



CITIZEN'S CHARTER

2024

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

HR TEACHING UNIT

1. *Submission of Employment Application (Teaching Related)*

Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her credentials and other requirements.

Office of Division:	Human Resource Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Letter of Intent addressed to the Schools Division Superintendent 2. Duly Accomplished Personal Data Sheet and Work Experience Sheet 3. Photocopy of Valid and Updated PRC License/ID 4. Photocopy of Certificate of Eligibility/Report of Rating 5. Photocopy of Transcript of Records 6. Photocopy of Certificate of Employment or Contract of Service or duly signed Service Records, whichever is/are applicable 7. Photocopy of Relevant Trainings and Specialization 8. Checklist of Requirements 9. Omnibus Sworn Statement 		<ul style="list-style-type: none"> -Client/teacher applicant -CSC Website/SDO -PRC -PRC -Emanating Graduate School -Previous Employment/Employer -Client/teacher applicant -SDO -CSC Website/SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Submit the complete pertinent documents	1.1 Receive and stamp the hard copy of the result of pre-assessment from the School as received and forward to HR Office.	None	5 minutes	<ul style="list-style-type: none"> ➤ HR Teaching Unit Staff (for checking of documents) ➤ Records Section Staff (for receiving of documents)
TOTAL:		None	5 Minutes	

2. Application for ERF (Equivalent Record Form)

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:	Human Resource Teaching Unit		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Deped Licensed Public School Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor	
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section	
3. Equivalent Record Form (4 Original)		Personnel Unit	
4. Latest Approved Appointment (5 Photocopy)		Applicant	
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School	
6. PRC License –(5 Photocopy)		PRC/ Applicant	
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)		Emanating Graduate School	
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency	

9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
TOTAL		None	1 hour, 50 minutes	

3. Application for Leave

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:	Human Resource Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave <ol style="list-style-type: none"> 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy) 		Personnel Unit Client
Sick Leave <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) 		Personnel Unit Client Client
Maternity Leave <ol style="list-style-type: none"> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies) 		Personnel Unit Client Front/ Information desk

	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to	None	15 minutes	Records Section -
	the Records Section for release			Person in charge
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

4. Application for Retirement

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:		Human Resource Teaching Unit		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd employees that reached the retiring age requirement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Retirement (1 Copy)		DepEd Schools Division Office		
2. Service Record (1 Original Copy)				
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4. Statement of Assets & Liabilities (1 Original Copy)				
5. Certificate of No Pending Administrative Case (1 Original Copy)				
6. Certificate of Last Day of Service (1 Original Copy)				
7. Certificate of Last Salary Received (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource	None	30 minutes	Human Resource Unit - Person in charge
	Management Officer			
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
TOTAL:		None	5 days, 1 hour	

5. Foreign Travel Authority Request on Official Time or Official Business

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

Office of Division:	Human Resource Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd Public School Teachers	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none">1. Request Letter2. Travel Authority for Official Travel Form (Annex A of DepEd Order No. 43, s. 2022)3. Signed Invitation addressed to the requesting party from a foreign host4. Approved Activity Request and Work and Financial Plan5. Itinerary of Travel6. Written justification addressed to the Approving Authority and noted by the Recommending Authority, how the trip satisfies the conditions (Paragraph No. 2 of Reg. Memo No. ORD-2023-924)7. For Teaching Personnel, written justification shall also explain:<ul style="list-style-type: none"><input type="checkbox"/> Why the travel has to be undertaken during school days;<input type="checkbox"/> What the expected benefit are from the travel;<input type="checkbox"/> How the expected benefits can compensate for the loss in instructional or supervisory time8. Certificate of No Pending Case9. Certification from the Accounting Section that the previous cash advance has been liquidated (if with cash advance)10. Special Order designating an Officer-in-Charge (if applicant is a Division Chief)		<ul style="list-style-type: none">-Client/Teacher-School-Event Organizer-SDO/ School-Client/Teacher-Client/Teacher-DepEd NCR (thru online)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to HR Teaching Unit	<p>1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details</p> <p><i>If incomplete submission, coordinate with concerned office/personnel to request lacking documents and/or confirm any inconsistencies, If complete and accurate prepare the necessary additional requirements</i></p>	None	15 minutes	➤ Records Section
	1.2. Route the travel documents for signature of authorized officials	None	1 day	➤ HRMO for Secondary ➤ Personnel In-Charge of School ➤ HRMO for Elementary ➤ Personnel In-Charge of School
TOTAL:		None	1 Day, 15 Minutes	

6. Issuance of Certificate of Employment

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:		Human Resource Teaching Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd Employee/ Former Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data sheet request form (1 Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
TOTAL:		None	14 minutes	

7. Issuance of Service Record

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:	Human Resource Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Transaction/Request Form (2 copies)		Personnel/ Records		
2. Previous copy of Service Record from previous employment (2 copies)		Client		
3. Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Transaction/ Request Form	1.1. Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	Personnel Unit Person-incharge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
TOTAL:		None	30 Minutes to 2 days	

8. *Loan Approval and Verification*

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:	Human Resource Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan			Requesting Entity Legal Unit School Head	
For Private Lending Institutions: 5. Last three (3) months’ pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	

	1.4 Notify the client on the action taken by the Office through email.	None	15 minutes	
TOTAL		None	55 minutes	

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

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

Office or Division:	Human Resource Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	New entrants SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Acknowledgement of published Items (1 photocopy)		Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit	
3. Checklist of Common Requirements (1 original)		Personnel Unit	
4. Appointments Processing Checklist (1 original)		Personnel Unit	
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit	
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit	
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment		Personnel Unit	
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		Personnel Unit	
11. Approved Rank list (3 photocopy) except for Reappointment as Provisional, Permanent and transfer		Personnel Unit	

12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School

16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer	PSA
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit

	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and	None	30 minutes	
	Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	

2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
TOTAL		None	1 hour and 15 minutes	

10. Processing of Terminal Leave Benefits

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:	Human Resource Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request (1 original copy)		Concerned Retiree	
2. Service Record (1 original copy)		Personnel Unit	
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree	
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree	
5. Certificate of Last Payment (1 original copy)		Accounting Unit	
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO	
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit	
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)			
9. Certified Copies of Leave Cards- (1 original copy)			
10. Certification of Leave Credits Earned- (1 original copy)			

11. Fiscal Clearance (1 Original Copy)				
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all 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 document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office PersonIn-Charge

	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

11. Request for Correction of Name and Change of Status

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:		Human Resource Teaching Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
TOTAL		None	1 day and 3 minutes	

HR NON-TEACHING UNIT

Submission of Employment Application (Non-Teaching Related)

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any person who is eligible for the position	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Requirements Checklist		HR Non-Teaching Unit
2. Transmittal/Endorsement/Application Letter (2 copies)		Applicant
3. Duly accomplished CSC Form 212 with latest Passport Size ID picture (2 original)		CSC Website
4. Updated PRC License/Certificate of Registration from PRC/CSC eligibility (1 original & 2 photocopies)		PRC/CSC
5. Transcript of Records/Diploma for Masteral/Doctorate Degree and/or Certificate of Completion for CAR (1 original & 2 photocopies)		School/s attended
6. Updated Service Record/Certificate of Employment/Designation (1 original & 2 photocopies)		Previous/Current employer
7. Performance Ratings for the last 3 rating periods prior to application (1 original & 2 photocopies of each rating)		
8. Specialized Trainings e.g. Scholarship Programs, short courses, study grants (1 original & 2 photocopies of each training)		Applicant
9. Documentation of Outstanding Accomplishment/s (1 original & 2 photocopies of each accomplishment)		
10. Electronic-copy of requirements/documents, if available		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the complete pertinent	1.1. Check the completeness and veracity of	None	15 minutes	HR Non-Teaching Unit Staff

documents to the HR Non-Teaching Unit	documents submitted			
	1.2. Stamp Validated on the applicant's pertinent documents	None	10 minutes	HR Non-Teaching Unit Staff
2. Submit the complete pertinent documents to the Records Unit	2.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Non-Teaching Unit	None	10 minutes	Records Section staff
	2.2. Encode application details	None	10 minutes	HR Non-Teaching Unit Staff
TOTAL		None	45 minutes	

Application for ERF (Equivalent Record Form)

Office or Division:	Human Resource Non-Teaching Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd SDO, QC Head Teachers/Principals
1. ERF Application Requirements Checklist	HR Non-Teaching Unit
2. Plantilla Allocation List (3 originals)	
3. Service Record (2 originals)	
4. Rank list of Personnel who are qualified for the desired position, duly signed by the Chairman and Members of the Ranking Committee or Certification that the applicant is a lone candidate (2 copies)	
5. Endorsement Letter signed by Principal/ Immediate Supervisor (3 copies)	School/Office of requestor
6. Duly accomplished Equivalent Record Form (3 originals)	HR Non-Teaching Unit
7. Authenticated copy of Transcript of Records – Graduate Studies (1 original & 2 photocopy)	Applicant
8. Certificate of relevant training for the last 5 years, at least 24 hours duration (1 copy each)	
9. Permit to study or Accreditation of units – Graduate Studies (3 photocopy)	
10. Certification that the candidate has “Very Satisfactory” rating for the last 3 years (IPCRF) (3 photocopy)	Previous/Current employer
11. List of teachers in each of the eight major subject areas, duly identified by their respective item number per Plantilla of Personnel, each page duly signed/certified correct by the head of the school and attested by the Schools Division Superintendent/duly authorized signatory (2 original)	Applicant
12. Updated copy of the school’s Plantilla of Personnel for the current fiscal year – highlighting the name of the teachers in subject area of the teacher for reclassification (1 original)	Applicant
13. Justification for the need of the Position (1 original)	

14. SF7 for the current school year (2 original)				
15. Service Record (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Process ERF application and attached necessary documents	None	25 minutes	HR Non-Teaching Unit Staff
	1.3. Forward to authorized signatories for signature on ERF Form	None	30 minutes	HR Non-Teaching Unit Staff
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2.1. Indorse the ERF application to Regional Office	None	5 minutes	Records Section Staff
TOTAL		None	80 minutes	

Application for Leave

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd SDO,QC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave		
1. CS Form 6 (3 originals)	HR Non-Teaching Unit	
2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 originals)		
3. Letter request, if necessary (1 copy)	Client	
<i>Additional Requirements for Vacation Leave more than 30 days:</i>		
1. Endorsement letter from School head/Head of agency (2 copies)	Client	
2. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit	
3. Photocopy of Leave Card (1 copy)	Client	
Sick Leave		
1. CS Form 6 (3 originals)	HR Non-Teaching Unit	
2. Medical Certificate, if more than 5 days sick leave (1 copy)		

3. Letter request, if necessary (1 copy)	Client
Additional Requirements for Vacation Leave more than 30 days:	
1. Endorsement letter from School head/Head of agency (2 copies)	Client
2. Certificate of No Pending Case (1 copy)	HR Non-Teaching Unit
Paternity Leave	
3. CS Form 6 (3 originals)	HR Non-Teaching Unit
4. Letter request, if necessary (1 copy)	Client
Additional Requirements:	
1. PSA Marriage Contract (1 photocopy)	PSA
2. Birth Certificate of Child/Medical Certificate of Wife if Miscarriage (1 photocopy)	PSA/Client
Maternity Leave	
3. CS Form 6 (3 originals)	HR Non-Teaching Unit
4. Letter request, if necessary (1 copy)	Client
5. Endorsement letter (2 copies)	
6. Last day of Service (2 copies)	
Additional Requirements:	
3. Special Order Form (3 originals)	HR Non-Teaching Unit
4. Medical Certificate (1 copy)	
5. Clearance (4 originals)	
Solo Parent Leave	
3. CS Form No. 6 (Revised 1995) Application for Leave (3 originals)	HR Non-Teaching Unit
4. Letter request, if necessary (1 copy)	Client
Additional Requirements:	
1. PSA Birth Certificate of Child (1 photocopy)	PSA
2. Photocopy of Solo Parent ID (1 photocopy)	Client
Special Privilege Leave	
1. CS Form 6 (3 originals)	HR Non-Teaching Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Check for the completeness and receive the documents	None	10 minutes	Records Section Staff
	1.2. Forward the complete document to the HR Non-Teaching Unit for appropriate action	None	10 minutes	Records Section Staff
	1.3. Review the submitted complete document and provide appropriate action	None	30 minutes	HR Non-Teaching Unit Staff
	1.4. Forward to the Office of the SDS/ASDS for Approval (Administrative Section for Maternity Leave)	None	20 minutes	HR Non-Teaching Unit Staff
	1.5. Forward the approved Form 6 to the Records Section for release	None	15 minutes	ASDS/SDS Office Staff
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section Staff
TOTAL		None	1 hour, 35 minutes	

Application for Retirement

Office or Division:	Human Resource Non-Teaching Unit
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd SDO, QC employees that reached the retiring age requirement
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Endorsement Letter from School head/Head of agency (2 copies)	Concerned retiree
2. Letter of intention to retire (1 copy)	
3. Routing (3 copies)	HR Non-Teaching Unit
4. Service Record (3 originals)	
5. Division Office Clearance (4 originals)	
6. Statement of Assets & Liabilities (2 originals)	
7. Notice of Salary Adjustment (3 copies)	
8. Certificate of No Pending Administrative Case (1 original)	School/SDO
9. Certificate of Last Day of Service (1 copy)	
10. Certificate of Last Salary Received (1 original)	Payroll Unit
11. Certification of Leave with or without pay (2 originals)	HR Non-Teaching Unit
12. Ombudsman Clearance (1 original)	
13. Declaration of Pendency/Non-Pendency of Case (3 copies)	
14. GSIS Application for retirement benefits form (1 original)	
15. Certificate of no Provident loan (1 original)	DepEd-NCR
16. PSA Marriage Certificate, for married women only (1 original & 2 photocopies)	PSA
17. Regional Clearance, for Principal only (3 copies)	DepEd-NCR
18. Certificate of No Liquidated Cash Advance , for Principal, PSDS, and section heads (3 copies)	Quezon City Hall

Foreign Travel Authority Request on Official Time or Official Business

Office or Division:				Human Resource Non-Teaching Unit	
Classification:				Simple	
Type of Transaction:				G2G – Government to Government	
Who may avail:				DepEd SDO, QC Employees	
				PERSON RESPONSIBLE	
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
1. Letter of endorsement from school head for retirement to Records Section (2 copies)	None	10 minutes	Staff		
2. Letter of Intent (2 copies)	1.2. Check and verify the documents		HR Non-Teaching Unit Staff		
3. Certificate of departure (3 copies)	1.3. Prepare 1st endorsement, certificate of leave without pay (if applicable), service record, and notice of salary adjustment				
4. Justification for travel with template – explaining the purpose of the trip, projective expenses are not excessive and the trip is expected to bring substantial benefit to the country (3 copies)	1.4. Forward retirement to Administrative section for approval				
5. OIC letter/substitute teacher with conforme of designate OIC (3 copies)	1.5. Forward retirement to ASDS office for approval for release in the Records Section				
	1.6. Forward retirement to Records section for release	None	20 minutes	HR Non-Teaching Unit Staff	
	1.7. Release to GSIS office	None	2 days	Records Section Staff	
TOTAL		None	5 days & 1 hour		

6. Travel Authority/Request Form A (DO No. 43 s. 2014) (3 originals)	HR Non-Teaching Unit
7. Certificate of No Pending Case (3 originals)	
8. Profile (3 originals)	
9. Invitation (3 copies)	Requesting party
10. Program of Activities (3 copies)	
11. Itemized budget/Estimated cost (3 copies)	
12. Curriculum vitae (3 copies)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details.	None	10 minutes	Records Section
	1.2. If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies	None	1 day	HR Non-Teaching Unit Staff
	1.3. If complete and accurate, prepare the necessary additional requirements and provide appropriate action	None	15 minutes	HR Non-Teaching Unit Staff
	1.4. Forward request to Administrative Section for approval	None	20 minutes	HR Non-Teaching Unit Staff

	1.5. Forward request to ASDS Office for approval	None	1 day	Administrative Section Staff
	1.6. Forward request to SDS Office for approval	None	1 day	ASDS Office Staff
	1.7. Release the signed endorsement and documents to DepEd NCR	None	1 day	Records Section Staff
2. Receive approved travel documents	2.1. Release the approved travel request to client	None	2 weeks	Records Section Staff
TOTAL		None	2 weeks, 4 days, & 45 minutes	

Issuance of Certificate of Employment

Office or Division:	Human Resource Non-Teaching Unit		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd SDO, QC Employee/ Former Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request (1 copy)		HR Non-Teaching Unit	
2. Photocopy of latest payslip (1 copy)		Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non-Teaching Unit Staff
	1.2. Verify the complete documents submitted	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	HR Non-Teaching Unit Staff/HRMO
2. Receive Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	HR Non-Teaching Unit Staff
TOTAL		None	14 minutes	

Issuance of Service Record

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd SDO, QC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (2 copies)			Client	
2. Previous copy of Service Record, if previously employed in other agency (2 copies)			Previous/Current employer	
3. Photocopy of present Appointment (1 copy)			Client	
4. Latest payroll slip (1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non-Teaching Unit Staff
	1.2. Retrieve of documents from file	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Process request	None	30 minutes – 2 days depending on the length of service	HR Non-Teaching Unit Staff

	1.4. Forward to the administrative services for signature	None	5 minutes	HR Non-Teaching Unit Staff
2. Receive the signed service record	2.1. Release service record	None	2 minutes	HR Non-Teaching Unit Staff
	TOTAL	None	2 days & 14 minutes to 44 minutes	

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

Office or Division:	Human Resource Non-Teaching Unit
Classification:	Simple

Type of Transaction:	G2G – Government to Government	
Who may avail:	New entrants SDO, QC employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Call up Letter (1 photocopy)		Appointee
2. Publication – CSC Form No. 9, Revised 2018 received by CSCFO (1 photocopy)		HR Non-Teaching Unit
3. Plantilla (1 copy)		
4. Deliberation (1 copy)		
5. Appointment – CSC Form No. 33-A, Revised 2018 (3 original)		
6. Oath of Office – CS Form No. 32, Revised 2018 (1 original)		
7. Certificate of Assumption to Duty – CS Form No. 4, Series of 2018 (4 original)		
8. Clearance – CSC Form 7, except for original and reemployment (3 originals & 1 photocopy)		
9. Position Description Form-DBM-CSC Form No. 1, Revised version No. 1 s. 2017 (4 originals)		
10. Personal Data Sheet – Duly accomplished CSC Form 212, Revised 2017 (4 original)		
11. Work Experience Sheet (4 original)		
12. Certified true copy of original Transcript of Records (3 photocopies)		Emanating School
13. CSC Eligibility, except for Reappointment as Provisional (1 original & 2 photocopies)		CSC
14. Latest Payslip (1 photocopy)		Appointee
15. Statement of Assets & Liabilities (3 originals)		
16. Latest Approved Appointment, except for Original and reemployment (3 photocopy)		
17. Performance Rating, except for Original and reemployment (3 photocopy)		Previous/Current employer
18. Medical Certificate – CSC Form No. 211, Revised 2017 (1 original & 2 photocopies)		HR Non-Teaching Unit
19. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies)		
20. NBI Clearance, except for promotion, reappointment and transfer (3 photocopy)		NBI
21. PSA Birth Certificate, except for promotion, reappointment and transfer (3 photocopy)		PSA
22. Marriage Certificate, if applicable, except for promotion, reappointment and transfer (3 photocopy)		PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	HR Non-Teaching Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A)	None	5 minutes	HR Non-Teaching Unit
	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	HR Non-Teaching Unit
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1. Appointment for signature of appointee in the acknowledgment at the back of the appointment and Furnish a copy of his/her appointment	None	5 minutes	HR Non-Teaching Unit
	2.2. Appointment and other supporting documents with Appointment Transmittal and Action Form for submission to CSCFO	None	5 minutes	HR Non-Teaching Unit
TOTAL		None	40 minutes	

Processing of Terminal Leave Benefits

Office or Division:	Human Resource Non-Teaching Unit
Classification:	Simple

Type of Transaction:	G2G – Government to Government		
Who may avail:	DepEd SDO, QC employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Transmittal (2 copies)		HR Non-Teaching Unit	
2. Letter request (1 original)		Concerned Retiree	
3. Service Record (1 original)			
4. GSIS Retirement Voucher (1 original)			
5. GSIS Retirement Clearance (1 photocopy)			
6. Latest Notice of Salary Adjustment (NOSA) (1 original)		HR Non-Teaching Unit	
7. List of Terminal Leave (3 copies)			
8. Statement of Vacation and Sick Leave Credits (3 copies)			
9. List of actual retiree to be paid (3 copies)			
10. Certification of Accumulated Leave Credits by the Division Personnel Officer (3 originals)			
11. Certified Copies of Leave Cards (1 original)		School/SDO	
For deceased employee:			
1. Death certificate (1 photocopy)		PSA	
2. PSA Marriage Certificate (1 photocopy)			
3. Survivorship, If applicable (1 photocopy)		Spouse	
4. Special Power of Attorney (1 original & 2 photocopies)		Attorney	
5. PSA Birth Certificate of Children, if employee has no living spouse (1 photocopy)		PSA	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section Staff
	1.2. Check the document as to completeness	None	10 minutes	Record Section Staff
	1.3. Forward the complete document to the	None	2 hours	Record Section Staff

	Personnel for appropriate Action			
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	1.4. Review the submitted complete document and inform the concerned person if the requirements are incomplete and provide appropriate action	None	3 days – 1 week depending on the length of service	HR Non-Teaching Unit Staff
	1.5. Forward to the Accounting Section for Approval	None	20 minutes	HR Non-Teaching Unit Staff
	1.6. Forward to the Administrative Services for Approval	None	20 minutes	Accounting Section Staff
	1.7. Forward to the ASDS for Approval	None	20 minutes	Administrative Section Staff
	1.8. Forward to the SDS for Approval	None	20 minutes	ASDS Office Staff

RECORDS SECTION

1. Issuance of Requested Documents (Non-Certified True Copy)

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

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Certificate of No Record signed by the School Head (1 Copy)		School		
4. Affidavit of Loss (1 Copy)		Requesting person		
5. Special Power of Attorney if authorized representative (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive the form and search the requested document	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3. Prepare, print and give the document to the client	None	30 minutes	Administrative Staff (Records)
TOTAL:		None	40 minutes	

2. Issuance of Requested Documents (Certified True Copy and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to active and in-active teaching and in-active non-teaching personnel whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes

Office or Division:		Records Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Certificate of No Record signed by the School Head (1 Copy)		School		
4. Affidavit of Loss (1 Copy)		Requesting person		
5. Special Power of Attorney if authorized representative (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive the form and search the requested document	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	30 minutes	Administrative Staff (Records)

	3.2 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer III
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	3.3 Release the Document to the client	None	10 Minutes	
TOTAL:		None	1 Hour and 5 minutes	

3. Certification, Authentication, Verification of Reconstructed Diploma

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.

Office or Division:	Records Sec
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Former and Present Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
High School/Elementary Graduates:	
1. Indorsement	School Attended
2. Reconstructed Diploma	School Attended
3. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client
4. Request Letter	Client
5. Valid ID	Client
6. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Client
7. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Client
8. Affidavit of Loss (1 original copy)	Client
9. Resolution/Petition Letter from DepEd NCR (for corrected copy)	Client
10. Joint Affidavit of Two Disinterested Person with valid ID's of signatories (for corrected copy)	Client
11. Affidavit of Discrepancy (for corrected copy)	Client
Additional Requirement for Undergraduates:	
12. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the	School Attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive and check all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1. Encode the return indorsement and attached the reconstructed diploma and other supporting documents	None	10 minutes	Administrative Staff (records)
	2. Forward to the Administrative Section for AO V initial in the reconstructed diploma and signature in the indorsement	None	20 minutes	Designated Releasing & Receiving Staff AO V
	3. Forward to the OSDS for signature of reconstructed diploma	None	20 minutes	Designated Releasing & Receiving Staff SDS
2. Receive the requested document	2. Release the document to the client	None	5 minutes	Administrative Staff (Records)
TOTAL:		None	1-hour and 5 minutes	

4. Receiving and Releasing of Incoming and Outgoing Communication

The procedure of proper receiving and releasing of communications.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Private G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication Address to the Superintendent (2 original copies for the SDO and 1 original/Xerox for the client)		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communications to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel
	1.2. Encode and forward communication and other documents to OSDS/ASDS/action units (HR-Teaching, HR-NTP, Admin, SGOD, CID, Payroll, and others) for appropriate action.	None	5 minutes	Records Staff
	1.3. Read and Review communication	None	4 hours	SDS/ASDS/Division Chiefs/Section/Unit Heads
	1.4. Route communications to the concerned office/personnel for action/initial/signature	None	5 minutes	Functional Division Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned Office/Personnel
	1.6. Forward the acted communication to the Office of the Superintendent for	None	5 Minutes	OSDS Office

	approval			
	1.7. Approves the communication and transmit it to the Records Section for release	None	5 Minutes	OSDS Office
	1.8. Receive and check the approved communication from the Office of the Superintendent/action units	None	5 Minutes	Records Staff
2. Client receives communication	2.1. Release the communication to school/concerned individual	None	5 Minutes	Records Releasing personnel/Records Officer IV
TOTAL			2 days,4 hours, 35 minutes	

***Note:** For ministerial transaction-within 3 days, complex transaction-within 7 days, and for highly Technical Transaction-within 20 days

1. Receiving of Complaint

Any person who has a cause of action may file an administrative complaint against teaching/ teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49 s. 2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases

Office or Division:		Records Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Formal Complaint under oath containing a certification/statement on non-forum shopping (3 Copies and 1 additional copy per additional person complained of)		Complainant		
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 Copies + 1 copy per additional person complained of)		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and evaluate the formal requirements of a complaint pursuant to DO 49, s.2006 a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request client to sign the Walk-In Client Intake and Action Form b. Compliant:	None	20 minutes	Records Section staff

	Request client to proceed to the Records Section for processing			
2. Receive copy of the complaint	2.1 Stamp receipt in the complaint and release it to the client	None	5 minutes	Records Section staff
TOTAL:		None	25 minutes	

PROPERTY AND SUPPLY SECTION

1. Submission of Request for Quotation

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish and collect Request for Quotations (RFQs) in procurement of goods, services and infrastructure projects.

Office or Division:	Property and Supply Section			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> Valid DTI Certificate/SEC Registration Valid Mayor's Permit (current) Valid Tax Clearance (current) Valid Certificate of PhilGEPS Registration (Platinum Membership) (current) Latest Audited Financial Statement Valid PCAB License (for Infra. Projects) 			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit proposal/ quotation in response to the posted RFQs (Personally, or via on-line)	1. Received and collect proposals/quotations from interested suppliers	None	Steps 1-4 6-7 days	BAC Secretariat <ul style="list-style-type: none"> Alfea O. Julian Liza Galan Joyce Mahinay Rico Magalang Officer In-Charge Procurement Unit
	2. Open and check the submitted and collected proposals/ quotations in reference to the posted procurement opportunities. Preparation of Abstract of Quotations			<ul style="list-style-type: none"> Bids and Awards Committee (SDO-BAC) and Procurement Unit Rico Magalang Officer In-Charge Procurement Unit
	3. Notify the Suppliers with the Lowest Calculated Quotation			BAC Secretariat <ul style="list-style-type: none"> Alfea O. Julian Liza Galan

	and Responsive Officer thru BAC Resolution and Award			<ul style="list-style-type: none"> • Rico Magalang Officer In-Charge Procurement Unit
	4. Issuance of Purchased Order/Contract			BAC Secretariat <ul style="list-style-type: none"> • Alfea O. Julian • Rico Magalang Officer In-Charge Procurement Unit
TOTAL		None	6-7 days	

2. Invitation to Bid

Procurement Unit uses the Philippine Government Electronic Procurement System (PhilGEPS) as the primary portal to publish Procurement Opportunities such as Invitation to Bid for the procurement of goods, services and infrastructure projects.

Office or Division:	Property and Supply Section			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
As provided for in the Standard Philippine Bidding Documents and the corresponding Invitation to Bid			Supplier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Intent to Participate and the Document Request List (DRL) generated from the PhilGEPS website and secure Bidding Documents	1. Receive the Letter of Intent /DRL and issue Order of Payment for the corresponding Bidding Documents	Standard Rates provided on the Guidelines on the Sale of Bidding Documents	From the date of Posting up the date of Opening of Bids	BAC Secretariat <ul style="list-style-type: none"> • Alfea O. Julian • Liza Galan • Rico Magalang Officer In-Charge Procurement Unit

2. Attend the Pre-Bidding Conference for Questions and Clarifications regarding the project.	2. Conduct of Pre-Bidding Conference and Issuance of necessary Supplementary Bid Bulletin	Steps 1-8 (27 days)	Bids and Awards Committee (SDO-BAC)
3. Submit the Bidding Documents on or before the Deadline set by the Committee	3. Submission and Opening of Bids		Bids and Awards Committee (SDO-BAC)
4. Submission of Post-Qualification Requirements	4. Bid Evaluation and Post-Qualification		Bids and Awards Committee (SDO-BAC, TWG)
	5. Issuance of Notice of Award		Bids and Awards Committee (SDO-BAC)
5. Posting of Performance Bond	6. Preparation of Contract or Purchase Order		Bids and Awards Committee (SDO-BAC)
	7. Issuance of Notice to Proceed		Bids and Awards Committee (SDO-BAC)
	8. Delivery and Monitoring	Subject to the prescribed delivery period	
TOTAL		27 days	

3. Division Clearance / Property Clearance

Division Clearance is issued to ensure no property accountabilities for transferring, retiring, resigning officials and employees of the Division, while the Property Clearance is a requirement for School Principals and School Property Custodians during turn-over of school buildings and other properties.

Office or Division:	Property and Supply Unit
Classification:	Simple

3. Pay the amount by showing the Order of Payment at the Cash Unit of the Division for National Fund properties; City Treasurer's Office for	3. If with Property accountability , issue Order of Payment and proceed to payment	1-2 days	<ul style="list-style-type: none"> • Menen B. Almonte (Books and Property Losses)
SEF/City Fund properties *Make sure to secure Official Receipt that will be issued upon payment 3.1 Return to Property and Supply Section for the processing and release of Clearance			
	4. Once Official Receipt is presented, Property Clearance will be issued and Division Clearance will be signed		<ul style="list-style-type: none"> • Elizabeth A. Martin • Laurice M. Velasco (Officer-In Charge Inventory Unit) • James L. Lambengco (Signatory)
TOTAL		None	1 -2days

3. Requisition of Supplies and Equipment

Division Section Heads and School Heads may request for additional supplies and equipment based on the availability of goods.

Office or Division:	Property and Supply Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government Employee
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Requisition Slip			Property and Supply Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSONRESPONSIBLE
1. Fill-out the Requisition Slip form	1. Receive the Requisition Slip form	None	Steps 1-7 1-2 days	<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment)
2. Submit accomplished Requisition Slip	2. Check for availability			<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment)
	2.1 Submit requests to Property and Supply Section Head for approval			<ul style="list-style-type: none"> • Archie Paolo H. Recio (Officer In-Charge-Warehouse and Distribution Unit) • James L. Lambengco (Signatory)
3. Sign issued receipts	3. If available, prepare request and print receipts			<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment)
4. Receive and check issued supplies /equipment	4. Release supplies/equipment and make sure all issued receipts are signed by the Accountable Officer			<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment) • Archie Paolo H. Recio (Officer In Charge - Warehouse and Distribution Unit) • James L. Lambengco (Signatory)
	5. File and safe keep the signed receipts			<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment)

	6. If not available, advise requesting unit to prepare purchase request and submit to Procurement and Acquisition Unit			<ul style="list-style-type: none"> • Ronald Allan P. Infante (Supplies) • Arnel V. Mangaring (Equipment)
TOTAL		None	1-2 days	

4. Request for Inspection of Unserviceable Properties

To properly appraise and dispose unserviceable properties, Property and Supply Section must inspect the submitted inventory report of unserviceable properties before

Office or Division:		Property and Supply Section (PSS)		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Inventory and Inspection Report of Unserviceable Properties (IIRUP) - 4 copies 2. Property Return Slip – 4 copies 3. Report of Waste Material – 4 copies 4. Photos of the property for disposal		<ul style="list-style-type: none"> Accountable Officer / Property and Supply Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents and endorse to personnel-in-charge	None	<i>Steps 1-6</i> 5 – 10 days	<ul style="list-style-type: none"> Maribel N. Vinluan (Receiving)
2. Submit additional documents if needed	2. Check and verify documents			<ul style="list-style-type: none"> Victor Quiday
3. Prepare and organize properties for disposal at school in preparation for the inspection	3. Schedule Inspection			<ul style="list-style-type: none"> Cecilia A. Pascua (Officer In Charge – Disposal Unit)
	4. Visit requesting school to evaluate and prepare recommendation based on the inspection report			<ul style="list-style-type: none"> Victor Quiday Jorge B. Coronado Cecilia A. Pascua (Officer In Charge – Disposal Unit) COA Representative

	5. Submit recommendation to the Head of Agency for approval		<ul style="list-style-type: none"> • Victor Quiday • Jorge B. Coronado • Cecilia A. Pascua (Officer In- Charge – Disposal Unit) • COA Representative • James L. Lambengco (Section Head, Property Section) • Schools Division Superintendent (Signatory)
4. Submit approved recommendation to General Services Department of the Local Government Office for SEF/City Funded goods or equipment	6. National Fund: Submit the approved recommendation to: Disposal Committee for appraisal ; SEF/City Fund: Provide a copy of the approved recommendation to the requesting school <i>*Disposal Committee will decide the appropriate mode of disposal</i>		<ul style="list-style-type: none"> • Victor Quiday • Cecilia A. Pascua (Officer In- Charge – Disposal Unit)
TOTAL		None	5-10 days

Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Account Management Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished ICT Account Management Form provided by the ICT Section (For walk-in)	1.1. Receive the ICT Account Management form from the client	None	1 minute	ICT Unit
	1.2. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	1.4. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	21 minutes	

2. Submit the accomplished ICT Account Management form to ict@depedqc.ph or visit our website www.depedqc.ph for online ICT account management services	2.1. Checking the sent email	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.	None	5 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total		None	17 minutes	

2. Troubleshooting of Computer Repairs and Maintenance

Evaluation, Assessment and Troubleshooting of Computer Repairs and Maintenance of ICT Equipment, Computer Laboratories of SDO proper and School-based Personnel.

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	SDO Personnel, School-based Personnel
CHECKLIST OF REQUIREMENTS	
• ICT Technical Assistance Form	WHERE TO SECURE
	ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished ICT technical assistance form	1.1. Receive the ICT technical assistance form from the client	None	1 minute	ICT Unit
	1.2. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.3. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.4. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.5. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.6. Return the equipment to the client	None	5 minutes	ICT Unit
TOTAL		NONE	2 hours and 2 minutes	
2. Online or printed Request signed by the school head Send the request through ict@depedqc.ph (Subject: Request for Computer Repair)	2.1. The ICT Personnel in-charge in monitoring the ict@depedqc email will forward the request to the CMT assigned in that school	None	1 minutes	ICT Unit

	2.2. The CMT assigned will coordinate with the school ICT Coordinator Regarding the scheduled virtual TA or onsite Repair	None	5 minutes	ICT Unit
	TOTAL	NONE	depends upon the availability of technician *Note: The School will fetch the Computer Technician	

3. Smart 5G Loading

Smart 5G Loading issued by Local Government Unit of Quezon City (LGU) for the SDO proper and field personnel.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• Smart 5g SIM Card Excel Template file				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Smart 5g SIM Card Excel Template file to sim@depedqc.ph	1.1. checking the sent emails	None	1 minute	ICT Unit
	1.2. Evaluate the document sent. If has erroneous entry, incomplete information given, return to sender. If	None	10mins	
	1.3. Compile all approved documents to the Smart 5g excel template file and upload to the Smart biz loading system	None	30 minutes	ICT Unit

	1.4. Loading of Smart 5G SIM	None	10 minutes	ICT Unit
	1.5. Creating Reports	None	20 minutes	ICT Unit
	1.6. Give the credentials to the senders	None	10	ICT Unit
TOTAL		NONE	1 hours and 21 minutes	

4. Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Issues

Deactivation and replacement of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Wi-fi Google Form Lost <ul style="list-style-type: none"> - Fill up and sign the Affidavit of Loss provided by ICT (the day of visit) - 1 Valid ID Defective <ul style="list-style-type: none"> - The SIM Card/Pocket Wi-fi including the packaging of sim and the box of the Pocket Wi-fi 				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Google Form of Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket	1.1 Checking the responses of the Lost/Defective Globe SIM Card, Smart SIM Card & Smart Pocket Google Form	None	5 minute	ICT Unit

	1.2. Evaluate the document sent. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.	None	1 minute	ICT Unit
	1.3. all approved documents will be scheduled the date of their visit for replacement of the SIM Card or Pocket Wi-fi		5 minute	ICT Unit
1.1 The scheduled date of client. if lost the client will Provide a Valid ID and fill up and sign the Affidavit of loss provided by the ICT. If Defective client must provide the old defective SIM Card/Pocket Wi-Fi including the packing and the box	1.4 Evaluate the documents provided. If blurry or has erroneous entry, incomplete information given, return to sender. If client has no Valid ID attached, return to sender.		10 minute	ICT Unit
	1.5 Approved Documents of visited clients will Replace the SIM Card or Pocket Wi-Fi		10 minute	ICT Unit
TOTAL		NONE	31 minutes	

5. Uploading of Publications

This describes the procedures in the uploading of publications on the official website, Facebook Page, 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		
<ul style="list-style-type: none"> Printed Copy Soft copy (Preferably PDF File) 		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the PDF file for uploading through FB GC "For SDS Signature"	1. Once approved for uploading, the Data Encoder assigned will upload it to the SDOQC website and Official FB Page MEMO Uploader	None	5 mins to 1 hour	Administrative Assistant III / ICTU
TOTAL		None	5 mins to 1 hour	

6. Events / Webinars Support

Giving the technical assistance to events/webinars including designing banners, programs, videos and moderating the events/webinars using different platforms (Streamyard, Google Meet & etc.)

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(Request Letter) Indicate the ff: - Event Title - Date & Time - Program - Number of Expected participants - Platform			ICT Unit	

(Streamyard or Google Meet)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request at ict@depedqc.ph (Subject : Request for Event Webinar Support)	1. The ICT Personnel in-charge in monitoring the ict@depedqc email will forward the request to the Data Encoder in-charge	None	1 minute	ICT Unit
	1.2. The Data Encoder assigned will coordinate with the personnel request for TA Support	None	1 to 3 days	
TOTAL		NONE	1 to 3 days	

GSIS- TASKFORCE, LOAN & REMITTANCE UNIT

1. CREATION/BUILD-UP OF GSIS BUSINESS PARTNER (BP) NUMBERS FOR NEW MEMBERS

Under Section 3 of RA No. 8291, membership in the GSIS shall be compulsory for all government employees receiving compensation who have not reached the compulsory retirement age, irrespective of employment status, except members of the Armed Forces of the Philippines and the Philippine National Police and contractual who have no employer and employee relationship with their agencies.

Office of Division:	Schools Division Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Newly Hired Employees-SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy)		*HR-Teaching Unit or HR-Non-Teaching Unit
3. Assumption of Duty (1 copy)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes	
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)

	>deficient-inform requesting party of any deficiency			
	> complete- Prepare ARA Form-A and upload via webMSP			
	TOTAL	NONE	1 day	

2. RE-BUILDING-UP AND/OR ACTIVATION OF INACTIVE STATUS

Members without premium payment for 6 months will be automatically deactivated from GSIS, hence, upon re-entry or re-employment, the member/employee need to activate his/her members profile.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government Employee	
Who may avail:	National Employees Inactive Status – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Membership Information Sheet (MIS) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms
2. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy)		*HR-Teaching Unit or HR-Non-Teaching Unit
3. Assumption of Duty (1 copy)		
4. Membership Service Profile (MSP) (1 copy)		*nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at egsismo.gov.ph
5. Service Record from previous government agency, if there is any (1 copy)		*previous employer if there is any

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				

1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes	
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency			
	> complete-Prepare ARA Form-A and			

	upload via webMSP			
	TOTAL	NONE	1 day	

3. TRANSFER OF OFFICE CODE AND/OR AGENCY

An active member who was transferred to other agency/school shall inform the Agency Authorized Officers (AAO's) and request for updating of station.

Office of Division:	Schools Division Office – Administrative Services		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government Employee		
Who may avail:	National Employees Inactive Status – SDO proper, Elementary & Secondary		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms	
2. Membership Service Profile (MSP) (1 copy)		*nearest GSIS Office but if with umid card may be taken from GWAPS kiosk or enroll online at egsismo.gov.ph	
3. Service Record indicating previous school assignment (1 copy)		*HR-Teaching Unit or HR-Non-Teaching Unit	
Additional requirements for transferee from other government agency:			
4. Duly accomplished Membership Information Sheet (MIS) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms	
5. Copy of SDS signed appointment or copy of duly attested Appointment (1 copy)		*HR-Teaching Unit or HR-Non-Teaching Unit	
6. Assumption of Duty (1 copy)			

7. Service Record from previous government agency, if there is any (1 copy)	*previous employer if there is any
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-A and upload via webMSP		7 hours & 45 minutes	
TOTAL		NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated

	requirements sent by the client			Agency Authori zed Officer (AAO)
	>deficient-inform requesting party of any deficiency			
	> complete- Prepare ARA Form-A and upload via webMSP			
	TOTAL	NONE	1day	

4. FOR CHANGE OF NAME AND STATUS DUE TO MARRIAGE

These are requests for change of surname and marital status to be reflected to the Member Service Profile (MSP) of the member in lieu of marriage.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms
2. Original copy of PSA Marriage contract or copy from Local Civil Registry Office (1 copy)		*Philippine Statistics Authority or Local Registry Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-A and upload via webMSP		7hours & 45 minutes	
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform			

	requesting party of any deficiency			
	> complete- Prepare ARA Form-A and upload via webMSP			
	TOTAL	NONE	1 day	

5. FOR REVERSION TO MAIDEN NAME

Members formerly married but legally separated/annulled may request reversion to maiden name with complete documentary requirements.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms
2. Approved CSC Resolution for Reversion to Maiden Name or Marriage Certificate with annotation as null and void (1 copy)		*Civil Service Commission or Philippine Statistics Authority

3. Service Record indicating the corrected name (1 copy)	*HR-Teaching Unit or HR-Non-Teaching Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-A and upload via webMSP		7hours & 45 minutes	
	TOTAL	NONE	1day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency			

	> complete- Prepare ARA Form-A and upload via webMSP			
	TOTAL	NONE	1day	

6. CORRECTION OF NAME OR DATE OF BIRTH (If record in the division office is not correct)

If record in the division office is not correct, the member/employee may request correction subject for verification and approval from the other Government Agency e.g. Civil Service, GSIS etc.

Office of Division:	Schools Division Office – Administrative Services		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government Employee		
Who may avail:	National Employees – SDO proper, Elementary & Secondary		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms	
2. Original copy of PSA birth certificate (1 copy)		*Philippine Statistics Authority	
3. Approved CSC Resolution for Correction of Name &/or Date of Birth (1 copy)		*Civil Service Commission	
4. Valid ID bearing correct name &/or date of birth (1 copy)		*LTO-Driver's License ; *GSIS-UMID card; *SDO-QC-DepEd I.D.	
5. Service Record indicating the corrected name &/or date of birth (1 copy)		*HR-Teaching Unit or HR-Non-Teaching Unit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				

1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes 5 minutes 7hours & 45 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency			
	> complete-Prepare ARA Form-A and upload via webMSP			
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency			
	> complete-Prepare ARA Form-A and			

	upload via webMSP			
	TOTAL	NONE	1 day	

7. CORRECTION OF NAME AND/OR DATE OF BIRTH (Due to typographical error in the GSIS database)

If record is incorrect due to typographical error in the GSIS Database, the member/employee may request correction subject for verification and approval from the other Government Agency e.g. Civil Service, GSIS etc.

Office of Division:	Schools Division Office – Administrative Services		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government Employee		
Who may avail:	National Employees – SDO proper, Elementary & Secondary		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms	
2. Original copy of PSA birth certificate &/or marriage contract, whichever is applicable (1 copy)		*Philippine Statistics Authority	
3. Valid ID bearing correct name &/or date of birth (1 copy)		*LTO-Driver's License ; *GSIS-UMID card; SDO-QC-DepEd I.D.	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes 5 minutes 7 hours & 45 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency			
	> complete-Prepare ARA Form-E and upload via webMSP			
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting			

	party of any deficiency			
	> complete- Prepare ARA Form-E and upload via webMSP			
	TOTAL	NONE	1 day	

8. UPDATING OF PERSONAL INFORMATION

These are request for change of personal information like mailing address, cellphone numbers and email address of member/employee.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished Member's Request Form (MRF) indicating in the Details of Request indicating nature of request e.g.: change &/or for correction of the abovementioned data (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	10 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		5 minutes	
	> complete-Prepare ARA Form-E and upload via webMSP		7 hours & 45 minutes	
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				
1. Email scanned copy of documentary requirements to gsistaskforceupdating@depdqg.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting			

	party of any deficiency			
	> complete- Prepare ARA Form-E and upload via webMSP			
	TOTAL	NONE	1 day	

9. UPDATING OF REMITTANCE

These are requests for member's salary changes due to Tranche, step increment, promotion or demotion.

Office of Division:	Schools Division Office – Administrative Services		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government Employee		
Who may avail:	National Employees – SDO proper, Elementary & Secondary		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Member's Request Form (MRF) (1 copy)		*downloadable at www.gsis.gov.ph under Quick Link, go to downloadable Forms	
2. Service Record indicating the updated salary (1 copy)		HR Non-Teaching Unit HR Elementary HR Secondary	

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. FOR WALK-IN				
1. Submit hardcopy of documentary requirements to the administrative services section	1.1 Assess completeness of supporting documents	NONE	15 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>deficient-inform requesting party of any deficiency		7 hours & 45 minutes	
	>complete-prepare ARA Form-C and upload via WebMSP			
	TOTAL	NONE	1 day	
B. FOR ELECTRONIC FILING				

1. Email scanned copy of documentary requirements to gsistaskforceupdating@depedqc.ph	1.1 Retrieve request and scanned copy of documentary requirements sent by the client	NONE	8 hours	<ul style="list-style-type: none"> • Requesting Party • Designated Agency Authorized Officer (AAO)
	>>deficient-inform requesting party of any deficiency >complete-prepare ARA Form-C and upload via WebMSP			
	TOTAL	NONE	1 day	

10. GSIS LOANS (MPL FLEX,POLICY, EMERGENCY)

Loan applications like MPL Flex, Policy Loan, Emergency Loan, and Educational Loan must be verified and approved by the Authorized Agency Officer (AAO) of the Schools Division Office.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Clear copy of latest payslip (1 COPY)		*Payroll Unit or School
2. Certificate of No Pending Case (1 copy)		>for Teachers, Head Teachers, Principals, kindly request at DepEd NCR using this link: https://forms.gle/7xhAoSjk2Jv5AzLk7 using DepEd email account >for Employees or Non-Teaching email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com
3 UMID Card/valid ID (1 copy)		*LTO-Driver's License ; *GSIS-UMID card; SDO-QC-DepEd I.D.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* FOR ELECTRONIC FILING ONLY				

1. Secure Certificate of no pending case first before applying for loans to avoid disapproval for lack of documentary requirements	10.1 Verify applicant to GSIS GW@PS portal for existing application	NONE	2 hours	<ul style="list-style-type: none"> • Loan Applicant • Designated Agency Authorized Officer (AAO)
	10.2 Assess completeness of documentary requirements through admin.services email address		2 hours	
2. Apply GSIS loan through GWAPS kiosk, GSIS over the counter or at egsismo.gov.ph	>deficient requirements - inform requesting party of any deficiency through email * Perform mathematical computation for compliance of NTHP *Verify existing approved loans		2 hours	
3. Email documentary requirements at admin.services@depedqc.ph	10.3 Inform applicant for approved and disapproved loans stating the reason for disapproval of the same through email		2 hours	
	TOTAL	NONE	1 – 7days	

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS	WHERE TO SECURE	
1. Certified Photocopy of I.D. (1 copy)	*Requesting Party	
2. Certified photocopy of Payslip (1 copy)	Requesting Party (SDO-QC Administrative Services Section)	
3. Latest summary of Leave Credits (VL & SL) at least 30 days (1 copy)	*Non-Teaching Unit	
4. Certificate of no pending case or filed Administrative Case. (should secure MTC, RTC & City Prosecutors Clearances) (1 copy)	*Non-Teaching Personnel, email to SDO-QC Legal Section at : Depedqclegalsection@gmail.com	
5. 1 USB OR CD	*Requesting Party	
> must be 18-63 years old within the term of the loan		
> no pending application for retirement or not due for retirement w/in the term		
> net monthly take home pay should be P5, 000.00		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* PERSONAL FILING				
Submit to Admin Services all documentary requirements	12.1 Send scanned/picture copy of payslip and information form to Cityhall Personnel office thru: Mr. Nath Obmerga for preparation of whitelist	NONE	4 hours	<ul style="list-style-type: none"> • Loan Applicant • Designated Staffs
	12.2 Have payslip, valid I.D, and whitelist signed by:		4 hours	
	a) the one who prepared (LMA) b) City Asst. Dept. Head III or other authorized signatories			
	TOTAL	NONE	1-7 days	

12. LANDBANK LOANS (city paid employees)

Exclusive for Citypaid permanent employees of Schools Division Office. Applicant must be enrolled in LBP iaccess/ LBP Mobile App

13. PRIVATE LENDING INSTITUTIONS (PLI'S) LOANS

Loan applications for Private Lending Institution's (PLI's) must be forwarded to the authorized PLI verifier of the Schools Division Office (SDO) for preparation of accommodation or non-accommodation report.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Payslip		*Payroll Unit or School
2. Statement of Account		*Private Lending Institution (PLI)/Bank
3. Certificate of full payment		
4. Stoppage Form		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* FOR ELECTRONIC FILING ONLY				
1. Secure payslip at school through school clerk (1 copy)	13.1 Check information if true and correct using payroll abstract	NONE	8 hours	<ul style="list-style-type: none"> • Loan Applicant • PLI Verifiers
2. Request SOA from previous PLI either personally or through the assistance of the loan officer (1 copy)	13.2 Verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agency		8 hours	
3. Get stoppage form (1 copy)	13.3 Verify if eligible or not to avail loan from PLI		8 hours	
4. Fill out needed information	13.4 Create accommodation or non-accommodation letter and send to client and PLI through email		8 hours	
5. Attached a copy of certificate of full payment (1 copy)	13.5 Check information if true and correct by coordinating with the PLI who issued the SOA		8 hours	
6. Secure a copy of duly signed stoppage form from payroll (1 copy)	13.6 Check information if true and correct by coordinating with the PLI who issued the certificate of full payment		8 hours	
	13.7 Check information if true and correct by coordinating with payroll		8 hours	
	TOTAL	NONE	3-7 days	

14. PAG IBIG LOANS

Pag-Ibig loan application form must be verified and signed by the authorized signatory of the Schools Division Office for proper action.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Pag-Ibig Loan Form (1 original)		*Download at PAG-IBIG website
2. Valid I.D. (1 copy)		*LTO-Driver's License ; *GSIS-UMID card; SDO-QC-DepEd I.D.
3. Payslip (1 copy)		*Payroll Unit or School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* PERSONAL FILING				
Duly accomplish the form	14.1 Check if the information are true and correct	NONE	30 minutes	<ul style="list-style-type: none">• Loan Applicant• Designated Pag-Ibig Loan Verifier
Sign the form with two (2) witnesses	14.2 Counter check if there are other existing loans		1 hour	
Let the Principal sign the form				
Bring the form together with other required documents in the administrative office for signature	14.3 Sign the form		2 minutes	
Bring the signed form together with other required documents to Pag-Ibig Office	14.4 Prepare and print authorization form		20 minutes	
	TOTAL	NONE	1 hour and 52 minutes	

15. PROVIDENT LOANS

The Fund aims to provide DepEd officials and employees with benefits and loans for emergency needs; for their education and that of their children; for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of their houses; and for other similar purposes as determined by the Board of Trustees. The beneficiaries of the fund are the teachers as defined in the Magna Carta for Public School Teachers and administrative support staff of the Central, Regional, Division and field offices of the Department who have permanent/regular status of employment.

Office of Division:	Schools Division Office – Administrative Services	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government Employee	
Who may avail:	National Employees – SDO proper, Elementary & Secondary	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
1. Loan Application Form (LAF) (2 copies)		*Downloadable form through SDO, QC website. Hardcopy available at Administrative Services Office
2. Certified true copy of Pay slips of Borrower & co-maker (by principal)		*School
3. Request Letter (1 Original Handwritten)		For checklist 3-9: • Loan Applicant
4. Original Valid I.D's (Borrower & Co-maker)		

5. Certified true copy of Valid I.D's (Borrower & Co-maker) (2 copies each)	
6. Authorization to deduct (1 copy)	
7. Certificate of No Pending Case (1 copy)	
8. Approved Appointment (for first time borrowers & co-terminus employees only) (1 copy)	
9. Document showing proof that the co-terminus employee has rendered at least 2 year service in DepEd (e.g: Notarized contract of service) (1 copy)	

CLIENT STEPS1	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
* PERSONAL FILING				
1. Fill out (LAF) through handwritten form and submit the same with complete documentary requirements	15.1 Check information if true and correct using payroll abstract, verify if no undeducted obligations and incoming deductions by coordinating with other lending company or agencies (i.e. GSIS, PAGIBIG)	NONE	4 hours	• Designated Provident Loan Verifier
2. For emergency purposes, must be signed by ASDS Engr. Marc Voltaire Padilla	15.2 Verify NTHP if eligible or not eligible to avail Provident loan		1 hour	
3. Bring and show the original payslip of borrower & co-maker for authentication	15.3 Check and correct Application form and other requirements completely sign with original hand written of Borrower and Co-Borrower,		3 hours	
4. Payslips must be free from undeducted obligations				
5. Bring all documents to the Administrative Office for Assessment and				

proper indorsement				
	TOTAL	NONE	1-7 days	

SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

Legal Unit

1. Request for Correction of Entries in School Records

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.

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen
Who may avail:	ALL
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application indicating the entry/entries to be corrected (1 original copy)	Requesting party
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)	PSA
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)	School
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)	Affiants
5. Other documents that may be required by the Attorney	Requesting party

III of the Division Office in order to prove the application				
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAI D	PROCE SS ING TIME	PERSON RESPONSIBLE
1 Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1 Review and check all the requirements submitted as to completeness. a. If complete, proceed to verification and evaluation of documents. b. If incomplete, return the documents to the applicant with an advice as how to acquire his/her deficiency	None	10 minute s	Legal Staff

	1.2 Verify the authenticity of all required documents and run the original PSA Birth Certificate to determine existence of PSA seal	None	5 minutes	Legal Staff
2. Client/Applicant will fill out and sign the Data Privacy Consent Form	2.1 Verify the completeness of the filled-out form	None	2 minutes	Legal Staff
3. Drafting of Resolution	3.1 Prepare the resolution for correction of entries	None	30 minutes	Legal Staff/Legal Officer
	3.2 Forward to SDS for Signature	None	1 day	SDS
	3.3 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to	None	1 day	SDS

	Records Section for releasing of document.			
4. The applicant and school will receive a copy of the Resolution	4.1. Release a copy of the Resolution to the applicant and to the concerned school	None	1 day	Records/ Releasing In- Charge/Ad min Staff
TOTAL		None	3 days and 47 minutes	

1. Receiving of Complaints against Non-Teaching Personnel

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:	Simple			
Type of Transaction:	Government to Government (G2G)G2C - Government to Client Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.				Client
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any,	1.1. Evaluate the complaint and attached evidentiary document/	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)

or sealed document/s to Records Unit (Receiving Window)	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL		None	21 minutes	

6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

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 Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)G2C - Government to Client Government to Business (G2B) Entity			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained- of.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEE S TO BE	PROCE SS ING TIME	PERSON RESPONSIBL E

	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3. Log the document, with attached referral slip, to the appropriate logbook 2.4. Evaluate and make necessary notation and sign the routing slip. 2.5. Forward to Legal Unit, for appropriate action.	None	10 minutes 1 day 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS) Schools Division Superintendent (OSDS) Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6. Evaluate the complaint if the same is grievable/mediatable or not and	None	1 day	Attorney III/ Designated Legal Officer

	prepare necessary Communication, copy furnished the client			
	2.7. Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)
	2.8. Log the document, with attachment/s to the appropriate logbook 2.9. Return signed communication to Legal Unit, for organization of documents	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.10. Arrange the documents to be forwarded to Records Unit. 2.11. Forward to Records Unit, for releasing	None	20 minutes 5 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer


	<p>2.12. Stamp Release the documents and arrange for servicing/ sending to addressee</p> <p>2.13. Coordinate with the Office/Agency and contact the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p>	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	<p>3.1. Release the Communication</p> <p>3.2. If there is a proof of service, serve and secure a signed Proof of Service.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
TOTAL		None	3 days, 2 hours, 11 minutes	

SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit


Date of Filing (Petsa kailan ifilile): _____

COMPLAINANT (Nagrereklamo)			
NAME (Pangalan): <u>M.I.</u> (Inisyal ng Panggitnang Apelyido): <u>SURNAME</u> (Apelyido)			
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail: o Facebook Account name: o Viber)
ADDRESS (Bahay; Kalye)		SUBD. / BRGY.	CELPHONE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)		TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)
VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagrereklamo]			
NAME (Pangalan): <u>M.I.</u> (Inisyal ng Panggitnang Apelyido): <u>SURNAME</u> (Apelyido)			
NAME OF SCHOOL (Ngalan ng Paaralan)		ADDRESS OF SCHOOL (Lokasyon ng Paaralan)	GRADE/YEAR (Antas)
RELATIONSHIP TO COMPLAINANT (Relasyon sa Nagrereklamo)		AGE (Gulang)	
(Pakilagyan ng Check (✓) ang angkop na sagot) _____ 1) Father (Ama) _____ 2) Mother (Ina) _____ 3) Others (Iba pang relasyon)			
RESPONDENT'S INFORMATION (Inirereklamo)			
NAME (Pangalan): <u>Middle Initial</u> (Inisyal ng Panggitnang Apelyido); <u>SURNAME</u> (Apelyido)			
In case there are more than one respondent, please indicate details in the table (Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye)			
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	
ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Ini-rereklamang Insidente)			
1. Basic details of Complaint (Pangunahing detalye):			
Date/s of Incident (Petsa/Mga petsa Kailan nangyari ang ini-rereklamo)	Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng inirereklamo)	Place of Incident (Saan nangyari ang inirereklamo)	
2. Evidence for Complaint (Ebidensya):			
Do you have Witness/es to the matter complained of? (Meron bang Naka-saksi/nakakita sa bagay na inirereklamo?)		Do you have supporting documents? (Meron ka bang pansuportang dokumento?)	
Pakilagyan ng Check (✓) ang angkop na sagot _____ Yes. _____ None.		_____ Yes. _____ None.	
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
 (Please use/ask for another paper if the space provided is not enough)
 / (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
 [ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN]

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOQ SA REKLAMO AT SA WALA NG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), _____
 Filipino, of legal age (may hustong edad) and with address (at may address na) _____, after having been
 duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at nagsasaad na), THAT:

1. I / we am / are the complainant/s in the above-complaint;
(Ako / Kami ay ang / mga nagreklamo sa reklamong ito)
2. I / we have caused the preparation of the foregoing complaint;
(Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
3. I / we have read the contents thereof;
(Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
4. All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;
(Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awentikong dokumento)
5. I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. (I/Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisina ng ito sa loob ng limang araw mula sa pagka-alam ko nito)

IN WITNESS WHEREOF, I/We have signed this ____ day of ____ 20__, at _____
 (Bilang patunay, ako/kami ay lumalagda nitong ika ____ ng ____ 20__, dito sa _____)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this ____ day of _____, 20__, by affiant/s who personally appeared before me, exhibiting his/her/their _____ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong ____ araw ng 20__, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Big.) _____;
 Page No. (Pahina Big.) _____;
 Book No. Doc. No. (Libro Big.) _____;
 Series of 20__ (Serye ng 20__).

LEGAL UNIT

1. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case 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 Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	No ne	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance	None	5	

	If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed		minutes
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	No ne	5 minutes
TOTAL		No ne	15 minutes

ACCOUNTING UNIT

1. Processing of Disbursement Vouchers (DV)

The DV is a form used to pay an obligation to employees/individuals/agencies/creditors for goods purchased or services rendered. This serve as a main document to support payment of obligation.

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	Disbursement Transactions			
Who may avail:	All Internal and External Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. COA Circular 2012-001 dated June 14, 2012 (Checklist of documentary requirements for common government transactions) 2. Availability of Allotment/Budget for Obligation.		Common documentary requirements for each type of government transactions shall be prepared both by the creditors and the offices concerned. Obligation Request & Status (ORS) must be certified by the Head of Budget Unit.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of original copies of proper evidences to establish validity of the claim.	1. Accounting Unit will record in the logbook and will check the completeness and accuracy of documents submitted.	None	30 minutes	• Cassidy Angel D. Arco, Office Aide
	2. Fully-accomplished Disbursement Voucher (DV) will be prepared to cover the payment of the claims.	None	5 to 15 minutes	• Cassidy Angel D. Arco, Office Aide
	3. Review the DV prepared and supporting documents attached to the claim.	None	5 to 30 minutes	• Joven S. Noytay, Accountant III
	4. Forward the DV to the Office of the Schools Division Superintendent for Approval.	None	5 mins	• Mikhail G. Dulay, Office Aide

	Total	None	1 hour and 20 minutes	
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2. *Pre-Audit and Recording of Liquidation Reports from Accountable Officers*

Cash Advances granted to Accountable Officers must be liquidated and submitted to Accounting Unit for pre-audit purposes, for recording in the books of accounts and for post-audit by the Commission on Audit (COA).

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	Liquidation Transaction			
Who may avail:	All Accountable Officers (Recipient of Cash Advances)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Cash Disbursement Register/Liquidation Report			Accounting Unit	
2. Bank Reconciliation Statement			Land Bank of the Philippines	
3. Checks, Disbursement Vouchers and supporting documents under COA Circular 2012-01 dated June 14, 2012			Concerned Accountable Officers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the hard copies of CDR/LR with supporting documents and transmittal letters	1. Receive the documents and record in the logbook for monitoring purposes.	None	5 minutes	Oddes M.Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena
	2. Conduct Pre-audit of the submitted liquidation report with supporting documents.	None	3 hours to 8 hours per school or per accountable officer	Oddes M.Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena

	3. Record in the books of accounts the liquidation transaction.	None	30 minutes to 1 hour	Oddes M.Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena
	4. The Head of the Accounting Unit will review the liquidation report submitted and approve the Journal Entry Voucher generated by the staff.	None	1 day	• JOVEN S. NOYNAY, Accountant III
	5. After approval, the liquidation report will be submitted to COA on a weekly basis for post audit.	None	7 days	Oddes M.Compuesta Christian Villanueva Amelia Manzano Cecilia S. Padollon Joel D. Valdellon Rommel A. Apo Jessa Melicado Rafaealla Laureane Espena
TOTAL		None	9 days and 30 minutes (Maximum)	

3. Consolidation of Financial Reports from Implementing Units

Submission of Consolidated Financial Reports are done on a monthly, quarterly, semi-annual and annual basis to oversight agencies such as DepEd NCR, DepEd CO, COA, DBM, and BIR.

Office or Division:		Accounting Unit		
Classification:		Complex		
Type of Transaction:		Reports Generation and Consolidation		
Who may avail:		Implementing Units		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Purpose Financial Statements cited in Government Accounting Manual		<ul style="list-style-type: none"> Implementing Units and SDO Proper 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required financial reports (soft and hard copies) on a monthly, quarterly, semi-annual and annual basis.	1. Receive and record in the logbook the financial reports for consolidation.	None	5 minutes	<ul style="list-style-type: none"> Roselle J. Villachua Joven S. Noynay
	2. Check and verify the financial data submitted	None	1 hour to 3 hours every IU	<ul style="list-style-type: none"> Joven S. Noynay
	3. Enter in the FS Consolidator System the financial data submitted by IUs	None	30 minutes	<ul style="list-style-type: none"> Joven S. Noynay
	4. Finalize and generate the financial statements for submission to oversight agencies.	None	1 to 2 days	<ul style="list-style-type: none"> Joven S. Noynay

	5. Submit the Consolidated FS and other financial reports (soft and hard copies) to COA and other oversight agencies.	None	30 minutes to One Hour	• Joven S. Noynay
	6. Inform the field of their status on the submission of FS for monitoring purposes.	None	30 minutes	• Roselle J. Villachua
TOTAL		None	2 days and 3 hours	

BUDGET UNIT

2. Processing of Various Claims and Benefits

Teaching and non-teaching personnel of the Division submit their papers for processing of salary and other benefits.

Office or Division:	Budget Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government Employee and G2C - Government to Citizen			
Who may avail:	Teaching & Non-Teaching Personnel (National Roll) of SDO, Q.C., External Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>All Benefits under Personnel Services (PS) and Maintenance & Other Operating Expenses (MOOE)</u> 3. Payroll/Disbursement Voucher 4. PACS <u>All claims under MOOE and Capital Outlay</u> 1. Voucher (Monthly Cash advance of Schools) 2. Approved Contract /Purchase Order (for Procurement, Repair and Construction)		Payroll Services Unit		
		Accounting Section		
		Procurement Section		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the requirements to the Budget Unit	5. Receive and check the documents submitted	None		• Melvin M. Bocbocila, Administrative Asst. I
	4. Re-check documents received and prepare Obligation Request Status	None		• Mae Lizza Legaspi, ADAS III (Personal Services)

	(ORS) if no ORS is attached			<ul style="list-style-type: none"> Cecilia Diaz AO V (MOOE & Capital Outlay)
	5. Assign ORS number and post in the registry	None		<ul style="list-style-type: none"> Marivic Napucao, AO II
	6. Sign Box B of ORS for availability of allotment	None		<ul style="list-style-type: none"> Cecilia Diaz, AO V
	7. Release signed ORS and attachments	None		Melvin M. Bocbocila Administrative Asst. I
TOTAL		None	15 minutes	

6. Fund Request

These are requests for allotment for newly-created items of teaching and non-teaching personnel of the Division.

Office or Division:		Budget Unit		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail:		All employees of SDO, Q.C. (National Roll)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
4. Certified copy of Appointment 5. Notice of Organization Staffing and Compensation Action (NOSCA)			Human Resource Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the requirements to the Budget Unit	6. Receive and check the requirements	None		<ul style="list-style-type: none"> Mae Lizza Legaspi, ADAS III
	7. Prepare Matrix of Funding Requirement and transmittal	None		<ul style="list-style-type: none"> Mae Lizza Legaspi

	8. Sign Funding Request	None		• Cecilia Diaz
	9. Release Funding request to the Office of the Superintendent (for signature)	None		• Melvin M. Bocbocila
	10. Submit Funding Request to DepEd-NCR	None		• Mae Lizza Legaspi
TOTAL		None	within the day	

CASH UNIT

1. Issuance of Official Receipt

All internal and external clients who have an order of payment will submit to cashier for issuance of Official receipt.

Office or Division:		Cash Unit		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business Entity		
Who may avail:		All internal & external clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of payment- Original copy		Accounting Section/ BAC Office for Bidding Documents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment/ Authority to Collect duly signed by Head of Accounting Section/ Procurement Office	1.1 Issue Order of Payment/ Authority to Collect	None	15 minutes	<ul style="list-style-type: none"> Accounting Division/ Procurement Office)
2. Client presents duly filled-out Order of Payment /Authority to Collect	2.1 Verify the completeness and accuracy of information contained in the Order of Payment/ Authority to Collect	None	5 minutes	<ul style="list-style-type: none"> Jane Casas/ Wilma Barongan
3. Give the necessary payment to collecting officer either thru cash or check	3.1 Receive payment and encode the information of payment received in the Official Receipt	Applicable fees as contained in the Order of Payment/ Authority to Collect	5 minutes	<ul style="list-style-type: none"> Jane Casas/ Wilma Barongan

4. check/signed and verify data indicated in the Official receipt	4.1 Issue Official Receipt to the Payee/donor	None	5 minutes	• Myrna N. Cabatbat
TOTAL			30 minutes	

2 LDDAP-ADA/CHECK PAYMENT

All vouchers duly signed by the authorized Officers, payment either LDDAP-ADA or Check Issuance depending on its funding.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal and external clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Processed Disbursement Voucher/LDDAP-ADA			Accounting Unit	
2. Supporting Documentary Requirements			Concerned Office/ Bureau/ Service	
CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSONRESPONSIBLE
	1.1 Receives and records processed DV and LDDAP-ADA duly signed by Chief Accountant	None	5 minutes	Jane Casas/ Wilma Barongan
TOTAL		None	5minutes	
IN CASE OF CHECK PAYMENT				
	1.2 Determines type of fund and issued the corresponding check	None	5 minutes	Jane Casas/ Wilma Barongan

	1.3 Controls check and advice number, prepares and encodes in the database system and print check and ACIC	None	10 minutes	• Jane Casas/ Wilma Barongan
	1.4 Reviews accuracy of data on check and ACIC based of the processed DV and signs/initials.	None	5 minutes	Jane Casas/ Wilma Barongan
IN CASE OF LDDAP-ADA				
	1.5 Imports from the database system to generate the hash totals in the FINDES (online LBP System); controls and assign check number and prepares ACIC	None	10 minutes	Jane Casas/ Wilma Barongan
	1.6 Reviews hash totals, ACIC based on the processed LDDAP-ADA and sign initials	None	10 minutes	. Myrna N. Cabatbat
IN CASE BOTH CHECK AND LADDAP-ADA				
	1.7 Records and transmit check and ACIC or LDDAP-ADA with the necessary documents to authorized signatories	None	10 minutes	Jane Casas/ Wilma Barongan
	1.8 Authorized signatories sign check and ACIC/ LDDAP-ADA advice with necessary documents		1-2 days depending on the availability of signatories	. Myrna N. Cabatbat

	1.9 Returns signed check and ACIC or LDDAP-ADA with the necessary documents to USB/CD			
	1.10 Receives and check if all			

	documents were duly signed and records accordingly			
	In case of LDDAP-ADA photocopies, segregates and prepares for the Submission to AGDB;			
	In case of check, creates and approves for clearing check payments thru eMDS			
	1.1 Informs payee of availability for check release			
	2.1 Check ID of claimant and receives the document submitted to claim check			
3. Signs the check releasing logbook and DV	3.1 Checks signature against the ID Presented	None	5 minutes	Jasmine Danganan
4. Receives check and validates correctness of data (name of payee and amount)	4.1 Releasing of check	None	5 minutes	Jasmine Danganan
Receipt of Official receipt (OR) for payment thru LDDAP-ADA-external				
5. Proceeds to Cash Department	5.1 Searches database for LDDAP-	None	10 minutes	Jane Casas/ Wilma Barongan

and informs the Cash Department staff of detail of payment credited to their account (date and amount)	ADA number and located among the files submitted to the bank the LDDAP-ADA involved in the transactions			
6. Issues OR for	6.1 Attaches the OR	None	10 minutes	Jasmine Danganan

the payment received thru LDDAP-ADA	to the DV and issuance of tax certificate when applicable			
Inquiry on status of payment of obligation- internal and external				
7. Client inquires on status of payment thru check or LDDAP-ADA, thru personal follow up, text message, landline call, messenger	7.1 Searches the Cash receipts and Disbursement Database system and informs the client of search result and/or furnishes copy of LDDAP-ADA, DV when requested	none	10 minutes	Jane Casas/ Wilma Barongan
TOTAL		2 days 1 Hour and 30 Minutes		

3. Petty Cash

All expenses in small amount up to extend of 15,000 can be paid through petty cash fund.

Office or Division:	Cash Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	All Deped Employee
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

1. Approved Petty Cash Voucher 2. Signed by Requesting Officer 3. Accounting Section, SDS Office		Cash Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Petty Cash Fund Form in Cash Unit	1.1 Issue Petty Cash Form	None	5minutes	. Myrna N. Cabatbat

2. Fill up the form with duly signed of the requesting party with the approval of the Accountant and the sds	2.1 Verify the completeness and accuracy of information contained in the Petty Cash Form	None		<ul style="list-style-type: none"> • Myrna N. Cabatbat
3. Give the necessary payment of the request amount	3.1 Receive the petty cash form according to the approved petty cash form with official receipt presented			<ul style="list-style-type: none"> • Myrna N. Cabatbat
TOTAL		5 Minutes		

DIVISION PAYROLL SERVICES UNIT

3. Automatic Payroll Deduction System (Private Lending Institutions)

Private Lending Institutions (PLI) who are in the APDS will submit their billings in queue to be deducted from the salary of the borrower for the corresponding month.

Office or Division:		Division Payroll Services Unit (DPSU)		
Classification:		Simple		
Type of Transaction:		G2B - Government To Business Entity		
Who may avail:		Private Lending Institutions (PLI)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. CD (Billing txt file) (1 copy) 6. Sworn Certification (1 copy) 7. Authority to Deduct (1 copy) 8. Disclosure Statement (1 copy) 9. Promissory Note (1 copy) 10. Email printout from Verifier (1 copy)		For checklist 1-6: from PLI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Submit the requirements at the Payroll Services Unit	7. Billing Handlers will receive the requirements from PLI's on or before the end of the previous month of the effectivity date 1.1 Check the billing txt file from CD for any error (text alignment, etc.) versus the documents submitted, if	None	20 minutes	<ul style="list-style-type: none"> • PLI • Designated PSU Staff

	erroneous inform the PLI, if correct proceed to next step			
2. Fill-out the logbook for queuing	2. Give the logbook	None	1 minute	<ul style="list-style-type: none"> • PLI • Designated PSU Staff
	3. Consolidate billing txt files of all PLI's	None	2 hours	<ul style="list-style-type: none"> • Designated PSU Staff
	4. Prepare the upload list for upload queuing	None	45 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	5. Upload the billing files by the Encoder in-charge	None	2 hours	<ul style="list-style-type: none"> • Designated PSU Staff
	6. Check the ADDED, DELETED, and ERROR LIST from payroll system	None	2 hours	<ul style="list-style-type: none"> • Designated PSU Staff
	7. File and safe keep the billing documents	None	3 hours	<ul style="list-style-type: none"> • Designated PSU Staff
TOTAL		None	1 day, 2 hrs., 1 min.	

2. Manual Billings (GSIS, Pagibig and Private Lending Institutions)

These are requests for salary deduction and/or stoppage for loans, insurances, savings which are not included in the electronic billing and can be done manually.

Office or Division:	Division Payroll Services Unit (DPSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Employee			
Who may avail:	All Permanent (National) Employees of SDO-QC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
6. Stop/Deduct Request Form (1 original copy)			PSU	
7. Latest payslip (1 certified photocopy)			PSU, School, Requesting party	
8. Certificate of Full Payment or Request for Stoppage from the PLI/GFI (1 original copy)			Concerned PLI	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-out the stop/deduct request form	11. Give stop/deduct request form	None	1 minute	<ul style="list-style-type: none"> Requesting party Designated PSU Staff

4. Submit the requirements at the Payroll Services Unit	2. Receive the request form and attachment on or before 5 th day of the effectivity month	None	5 minutes	<ul style="list-style-type: none"> • Requesting party • Designated PSU Staff
	3. Check and verify the submitted documents	None	15 Minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	4. Consolidate all requests for action of the Encoder	None	1 hour	<ul style="list-style-type: none"> • Designated PSU Staff
	5. Encoder will effect corresponding requests to the payroll system	None	5 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	6. File and safe-keep the requests	None	1 hour	<ul style="list-style-type: none"> • Designated PSU Staff
TOTAL		None	2 hours and 26 minutes	
REMARKS: For request sent electronically				
1. Submit electronically (thru official email, dpsu@depedqg.ph) the request with supporting documents (scanned)	1. Acknowledge receipt of the email	None	5 minutes	<ul style="list-style-type: none"> • Requesting party • Designated PSU Staff
	2. Check and verify the attachment	None	20 minutes	<ul style="list-style-type: none"> • Designated PSU Staff

	3. Non –compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.	None	5 minutes	• Designated PSU Staff
	4. If complete and valid: print emailed documents for consolidation	None	5 minutes	• Designated PSU Staff
	5. Consolidation of all requests for action of the Encoder	None	1 hour	• Designated PSU Staff
	6. Encoder will effect corresponding requests to the payroll system	None	2 hours	• Designated PSU Staff
	7. File and safe-keep the requests	None	2 hours	• Designated PSU Staff
TOTAL		None	5 hours and 35 minutes	

4. Supplementary Payroll

Supplementary payroll is for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment (newly hired) or no fund yet and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

Office or Division:	Division Payroll Services Unit (DPSU)
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Classification:	Simple			
Type of Transaction:	G2G - Government to Government Employee			
Who may avail:	All Permanent and Provisional Employees of SDO-QC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>First Salary</u> 1. Form 48 (DTR)/IWAR (2 original copies) 2. Advanced Copy of Appointment (2 certified photocopies) 3. Assumption of Duty (2 certified photocopies) 4. Oath of Office (2 certified photocopies) 5. Personal Data Sheet (2 certified photocopies) 6. LBP Account Number (1 certified photocopy of ATM card (front face only where the acct number is indicated) 7. Philhealth (MDR) (2 photocopies) 8. Pag-ibig (MDF) (2 photocopies) 9. BP/GSIS Number (2 photocopies) 10. TIN (BIR) (2 photocopies)		For checklist 1-10: • Requesting Party		
<u>Regular Salary</u> 1. Form 48 (DTR)/IWAR (2 original copies)		• Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all the required documents	1. Receive complete documents not later than every 2 nd working day of the succeeding month	None	5 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated PSU Staff
	2. Check and verify documents	None	5 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	3. Compute salaries, other compensations and deductions	None	20 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	4. Prepare payroll	None	1 day	<ul style="list-style-type: none"> • Designated PSU Staff
	5. Prepare disbursement vouchers for every remittance	None	5 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
	6. Control/Record and release all outgoing payrolls, remittance lists and other supporting documents	None	5 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
TOTAL		None	1 day and 40 minutes	

4. *Special Payroll for Local Allowances*

This is a special payroll for those who are not yet included in the regular payroll (payroll system) because the employees have no attested appointment yet (newly hired) and for those who are inactivated from the regular payroll due to late submission of required supporting documents.

Office or Division:	Division Payroll Services Unit (DPSU)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government Employee			
Who may avail:	All Permanent (National) Employees of SDO-QC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<u>Supplemental Allowance</u> <i>For those who are newly hired:</i> <ol style="list-style-type: none"> 1. Request for Special Payroll (2 original copies) 2. Attested (CSC) Appointment (2 certified photocopies) 3. Assumption of Duty or First Day of Service (2 certified photocopies) 4. Form 48 (DTR)/IWAR (2 original copies) 5. LBP Account Number (1 certified photocopy of ATM card (front face only where the acct number is indicated)) <i>For those who are inactivated from the system due to late submission of requirements:</i> <ol style="list-style-type: none"> 1. Request for Special Payroll (2 original copies) 2. Form 48 (DTR)/IWAR (2 original copies) 			For checklist 1: <ul style="list-style-type: none"> • Template can be secured from PSU (Allowance) For checklist 2-5: <ul style="list-style-type: none"> • Requesting Party/ Person For checklist 1: <ul style="list-style-type: none"> • Template can be secured from PSU (Allowance) For checklist 2: <ul style="list-style-type: none"> • Requesting Party/ Person 	
<u>Rice Allowance (For Newly Hired and Inactivated)</u> <ol style="list-style-type: none"> 1. Request for Special Payroll 2. Certificate of Entitlement 			For checklist 1-2: <ul style="list-style-type: none"> • Template can be secured from PSU (Allowance) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents not later than every	1. Receive complete documents	None	5 minutes	<ul style="list-style-type: none"> • Requesting Party/ Person • Designated PSU Staff

5 th working day of the month				
	2. Check/Verify the submitted documents	None	10 minutes	• Designated PSU Staff
	3. Prepare payroll	None	1 day	• Designated PSU Staff
	4. *Forward payroll to the Human Resource Section for the signature in the Attendance Report of the Personnel Officer			• Human Resource (HR) Section
	5. *Forward payroll from Human Resource Section to the Office of the Assistant Schools Division Superintendent (ASDS) for signature			• ASDS Office
	6. Return the duly signed payroll to the Personnel In-Charge of Allowance for rechecking	None	5 minutes	• Designated PSU Staff
	7. Submit payroll to Quezon City Local Government for audit and processing of payment	None	1 hour	• Liaison Officers
TOTAL:		None	1 day, 1 hour, 20 minutes	
ncy action with asterisk indicates as action to be taken by other Unit/Section				

5. Division Clearance

Division Clearance is one of the requirements when applying for retirement, resignation or transfer out. This is to ensure that the requesting employee has no financial accountability before allowing him/her to permanently leave the office.

Office or Division:		Division Payroll Services Unit (DPSU)		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government Employee		
Who may avail:		All Employees of SDO-QC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Division Clearance (4 original copies)			<ul style="list-style-type: none"> Requesting Party/Person 	
2. Certification of Provident Fund Loan from NCR (1 original copy or certified photocopy)			<ul style="list-style-type: none"> DepEd NCR RPSU or It can be requested via on line at rpsuncr_frontline@deped.gov.ph 	
3. Request Form (2 copies)			<ul style="list-style-type: none"> PSU 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form	1. Give request form to the client	None	1 minute	<ul style="list-style-type: none"> Requesting Party Designated PSU Staff

2. Submit all the required documents	2. Receive complete documents	None	2 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated PSU Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. *Go to Accounting Section for the Order of Payment. Pay the required fees at the Cash Unit by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p> <p>3.1 Return to Payroll Unit for the processing and release of Clearance or Certification</p>	<p>3. Check/Verify the status from the master file (mastfile)</p> <p><i>If with overpayment,</i> issue overpayment computation. *Accounting Section will issue Order of Payment and then proceed to Cash Unit for payment.</p> <p>3.1 Once the OR was presented, the Certification of Last Payment will be issued and Division Clearance will be signed</p> <p><i>In the situation that the requesting party cannot paid the overpayment immediately, the Certification of Last Payment can be</i></p>	None	15 minutes	<ul style="list-style-type: none"> • Requesting Party • Designated PSU Staff • Accounting Section • Cash Unit • Administrative Officer IV

	<i>issued but he/she will not be cleared until such time payment has been made</i>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. If no overpayment, issue Certification of Last Payment and sign Division Clearance	None	10 minutes	<ul style="list-style-type: none"> • Designated PSU Staff • Administrative Officer IV
	5. If underpayment, issue Certification of Last Payment with a note that the remaining salary will be prepared as supplementary payroll upon submission of DTR/IWAR/SO of approved sick leave with pay for the corresponding unclaimed period; sign Division Clearance	None	10 minutes	<ul style="list-style-type: none"> • Designated PSU Staff • Administrative Officer IV
	6. Release the Division Clearance and Certificate of Last Payment	None	2 minutes	<ul style="list-style-type: none"> • Designated PSU Staff
TOTAL:		None	50 minutes	
*Agency action with asterisk indicates as action to be taken by other Unit/Section				

CURRICULUM IMPLEMENTATION DIVISION

2. Accessing Available Learning Resources from LRMDs Portal

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 & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders		LRMDs Portal (lrmds.deped.gov.ph) <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Register to LRMDs Portal (New Account)	1.1 Access https://lrmds.deped.gov.ph	None	1 minute	Client
	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS- LR/PDO
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client

	2.2. Receive request for resetting of password	None	1 minute	EPS- LR/PDO
	2.3. Reset password in LRMDs Portal Dashboard	None	3 minutes	
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://lrmds.deped.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/ Librarian
8. Click the View button to check the details of		None	1 minute	Client

the select LRs			e	
9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched/downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
TOTAL:		None	29 minutes	

3. Borrowing of Learning Materials from Libraries

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form / Slip (1 Original Copy)		Client		
2. Valid ID (1 Scanned/ Photocopy)		Client		
3. Borrower's Form		Librarian		
4. Returning Transaction Form		Librarian		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCE SSI NG TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check accomplished request form / slip and ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. Send the (1) list of available LMs, (2)Borrower'	None	1 minute	Librarian/ Library Staff

	s Form, and (3)Returning Transaction Form			
3. Accompli sh Borrower' s and Returning Transacti on Forms	3.1. Receive accomplishe d Borrower's and Returning Transaction Forms	Non e	1 minute	Librarian/ Library staff
	3.2. Check the completeness of the Forms	Non e	3 minutes	Librarian/ Library staff
	3.3. Inform the borrower on the schedule of pick- up (online) or release of resources (walk- in)	Non e	3 minutes	Librarian/ Library staff

4. Receive LM	4.1. Prepare and release the LM	None	5 minutes	Librarian/ Library staff
	4.2. Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
TOTAL:		None	21	

4. Alternative Learning System (ALS) Enrollment

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

Office or Division:		Curriculum Implementation Division		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.) with name tag		CID		
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy				
3. Valid ID (Driver's License, Postal ID, Voters ID) - 1 photocopy				
4. Functional Literacy Test (FLT)				
5. Assessment for Basic Literacy (ABL)		CID		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCE SS ING TIME	PERSON RESPONSIBL E
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Curriculum Implement ation personnel
	1.2. Conduct assessment /screening : ABL and FLT	None	3 hours	Instructional Managers /ALS Mobile Teacher/ District ALS
	1.3. Identify the entry level attained	None	30 minutes	

	1.4. Group the learners according to literacy level	None	30 minutes	Coordinator/ EPS-II for ALS
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	
	TOTAL	None	4 hours, 15 minutes	

INTERNAL

B. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)

Who may avail:		Teaching and Non-Teaching Personnel, LGUs, Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor

Reports				
	1.2. Prepare documents	None	1 day	School Head, Division LR

	for capacity building			Supervisor, Writer, Illustrator, Layout Artist
.Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3.Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4.Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5.Prepare endorsement communication to District/Division Quality	5.1 Accept endorsement communication	None	3 days	DLRQAT

Assurance Team	mun icati on			
	5.2 SDO does fin al revie w if final, reco mm end for pilot testi ng if not, reco mm end for revi sion	None	15 days	DLRQAT
6. Integrate recommend ation based on pilot testing result or resubmit	6.1 SDO finali zes the Lear ning Res ourc e and sub mits LRs in hard	None	5 days	Division LR Supervisor

	and softc opyt o the			
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revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days	

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division:		Curriculum Implementation Division		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team(SQAT) Certification				
3. Supplementary Learning Resources(Soft and hard copy)				
4. Teacher User's Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCES SING TIME	PERSON RESPONSIB LE
1. Submit duly Accomplis hed requirements and the teacher-made Suppleme ntary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplement ary Learning Resources (SLR) together with other requirements	No ne	15 minutes	CID

2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	No ne	1 day	personnel
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	No ne	2 days	

4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	No ne	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation	No ne	1 day	

	n tool		
6. Receive the certificate	6.1 Release the certificate	No ne	1 day
TOTAL		No ne	7 days and 15 minutes

SCHOOL GOVERNANCE AND OPERATION DIVISION - PLANNING AND RESEARCH SECTION

1. Request for Basic Education Data (External Stakeholders)

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
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	External Stakeholder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/ITO
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary	None	2 days	Clerk/Planning Officer

	action undertaken to the said letter request			
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	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
TOTAL:		None	2 days, 4 hours, 37 minutes	

School Governance and Operation

Division - School Management, Monitoring and Evaluation Section

1. Issuance of Government Permit, Renewal, Recognition of Private Schools

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

Office or Division:	School Management, Monitoring & Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
Type of Transaction:	Government to Citizen (G2C)Government to Business (G2B)
Who may avail:	Private Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)	School applicant
1 copy of notarized comprehensive Feasibility Study(for new/recognition)	School applicant
1 copy of application letter stating the nature of Government Permit being applied for(being renewed), or stating intent for recognition	School applicant
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)	SEC
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)	School applicant
Documents of ownership of school building(s) (for new/recognition)	School applicant
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)	School applicant
1 copy of Class program of the classes offered (for new/recognition)	School applicant
1 copy of Qualitative Evaluation Processing Sheet (for SHS application)	Provided by the EPS/In-charge of Private Schools
School Bond (for new/recognition)	To be provided by the RO to the client
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for renewal)	School applicant
Ocular Inspection Report (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools)

Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		Provided by the SMM&E (In charge of Private Schools)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD)/ PSDS (CID)/

				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
TOTAL			10 days, 4 hours, 35 minutes	

2. Issuance of Special Orders for Graduation of Private School Learners

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:		Highly Technical		
Type of Transaction:		Government to Business (G2B)		
Who may avail:		Any private school with graduating students (Grade 12)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Schools Division Superintendent List of Qualified Graduates (per track/strand/specialization) Accomplished Special Order Form Original Form 137-A (SHS Student Permanent Record) Form IX (SHS Graduation Form) Original Form 137-A (JHS Student Permanent Record) Birth Certificate (PSA) 			School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

	charge for Private School			SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.

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

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:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recognition	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study <ul style="list-style-type: none"> Philosophy and Goals of the course <ul style="list-style-type: none"> - Demand for the graduates - Prospective learners - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head) 	School Applicant

<ul style="list-style-type: none"> • School bond • Copy of retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA • Proposed Curriculum • Proposed tuition and other school fees • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school head) • Inspection and Application Fees 	
. SHS New Application or Additional Track/Strand	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) • Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC) • Proposed Tuition and other fees • Proposed School Calendar • Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others) • Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports • Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, 	<p>School Applicant</p>

<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> • A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others • Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

4. Application of Summer Permit for Private Schools

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 Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with summer enrollees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent School Calendar for Summer – 35 days List of teachers who intent to teach during summer classes General class program for summer Tuition and other school fees Tentative list of summer enrollees with learning areas to be taken written opposite each name A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student. Written consent of parents whose children will attend student summer classes Post summer activities 	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA Parents School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2.Forward documents to SGOD Chief and route to	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

	designated/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

5. Application for No Increase in Tuition Fee

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:	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may Avail:	Any private school with permit to operate/recognition			
CHECKLIST OF REQUIREMENTS				
WHERE TO SECURE				
1. Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. Copy of Government Permit to Operate/Recognition Certificate 				
School Applicant				
School Applicant				
School Applicant				
School Applicant				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

6. Application for Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with recognition
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year; Xerox copy of the latest approved tuition, miscellaneous & other school fees; Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized; Percentage of Increase of Tuition/Miscellaneous & other fees; Copy of Government Recognition Certificate; and Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A. 6728 have been complied with namely; (a), (b) and (c): <ul style="list-style-type: none"> Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others. 	<p>School Applicant</p> <p>School Applicant School Applicant</p> <p>School Applicant School Applicant School Applicant</p> <p>School Applicant/PTA</p> <p>School Applicant</p> <p>School Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

INTERNAL

A. Schools Governance and Operations Division - Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)

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:	Planning Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer

2.Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
TOTAL:		None	2 days, 4 hours, 32 minutes	

2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

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

Office or Division:		SGOD – Planning Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL		None	50 minutes	