Individual Profession Development of Personn	'Analysis al al ent Needs	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.

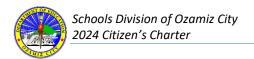
Office or Division	:	SGOD -	School Health Section			
Classification : Simple						
Type of Transaction : G2G - G		overnment t	overnment to Government			
Who may avail	:	SDO Pe	rsonnel, Sch	ool-based Personr	nel	
	LIST OF			WHERE TO SE	CURE	
	EMENTS					
Nurse in Charge				source/ School Hea		
CLIENT	AGEN	_	FEES TO	PROCESSING	PERSON	
STEPS	ACTI		BE PAID	TIME	RESPONSIBLE	
1. Submits	1.1. Check		None	1 minute	Nurse II	
accomplished	"Received"	on the				
Form 86 and ITR, CSC Forms 41	Forms					
and CSC Forms						
211.						
211.	1.2.Intial		None	5 minutes	Nurse II	
	Assessment of the		INOTIC	3 minutes	INUISC II	
	Client	111 01 1110				
	1.3. Transcribed		None	5 minutes	Nurse II	
	the initial					
	assessmei	nt and				
	the laborat	ory				
	results					
	Total:		None	11 minutes		
2. Medical	2.1. Seen		None	10 minutes	Medical Officer III	
Evaluation	examined					
	2.2. Evalua		None	10 minutes	Medical Office III	
	laboratory					
	prescribed					
	clearance and					
	attestation of the					
	medical forms 3. Keep records on		None	5 minutes	Nurse II	
	the medica		INOING	o minutes	TAGISC II	
examination						
	logbook ar					
	medical fol					
	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 - S	chool Health	Section	
Classification	:	Simple			
Type of Transaction	:	G2B – Gov	ernment to B	usiness	
		G2C – Gov	ernment to C	Citizen	
Who may avail	:	Governme	nt Offices, NO	O and Individual C	itizens
	CLIST OF REMENTS			WHERE TO SE	CURE
Medical records			Health Serv	ices Unit Office	
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit the Division clinic/Medical Section. Log in pertinent information in the logbook and fill-out general information in ITR.	a. Brief history of learner/personnel presenting health problem.b. Nursing assessmentc. Nursing		None	10-15 minutes depending on the problems presented	School Health Section Personnel (Nurse on Duty)
IIIIIK.	intervention referral d. Health co		None	15 minutes	

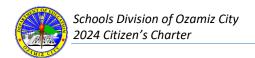


31. Special Medical Examination

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 - S	chool Health	Section	
Classification	:	Simple			
Type of Transaction		G2C – Gov	vernment to C	Clients	
Who may avail	:	All citizens	and personn	el	
	KLIST OF REMENTS			WHERE TO SE	CURE
Letter Request for the	Institution/Or	ganization	Organization	n/program holder of	fices
CLIENT STEPS	AGENCY ACTION		FEES TOBE 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.		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 on District		0000	D 1 - 1 - 0	and a second back		
Office or Division	SGOD – Dental Services Unit					
Classification :		Simple				
			2G – Government to Government 2C – Government to Citizen			
\A/I ! I						
Who may avail	:	SDO Per	sonnel, Sc	hool-based Persor		
	CKLIST OF			WHERE TO SI	ECURE	
	IREMENTS		— ———————————————————————————————————		DUOD alladada	
Appointment				ntment, contact SI		
Health Card				r the Division dent h Cards of learner		
				or personnel, see	•	
			Section	or personner, see	Scriooi Health	
CLIENT	AGENO	`V	FEES	PROCESSING	PERSON	
STEPS	ACTIO		TO BE	TIME	RESPONSIBLE	
			PAID			
1. Patient shows	1.1. Dentist as		None	2 minutes	Dentist II	
up at his/her	patient to upda					
appointment and	personal data	on				
signs patient log	Health Card					
book; Minors						
must be						
accompanied by						
a parent or a						
guardian who is familiar with the						
patient's health						
history						
Thistory	1.2. Dentist ta	kes	None	3 minutes	Dentist II	
	medical and d					
	history of patie					
	updates denta					
	1.3. Dentist pr		None	5 minutes	Dentist II	
	diagnosis and					
	treatment plan	to				
	patient					
2. Patient	2.1. Dentist tre	eats	None	30 minutes	Dentist II	
proceeds to	patient					
dental operatory	00.5			<u> </u>	5 6 4 11	
	2.2. Dentist give		None	5 minutes	Dentist II	
	operative instructions and prescribes					
	medicines		None	5 minutes	Dontiet II	
	3. Dentist keeps a record on Patient		None	5 minutes	Dentist II	
Logbook, and re Health Card of le						
	to Class Advis					
	keeps personr					
	Health Card fo					
	on patient's m	•				



	Section office Total:	None	50 minutes	
	folder at School Health			

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	: Disas		ster Risk Reduction and Management Unit			
Classification	:	: Simp				
Type of Transaction	<u>:</u>			nment to Governm	nent	
			d Persor			
CHECKLIS REQUIREM				WHERE TO S	ECURE	
Letter of Intent / Joint Res			Partner	Stakeholders		
Photographs of tree/s to b			raillei	- StakeHolders		
Site Development Plan	e removed.					
Ocular Inspection				Office (DRRM Fo	ocal Person and	
Issuance of Letter of Reco	mmendation for	or				
Approval of Cutting				Office (DRRM Fo		
				ed by the Schools	Division	
Approved Letter of Recom			Superin	itendent)		
returned to the requesting	school.		School	Uood		
CLIENT	AGENC	/	FEES	PROCESSING	PERSON	
STEPS	ACTION		TOBE PAID	TIME	RESPONSIBLE	
Forwards Letter of Intent	Receives the		None	2 minutes	DRRM Focal	
and Joint Resolution	Letter of				Person	
	Intent/Joint					
	Resolution ar	nd				
	related documents					
Conduct ocular	Proceed to th	n <u>e</u>	None	20 minutes	DRRM Focal	
inspection as to the	school for on		140110	and/or	Person and	
urgency of the request	inspection	0.10		depending on	Division Engineer	
	-,			the location of	3 11	
				the requesting		
				school		
Issuance of the Letter of	Forward the		None	5 minutes	DRRM Focal	
Recommendation for the	document to	the			Person	
Approval of Cutting Trees	Office of the				Schools Division	
Tiees	Schools Division Superintendent				Superintendent	
	for approval					
Return the approved	Send the lette	er to	None	2 minutes	Releasing	
Letter to the requesting	the Releasing				Section In-	
party	Section				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 Transactio	n :	G2G - 0	Sovernment	t to Government	
Who may avail	:	DepEd l	Personnel		
	KLIST OF REMENTS			WHERE TO S	ECURE
Request Sheet /Lett Stakeholders)	er of Intent (Pa	rtner-	Partner-St	takeholders	
Assessment of Part	ner-Stakeholde	ers	Division C	Office (SM& N)	
List of Needs Gap Budgetary Requirements DepEd Database Partnership System			Division C Facilities (Projects	office (SM& N) office (SM& N) (for Buildings and office (SM& N)	other Infrastructure
CLIENT STEPS	AGENCY ACTION		FEES TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forwards Letter of Intent to Support	1.1 Receives the document/letter of intent		None	2 minutes	School Brigada Coordinators
	1.2 Assess pa stakeholders	irtner-	None	5 minutes	Social Mobilization and Networking
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	Unit SEPS and EPS II
	1.4 Finalizes types of support from the stakeholders		None	5 minutes	
3. MOA /MOU signing	1.5 Prepares MOA/MOU for signing 1.6 Signs MOA/MOU 1.7. Records resources generated in DPDS.		None	10 minutes	
	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 Transactio	n :	G2G –	Governmen	t to Government	
Who may avail	:	Public	School Head	ds	
	KLIST OF			WHERE TO SE	CURE
	REMENTS				
Program of Works F	•	antities	Division Er	ngineer	
and Detailed Estima				1	
CLIENT	AGENC		FEES	PROCESSING	PERSON
STEPS	ACTION	N	TOBE	TIME	RESPONSIBLE
4. Ocale and talls a	Danahar and 6		PAID	40	Danagastin
1.Submit the	Receive and f		None	10 mins	Personnel in-
signed Program of Works form that	the document the SDS' Office				charge in the
includes bill of		Е			receiving section
quantities and					
detailed estimates					
to the Receiving					
section for receipt					
2. Receiving	Route the		None	10 minutes	Personnel in-
Section shall	documents to	the			charge in the
submit the	SGOD				receiving section
documents to the					
Office of the SDS					
for proper routing					
to SGOD					2005 550
3. SGOD EFS	If the POW is		None	20 minutes	SGOD EFS
shall review and	to be in order,				
sign the submitted documents and	proceed to SC Chief for signal				
forward to SGOD					
Chief for	there is correction, return to the School				
recommending	Head for revis				
approval to SDS	1.00.0.10.10				
4. SGOD EFS			None	20 minutes	SGOD EFS
shall forward the					
documents to the					
SDS for approval					
	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.

			nd Awards C	Committee (BAC)		
			Complex			
G			G2B - Government to Business G2C - Government to Citizen			
14/1				t to Government	// L 16	
Who may avail	: KLIST OF	DepEc	and Non-D	epEd Organization WHERE TO SE		
	REMENTS			WHERE IO SE	CURE	
A. Alternative Mode of Procurement Purchase Request with Proposal, PPM memo and other attachments Request for Quotation (RFQ) Abstract of Bids Purchase Order Public Bidding Bidding Documents Notice to Award Contract			Program Head Secret Supply Offi	tariat ce		
Notice to Proceed						
CLIENT STEPS	AGENCY ACTION		FEES TOBE 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 an 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	None	3 days	Division Canvassers
Appraise and review RFQs by BAC Members as to winning	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	None	2-4 hours	Supply Office
winning suppliers for signature			
Submit signed PO with attached documents to the Accounting Office	None	1 day	Supply Office Accounting Office
Conduct Inspection of the Procured Goods /Materials/Services		15-30 days	Supplier Inspectorate Team
Facilitate the payment to the Suppliers		15-60 days	Accounting Office
Total		39 days, 7 hours and 10 minutes – 99 days, 7 hours and 10 minutes	
Receive Purchase Request with necessary supporting documents from Supply Office for	None	5 minutes (Goods and Infra)	BAC Secretariat
Procurement 1 million and above			
	available in DBM-PS. Advertise/Post RFQs in PhilGEPS website and other conspicuous places for 50 thousand pesos and above Canvass the RFQ to different Suppliers Appraise and review RFQs by BAC Members as to winning bidder/supplier. Prepare Abstract of Bids Sign the prepared Abstract of Bids Prepare Purchase Orders (POs) Forward the POs to winning suppliers for signature Submit signed PO with attached documents to the Accounting Office Conduct Inspection of the Procured Goods /Materials/Services Facilitate the payment to the Suppliers Total Receive Purchase Request with necessary supporting	available in DBM-PS. Advertise/Post RFQs in PhilGEPS website and other conspicuous places for 50 thousand pesos and above Canvass the RFQ to different Suppliers Appraise and review RFQs by BAC Members as to winning bidder/supplier. Prepare Abstract of Bids Sign the prepared Abstract of Bids Prepare Purchase Orders (POs) Forward the POs to winning suppliers for signature Submit signed PO with attached documents to the Accounting Office Conduct Inspection of the Procured Goods //Materials/Services Facilitate the payment to the Suppliers Total Receive Purchase Request with necessary supporting None	available in DBM-PS. Advertise/Post RFQs in PhilGEPS website and other conspicuous places for 50 thousand pesos and above Canvass the RFQ to different Suppliers Appraise and review RFQs by BAC Members as to winning bidder/supplier. Prepare Abstract of Bids Sign the prepared Abstract of Bids Prepare Purchase Orders (POs) Forward the POs to winning suppliers for signature Submit signed PO with attached documents to the Accounting Office Conduct Inspection of the Procured Goods //Materials/Services Facilitate the payment to the Suppliers Total Total Receive Purchase Request with necessary supporting 3 Days 3 Days 3 Days 3 Days 3 Days 3 Days 4 Days 4 Dour Suppliers 3 Days 4 Days 4 Dour Suppliers 3 O minutes 30 minutes 30 minutes 4 Days 4 Days 4 Days 4 Days 5 minutes 6 Goods and Infra)

1		1	
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	BAC
		Days (Infra)	
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)	None	1-15 Calendar days (Goods and Infra)	BAC Secretariat
Provide assistance to the winning bidder to comply with the documentary requirements under the NOA.			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: 0917-8398272Hotline: (02)932-0111Email: paio@csc.gov.ph

• Walk-in/personal visit to the PAC at Ground Floor, Civil Service Commission Central Office, Batasan Hills, Diliman, Quezon City

PCC may be reached thru the following telephone connections:

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

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

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



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





