

External Services

Office of the Schools Division Superintendent

A. Cash Unit

1. Issuance of Office Receipt

Official Receipt are issued to clients where transactions have corresponding payments as an acceptable evidence or proof of receipt of payment for disbursements where payee/recipient is a dealer, supplier or business establishment. Official Receipts issued to clients may vary depending on the type, purpose of the transaction and specific fund it belongs.

Office of Division		Cash Section		
Classification		Simple		
Type of Transaction		G2G - G2C – Government to Citizen		
Who may avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment Form (2 Original Copy)		<ul style="list-style-type: none"> • For payment for bid documents: Bids and Awards Committee • For School permits: Quality Assurance Division • For Appeal Fee: Legal Unit • Disallowance: Finance Division/Accounting Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Request for Official Receipt (OR)	1.1 Receive documents for issuance of receipt	None	1 minute	Cashier
	1.2 Issue Official Receipt	*Payment varies w/ type of transaction	5 minutes	Cashier
TOTAL		None	6 minutes	

B. Legal Unit

1. Filing of Complaints

Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 47 may file a complaint with the disciplining authority

Office of Division		Legal Services Unit		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen and G2B - Government to Business		
Who may avail		Any person complaining		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Formal Complaint under oath containing certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)		Client		
2. Sworn Complaint in three (3) copies containing the following: a. Full name and address of the complainant; b. Full name and address of the person complained of as well as his/her position and office in the Department of Education; c. A narration of the relevant and material facts which should show the acts or omissions as allegedly committed by the person; d. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any		Client		
3. Certification or Statement of Non-Forum Shopping		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Records Section Receive the formal complaint and other documents 1.2 Records Section forwards the documents to Legal Unit	None	5 minutes	Legal Unit Staff

2. Legal Unit receives the complaint	<p>2.1. Evaluate the complaint using the formal requirements under D.O. 49, s 2006</p> <p>a. Non -compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk - in Client Intake and Action Form</p> <p>b. Compliant: Request the client to proceed to the Records Section for processing</p> <p>2.2 Request the client to sign the Walk-in Client Intake and Action Form</p>	None	30 minutes	Legal Unit Staff
3. Receive copy of the complaint filed	3.1 Return Client's receiving copy of the Complaint	None	5 minutes	Legal Unit Staff
TOTAL		None	40 minutes	
REMARKS: For request sent electronically				
1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	<p>1.1 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006</p> <p>a. Non -compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.</p> <p>b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier</p>	None	20 minutes from receipt of email	Legal Staff/ Attorney
TOTAL		None	20 minutes	

2. Request for Correction of Entries in the 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 of Division	Legal Services 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 III of the Division Office in order to prove the application		Requesting Party		
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	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records	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 to how to acquire his/her deficiency	None	10 minutes	Legal Unit Staff
	1.2 Verify the authenticity of all required documents	None	5 minutes	Legal Unit Staff

2. Client / Applicant will fill out and sign the Application Form	2.1 Verify the completeness of the filled-out of form	None	2 minutes	Legal Unit Staff
	2.2 Endorse to the Regional Office	None	10 Minutes	Legal Unit Staff
3. Receive a copy of the resolution from the Regional Office	3.1 Release a copy of the Resolution to the applicant and to the concerned school	None	10 minutes <i>Note: Upon receipt from RO</i>	Legal Unit Staff
	Total	None	37 minutes	

C. Personnel 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		Personnel 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 OF REQUIREMENTS		WHERE TO SECURE		
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website		Applicant		
2. Letter of Intent for teaching position (1 original)				
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)		CSC		
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		PRC or CSC		
5. Certified true copy of ratings obtained in the LET/PBET (1 original)		Applicant		
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)				
7. Certified true copy of Transcript of Record (1 Original Copy)				
8. Certificate of specialized trainings (1 Photocopy of each)				
9. NBI Clearance (1 Original Copy)				
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)				
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)				
12. Application thru Division Website (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph	2.1 Receive and stamp and check completeness of the submitted documents	None	5 minutes	Client

2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists	2.1 Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/ Personnel
3. Received receiving copy of the documents	3.1 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School/District Screenin Committee
	3.2 Submit the endorsed documents to the HR Office through the Records Section	None	1 hour	3.2 Submit the endorsed documents to the HR Office through the Records Section
	3.3 Receive and stamp endorsed documents as received and forward to HR Office	None	5 minutes	Records Section Staff
	3.4 Receive the endorsed documents and verify if the applicant registers online	None	10 minutes	HRMO
	Total	None	2 hours, 10 minutes	

2. Submission of Employment Application (Non-Teaching Related)

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

Office of Division		Personnel Unit		
Classification		Simple		
Type of Transaction		G2G - G2C – Government to Citizen		
Who may avail		Any person who is eligible for the position		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter		<ul style="list-style-type: none"> Applicant 		
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)		<ul style="list-style-type: none"> CSC Website 		
3. Government Issued ID (1 photocopy)		<ul style="list-style-type: none"> Applicant 		
4. Certified true copy of PRC professional ID or CSC eligibility (1 original copy)		<ul style="list-style-type: none"> PRC/ CSC 		
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)		<ul style="list-style-type: none"> School/s attended 		
6. Performance Ratings for the last 3 semesters (1 Photocopy of the 3 Performance Ratings for the last 3 rating periods)		<ul style="list-style-type: none"> Previous/Current employer 		
7. Trainings and Seminars attended (1 Photocopy each)		<ul style="list-style-type: none"> Applicant 		
8. Documentation of Outstanding Accomplishments (1 copy)		<ul style="list-style-type: none"> Applicant 		
9. Electronic-copy of requirements/documents (if available)		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1.Submit the complete pertinent documents to the Records Unit	1.1 Check completeness of documents submitted versus Omnibus Certification	None	10 minutes	Records Officer/ AA VI
	1.2 Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	10 minutes	
2.Receive application receipt	2.1Encode application details	None	10 minutes	HR Unit Staff / HRMO
TOTAL		None	30 minutes per transaction	

D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

Office of Division		Records Unit		
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. Authorization Letter (1 Copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1.1 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 requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	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)
Total		None	40 minutes	

2. Issuance of Requested Documents (CTC 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 teaching, non-teaching personnel and retirees 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 of Division		Records Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen, G2G – Government to Government		
Who may avail		ALL		
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. Authorization Letter (1 Copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (xerox copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	10 minutes	Administrative Staff (Records)
	2.3 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1 Release the document to the client	None	5 minutes	Administrative Staff (Records)
	Total	None	40 minutes	

3. Certification, Authentication, Verification (CAV)

Note: Only the following cases shall be handled in the Division Office (DO 048 s. 2017)

1. Referral from the school of the non-availability of Academic School Record.
2. Results of rating on Alternative Learning Systems A&E Test and Philippine Educational Placement Test (PEPT).
3. Schools that ceased operation for whatever causes wherein the learners' school records are required to be surrendered to the Department of Education pursuant to existing regulations under Department Order 88 s. 2010 date June 24, 2010.

Office of Division		Records Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Referral Form		School		
2. Elementary / Secondary Diploma				
3. School Form 10				
4. School Form 9				
5. Report of Rating in the Accreditation and Equivalency (A&E) Test of the Alternative Learning System (ALS) or Philippine Educational Placement Test (PEPT)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit School Referral Form (SRF)	1.1 Receive the SRF	None	2 minutes	Administrative Staff (Records)
2. Verify records	2.1 Search for the appropriate Academic School Records (ASR) as requested by the school	None	20 minutes	Administrative Staff (Records)
	2.3 If not available, inform the requesting School that it has no record thru a Certification of Non-availability of ASR.	None	15 minutes	Administrative Staff (Records)
	2.3 If not available, inform the requesting School that it has no record thru a Certification of Non-availability of ASR.	None	15 minutes	Administrative Staff/ Records Officer
3. Evaluation of Records	3.1 Checks and validates correctness and completeness of the information in the RF. > if matched, proceed to No. 4	None	10 minutes	Administrative Staff (Records)

	> if unmatched, indicate the discrepancy/ies noted during the evaluation of records			
4. Release of Results of Verification	4.1 Release the ASR to the Requesting School to the requesting school with proper Indorsement	None	15 minutes	Administrative Staff/ Records Officer
	4.2 The Division Records Officer shall immediately inform the RO about the CAV Requests duly approved in the Division thru any of the following means: 1. E-mail; 2. Text; 3. Fax			
5. Recording and Maintenance of the Results of Verification	5.1 Record the release and maintains files of Results of Verification duly acknowledge by the applicant	None	5 minutes	Administrative Staff/ Records Officer
	Total	None	1 hour 22 minutes	

4. Receiving and Releasing of Incoming and Outgoing Communication

The procedure for proper receiving and releasing of communications

Office of Division		Records Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
Who may avail		DepEd Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit official communication/s to the Records Receiving Area	1.1 Receives, reads, sorts, stamps RECEIVED with date, time, initial & ctrl no., logs & routes communication to the Head of Office for notation (Incoming hard & electronic copy)	None	5 minutes	Records Unit Staff
	1.2 Forwards the communication to SDS	None	5 minutes	Records Officer
	1.3 Routes the Communication to concerned unit/s for action	None	5 minutes	SDS & SDS' Secretary
	1.4 Acts on communication routed	None	15 minutes	Unit Head
	1.5 Approves communication and forwards to the Records Section for release	None	5 minutes	SDS & SDS' Secretary
	1.6 Stamps Received/released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (in/outgoing)	None	5 minutes	Records Unit Staff/ Records Officer IV
	Total	None	40 minutes	

Curriculum Implementation Division

E. Curriculum Implementation Division

1. Access to LRMSD Portal

The LRMSD provides access to quality resources from the Regions, Divisions, Cluster/School level including:

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office of Division		Curriculum Implementation Division		
Classification		Simple		
Type of Transaction		G2G - G2C – Government to Citizen		
Who may avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		• Client		
2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders		• LR Portal (lrmsd.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Present any ID card and sign in the logbook	1.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
2. Proceed to the vacant computer and log in using Deped email address	2.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
3.Open browser and search/download/print needed data	3.1. Assist Client (if necessary)	None	10 minutes (Learning materials to be downloaded/printed depending on the client's needs)	Client/LR Staff/Librarian
TOTAL		None	12 minutes	

2. Borrowing Procedures for Books and Other Materials Over Night

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

Office of Division		Curriculum Implementation Division		
Classification		Simple		
Type of Transaction		G2G - G2C – Government to Citizen		
Who may avail		Students and Teaching Related Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		• Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Register to the Borrower's Logbook and present ID and Ask for assistance from the Librarian to locate the title/ subject of the book/ material	1.1 Verify ID and assist client	None	2 minutes	Librarian
2. Present the book/ learning material to the librarian at the circulation counter together with the Employee's ID/ Student's ID then sign the logbook.	2.1. Check the borrower's card/slip and verify records and let the client sign out the logbook	None	5 minutes *per book	Client & Librarian
TOTAL		None	7 minutes	

3. Alternative Learning System (ALS) Enrollment

It provides all 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 of Division		Curriculum Implementation Division		
Classification		Simple		
Type of Transaction		G2G - G2C – Government to Citizen		
Who may avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 2x2 ID picture (2pcs.) with name tag		• Client		
2. Photocopy of Birth Certificate or Baptismal Certificate				
3. Valid ID (Driver's License, Postal ID, Voters ID)				
4. Functional Literacy Test (FLT)		• CID		
5. Assessment for Basic Literacy (ABL)		• CID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit duly accomplished enrolment form with required documents	1.1 Receive enrolment form and documents and record name of applicant	None	5 minutes	CID Personnel
	1.2 Conduct Assessment/ screening in Basic Literacy (ABL) and Functional Literacy Test (FLT) And identify the entry level attained and group clientele/ learners according to literacy level	None	1 hour	
2. Receive details and information regarding learning session	2.1 Inform schedule of learning session	None	10 minutes	
TOTAL		None	1 hour, 15 minutes	

School Governance and Operation Division

F. Planning and Research Section

1. Request for Basic Education Data (External Stakeholder)

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 of Division		Planning and Research		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		External Stakeholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		<ul style="list-style-type: none"> • Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit Letter request address to Records Office	1.1. Receive the letter request from the client and forward it to the SDS	None	10 minutes	Records Unit Personnel, SGOD Personnel
	1.2 Make necessary action as requested in request letter and prepare the Transmittal Letter to be signed by the SDS	None	2 days	Planning Officer
2. Receive the necessary documents	2.1 Release the requested document to the End User/Client	None	3 minutes	Records Officer
TOTAL		None	2 days 13 minutes	

G. Property and Supply Unit

1. Acceptance and Distribution of Textbooks, Supplies and Equipment

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

Office of Division		Property and Supply Unit		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery receipts		• Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Request of textbooks, supplies and equipment	1. Receive delivery receipt of textbooks, supplies and equipment from the supplier	None	30 minutes	Property and Supply Officer
	1.2. Prepare Inspection and Acceptance Report to be signed by the Inspector and the Supply Officer	None	10 minutes	
	1.3 Prepare Issuance Slip/MR and Release the requested textbooks, supplies and equipment to the end user	None	20 minutes	
TOTAL		None	1 hour	

Internal Services

Office of the Schools Division Superintendent

A. Budget Unit

1. Processing of ORS

Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program Implementers are being served in this process as they implement their Programs, Activities and Projects.

Office of Division	Budget Section
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • End-User / Focal Person
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • End-User / Focal Person
Purchase Orders (pre-audited)	
1. AR/ATC (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • Requesting Unit
Biddings	
1. Notice of Award (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • BAC and HOPE
3. Sub-AROs (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • Requesting Unit/ Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • Requesting Unit / PMIS Focal Person
Cash Advances for Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • End User / Claimant
2. Memorandum (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • End User / Claimant
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • End User / Claimant
4. AR/ATC (1 Original Copies, 2 Photocopy)	<ul style="list-style-type: none"> • Requesting Unit / PMIS Focal Person
Reimbursement of Travels	
1. Approved Travel Order (1 Original	

Copies, 2 Photocopy)		<ul style="list-style-type: none"> • Claimant 		
2. Memorandum (1 Original Copies, 2 Photocopy)				
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)				
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy) Official Receipts, Tickets, Travel Reports.				
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)				
6. AR/ATC (1 Original Copies, 2 Photocopy)				
Cash Advances for school MOOE				
1. Copy of Cash/Check Disbursement Registry (CDR)		<ul style="list-style-type: none"> • Assigned District Bookkeeper 		
2. ORS and DV				
Payment of Salaries and Wages (Division Paid)				
1. Payroll, ORS, DV, and other supporting documents		<ul style="list-style-type: none"> • Assigned ADAS District-in-charge (Admin) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS III
	1.2. Review, analyze and verify the documents availability f	None	5 minutes	
	1.3 Certification of allotments availability (ORS Box B)	None	1 minute	Budget Officer
	1.4. Record and posting of entries in BMS	None	10 minutes	ADAS II
	1.5. Generate print- out of ORS	None	2 minutes	ADAS II
	1.6. Forward to Accounting Division	None	5 minutes	ADAS II
TOTAL		None	25 minutes per transaction	

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office of Division		Budget Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G – Government to Government		
Who may avail		Learners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports of Check Issued (RCI) / Advise of Checks issued and Cancelled (ACIC)		<ul style="list-style-type: none"> Cashier's Office 		
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	ADAS II
	1.2. Encode/post the data on the BMS	None	7 minutes	Budget officer/ ADAS
TOTAL		None	10 inutes	

B. Cash Unit

1. Handling of Cash Advances

Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations

Office of Division		Cash unit		
Classification		Simple		
Type of Transaction		G2G - Government To Government		
Who may avail		DepEd Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		<ul style="list-style-type: none"> Accounting Unit 		
2. Certification of No Unliquidated CA's and other Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Unliquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Unliquidated CA's with attached supporting documents	None	15 minutes	Accounting Staff
2. Forward to Head of Agency for Approval	2.1 Approve/ Disapprove request	None	3 minutes	Head of Agency
	2.2 Prepare Advice of Check Issued and Cancelled (ACIC)	None	5 minutes	Cashier
3. Receipt payment	3.1 Release payment	None	5 minutes	Cashier
TOTAL		None	28 minutes	

2. Payment of Salaries and Wages

This is the process in paying the services rendered of Teaching and Non-Teaching Personnel whose salaries are downloaded to the Division Office.

Office of Division		Cash Section		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		DEPED Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTR, Appointment, Report of Service (Form 7), FDS, SO of Leaves.		<ul style="list-style-type: none"> School Head/ Admin Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
2. Submit Supporting Documents	1.1 Receive submitted documents	None	2 minutes	Records Officer / Focal Person / Claimant
	a. Forwards to Admin Personnel for the preparation of ORS, DV, Payroll	None	3 minutes	
	2.1 Checks the submitted documents then prepare ORS, DV, and payroll	None	10 minutes	Admin Focal Person
	2.2 Forwards documents to the AO V for signature (ORS Box A, Payroll Box A)	None	1 minute	Admin Focal Person
	2.3 Certifies the services rendered	None	1 minute	AO V (Admin)
	3. Forwards documents to the Budget Officer for Obligation/ Appropriation	None	1 minute	Admin Focal Person
TOTAL		None	18 minutes	

3. Payment of Travel Reimbursement

This is the process in paying the completed travel of Teaching-Related and Non-Teaching Personnel in the Division Office

Office of Division		Cash Section		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		DEPED Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of Travel Reimbursement Documents		<ul style="list-style-type: none"> Accounting Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1.1 Prepare ACIC and PACSVAL then forwards to the Accountant and Head of Agency for signature/certification and Approval	None	10 minutes	Cashier
	1.2 Receipt of ACIC and PACSVAL from the Head of Agency then delivers to Depository Bank	None	15 minutes	Cashier
TOTAL		None	25 minutes	

C. Information and Communications Technology Unit

1. User Account Management for SDO Personnel

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

Office of 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		
1. ICT Technical Assistance Form		• ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	3 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	5 minutes	ICT Unit
	1.5. Create/delete/ rename account or reset password of client account	None	10 minutes	
	1.6. Give the credentials to the client	None	3 minutes	Client and ICT Unit
TOTAL		None	18 minutes	
2. Emails ICT Unit	2.1. Check Emails Received	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	5 minutes	
	2.3. Create/	None	5 minutes	

	delete/ rename account or reset password of client account			
	2.4. Give the credentials to the sender	None	3 minutes	
TOTAL		None	15 minutes	

2. Troubleshooting of ICT Equipment

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

Office of Division		ICT Unit		
Classification		Simple		
Type of Transaction		G2G - Government To Government		
Who may avail		SDO Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ICT Technical Assistance Form		<ul style="list-style-type: none"> ICT Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	3 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes	ICT Unit
	1.6. 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
	1.7. Give recommendation to the client on what to do	None	5 minutes	ICT Unit
	1.8. Return the equipment to the client	None	3 minutes	ICT Unit
TOTAL		None	1 hour 53 minutes	

3. Uploading of Issuances and Philgeps Publication

This describes the procedures in the uploading of issuances on the official website and Facebook (FB) page.

Office of Division		ICT Unit		
Classification		Simple		
Type of Transaction		G2G - Government To Government		
Who may avail		SDO Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Issuances 2. Announcements 3. Articles 4. Bidding Documents 5. Invitation to Bid 6. Request for Quotation 7. Notice of Award 8. Notice to Proceed 		<ul style="list-style-type: none"> • Records Section • Bids and Awards Committee 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
	1. Receives and verify the Issuances/ Publications to be posted	None	5 minutes	Administrative Assistant III / ICTU
	1.2 Scan the document/s to PDF format	None	5 minutes	
	1.3 Upload the document/s on the website or FB Page	None	5 minutes	
TOTAL		None	15 minutes	

D. 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 of Division		Legal Services Unit		
Classification		Simple		
Type of Transaction		G2G - Government To Government		
Who may avail		SDO Personnel, School-based Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Government issued ID 2. Division Clearance 3. Authorization Letter 		<ul style="list-style-type: none"> • Requesting Entity 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	3 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 <i>*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</i>	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	2 minutes	
TOTAL		None	10 minutes	

E. Personnel Unit

1. 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 of Division		Personnel 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 (2 Original copies)		<ul style="list-style-type: none"> School/ Office of requestor 		
2. Endorsement Letter signed by SDS (2 Original Copies)		<ul style="list-style-type: none"> Personnel Unit 		
3. Equivalent Record Form (3 Original)		<ul style="list-style-type: none"> Personnel Unit 		
4. Plantilla Allocation List (5 Original)		<ul style="list-style-type: none"> Personnel Unit 		
5. Original Transcript of Records – Graduate Studies (1 Original 1 Photocopy)		<ul style="list-style-type: none"> Emanating Graduate School 		
6. Ranklist (for Head Teachers)		<ul style="list-style-type: none"> HRMPSB 		
7. Certification of Units Earned (1 Original 1 Photocopy)		<ul style="list-style-type: none"> Concerned agency 		
8. Service Record/s Private and Public (1 Original 1 Photocopy)		<ul style="list-style-type: none"> Applicant 		
9. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 years (1 Original 1 Photocopy)		<ul style="list-style-type: none"> Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and check for the completeness of the submitted ERF requirements and forwards to the Personnel Unit	None	5 minutes	Records Unit Staff
	1.3 Evaluate and Process ERF application and attached necessary documents like PAL, and Indorsement to DepEd and DBM RO VIII	None	20 minutes	AO II and AO IV Personnel

	1.4 Forward to authorized signatories for signature on ERF Form	None	5 minutes	AO V and SDS
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2. 1 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit Staff
TOTAL		None	3 days and 35 minutes	

2. 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 of Division	Personnel Unit		
Classification	Simple		
Type of Transaction	G2G - Government to Government		
Who may avail	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Vacation Leave 1. CSC Form 6 (2 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)		<ul style="list-style-type: none"> • Personnel Unit • Client 	
Sick Leave 1. CSC Form 6 (2 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)		<ul style="list-style-type: none"> • Personnel Unit • Client 	
Paternity Leave 1. CSC Form 6 (2 original copies) 2. Letter request, if necessary (1 original copy) 3. Marriage Contract (1 photocopy) 4. Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)		<ul style="list-style-type: none"> • Personnel Unit • Client 	
Maternity Leave 1. CSC Form 6 (2 original copies) 2. Letter request, if necessary (1 original copy) 3. Special Order Form (3 original copies) 4. Medical Certificate (1 Copy) 5. Clearance (4 original copies)		<ul style="list-style-type: none"> • Personnel Unit • Client • Admin Section • Client 	
Solo Parent Leave 1. CSC Form No. 6 (Revised 1995) Application for Leave (2 original copies) 2. Letter request, if necessary (1 original copy) 3. Birth Certificate of Child (1 photocopy) 4. Photocopy of Solo Parent ID (1 photocopy)		<ul style="list-style-type: none"> • CSC website/ Front/ Information desk • Client 	
Special Privilege Leave 1. CSC Form No. 6 (2 original copies)		<ul style="list-style-type: none"> • Personnel Unit 	
CLIENT STEPS	AGENCY ACTION	FEES	PROCESSING PERSON

		TO BE PAID	TIME (under normal circumstances)	RESPONSIBLE
1.Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1 Receive the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and check the complete documents	None	5 minutes	Records Unit Staff
	1.3. Forward the complete document to the Personnel for appropriate Action	None	3 minutes	Records Unit Staff
	1.4. Review the submitted complete document and provide appropriate action	None	10 minutes	Personnel Unit Staff
	1.5. Forward to the Office of the SDS and ASDS for Recommendation and Approval/Disapproval	None	3 minutes	Personnel Unit Staff
	1.6. Approve/ Disapprove Form 6	None	5 minutes	SDS
	1.7. Forward the approved/ disapproved Form 6 to the Records Section for release	None	3 minutes	SDS' Secretary
2.Receive the approved/ disapproved Form 6	2.1 Release the approved/ disapproved Form 6	None	5 minutes	Records Unit Staff
TOTAL		None	3 days and 34 minutes	

3. Application for Retirement / Claim for Cash Surrender Value

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 of Division		Personnel 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. Letter of Intent (4 Original Copies)		• Concerned Retiree		
2. Service Record (4 Original Copies)		• Deped Schools Division Office		
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4. Statement of Assets & Liabilities (1 Original Copy, 3 Photocopy)				
5. Certificate of No Pending Administrative Case (1 Original Copy, 3 Photocopy)				
6. CSV Application for Retirement (4 Copies)				
7. Copy of PSIPOP (4 Photocopy)				
8. Certificate of Last Salary Received (1 Original Copy, 3 Photocopy)		• Concerned Retiree		
9. Ombudsman Clearance (1 original copy, 3 Photocopy)				
10. GSIS Application for retirement benefits form (4 original copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit complete requirements for Retirement to Records Unit pre-evaluated by the AO II in charge of the District	1.1 Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2. Stamp RECEIVED complete documents and forwards to HR	None	5 minutes	Records Unit Staff
	1.3. Verify the completeness of the documents and prepare necessary documents	None	15 minutes	HR Unit Staff
	1.4. Forward complete documents to SDS office for signature	None	3 minutes	HR Unit Staff
	1.5. Sign the pertinent documents for retirement	None	3 minutes	SDS and SDS' Secretary

	and forward to the Records Unit			
	1.6. Release, scan and Indorse/Email the application for retirement to the Regional Office	None	10 minutes	Records Unit Staff
TOTAL		None	3 days and 36 minutes	

4. 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	Personnel Unit			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original copy)		• Requesting Party		
2. Clearance from School property custodian/ school head of requesting party/ Schools Division Superintendent (3 original copies)		• Requesting Party		
3. Designation of relieving teacher/ employee in their absence (1 original copy)		• Requesting Party		
4. Indorsement letter from school head/ agency head (1 original copy)		• SDO		
5. Certificate of No pending case (1 original copy)		• Legal Officer III		
6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		• SDO		
7. Invitation (1 Original /photocopy)		• Event Organizer		
8. Estimated Travel Cost (1 Copy)		• Requesting Party		
9. Complete Staff Work (1 Copy)		• Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1 Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details *If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies	None	15 minutes	Records Unit Staff
	1.3 Process the travel documents for endorsement to RO duly signed by the SDS	None	5 minutes	Personnel Unit Staff
	1.4 Release, scan, and endorse/email the travel	None	10 minutes	Records Unit Staff

	documents to RO			
2.Receives travel documents	2.1 Release the signed endorsement and documents	None	10 minutes <i>*Note: Upon receipt from RO</i>	Records Unit Staff
TOTAL		None	3 days and 40 minutes	

5. 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 of Division		Personnel 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)		• Records Section		
2. Letter request (for those personnel no longer connected in the Division)		• Client		
3. Identification Card (1 Original copy)				
4. Photocopy of Payslip		• Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1 Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and forward submitted complete documents	None	2 minutes	Records Unit Staff
	1.3. Verify the complete documents submitted and prepare Certificate of Employment	None	5 minutes	HR Unit Staff
	1.4 Sign the Certificate of Employment	None	3 minutes	AO V
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Records Unit Staff
TOTAL		None	3 days, 12 minutes	

6. 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 of Division		Personnel Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		DepEd Employee/ Former Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Transaction/Request Form (1 copy)		<ul style="list-style-type: none"> Personnel/Records Section 		
2.Latest payslip (1 photocopy)		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1.Accomplish Transaction/ Request Form	1.1 Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and review the request from client and forward to HR	None	3 minutes	Records Unit Staff
	1.3. Prepare and sign the Service Record based on the 201 File and forward it to HRMO for signature	None	5 minutes	HR Unit Staff
	1.4 Signs the Service record and forward to the Records Section for release	None	3 minutes	Records Unit Staff
2. Receive the signed service record	2.1. Release record	None	2 minutes	Records Unit Staff
TOTAL		None	3 days, 13 minutes	

7. Loan Approval and Verification

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

Office of Division		Personnel Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		DepEd SDO Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For GSIS Loans (Policy, Consolidated, Multi-purpose, Computer Loans) <ol style="list-style-type: none"> Recent Pay slip (Original w/ 1 authenticated photocopy) For online transaction: <ol style="list-style-type: none"> Submit request at email address of the SDO Subject: Approval of GSIS Loan 		<ul style="list-style-type: none"> Client 		
For GSIS Financial Assistance Loan (GFAL) <ol style="list-style-type: none"> Recent pay slip (Original w/ 1 authenticated photocopy) Pre-computation sheet from the GSIS Valid Statement of Account signed and issued by the PLIs. Duly accomplished GFAL/Top-up Form (2020 version) Photocopy of Valid ID of authorized employee from the PLI Photocopy of UMID Card and 1 valid ID Picture of member holding the GFAL Form Financial Literacy Quiz 		<ul style="list-style-type: none"> Client 		
For GSIS Educational Loan <ol style="list-style-type: none"> Duly accomplished application form School ID of the child School statement of account of the child 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Apply at the GWAPS Kiosk and submit latest original payslip	1.1 Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive, record, and forward the payslip to the AAO/ AAO Alternate	None	5 minutes	Records Unit Staff
	1.3 Email RPSU for verification	None	5 minutes	AAO / AAO Alternate
	1.4 Receive email after verification from the RPSU	None	5 minutes <i>*Note: Upon receipt from RPSU</i>	AAO / AAO Alternate
TOTAL		None	3 days, 15 minutes	

8. 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 of Division		Personnel Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		New entrants SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Oath of Office –CS Form No. 32 (Revised 2018) (3 original copies)		• Client		
2. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		• Personnel Unit		
3. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment		• Client		
4. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original copies)		• Personnel Unit		
5. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer		• Personnel Unit		
6. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)		• Appointee		
7. Work Experience Sheet (3 original)		• Appointee		
8. Transcript of Records (TOR) (1 original, 2 authenticated photocopy)		• Emanating School		
9. PRC Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Provisional		• PRC or CSC		
10. PRC Authenticated copy of PRC Identification card –if applicable (3 photocopy) – except for Provisional		• PRC		
11. Latest Approved Appointment (3 photocopy) –except for Original		• Appointee		
12. Performance Rating (3 photocopy) – except for Original		• Appointee		
13. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		• Public Physician		
14. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer		• Accredited Health Care Facility		
15. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer		• NBI		
16. PSA Birth Certificate (3 photocopy)		• PSA		
17. Marriage Certificate –if applicable (3 photocopy)		• PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE

1. Submit all documentary requirements pre-evaluated by the AO II of the District	1.1. Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2. Receives and check for the completeness of the submitted requirements for appointment	None	3 minutes	Records Unit Staff
	1.3. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), and Assumption to Duty (CS Form No. 4)	None	30 minutes	AO IV / AO II / HR Staff
	1.4. Forward documents to authorized signatories	None	3 minutes	HR Staff
	1.5 Sign the Position Description Form (PDF)	None	3 minutes	PSDS
	1.5. Sign the certifications at the back of the appointment (CS Form No. 33-A)	None	5 minutes	ASDS
	1.6. Approve Appointment- CS Form No. 33-A, Oath of Office CS Forms No. 32	None	5 minutes	SDS
2. Sign the appointment	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	HRMO / HR Staff
	2.1 Submit appointment with pertinent documents to CSC for attestation.	None	1 hour and 30 minutes	Liaison Officer
3. Receive the approved appointment	4. Record and release the approved appointment to the appointee.	None	5 minutes *Note: Upon receipt from CSC	Records Unit Staff
TOTAL		None	3 days, 2 hours, and 29 minutes	

9. Processing and Payment 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 of Division	Personnel Unit			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail	New entrants SDO 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 authenticated photocopy)		• Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		•		
5. Certificate of Last Payment (1 photocopy)		• RPSU		
6. Clearances (Money & Property accountabilities (3 photocopy)		• School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 photocopy)		• Personnel Unit		
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)		•		
9. Certified Copies of Leave Cards- (1 photocopy)		•		
10. Certification of Leave Credits Earned- (1 original copy)		•		
		•		
For deceased employee:		•		
1. Death certificate (1 original)		• PSA		
2. Marriage Certificate (1 original)		• PSA		
3. Special Power of Attorney (1 original copy, 2 photocopies) if applicable		• Attorney		
4. Birth Certificate of Children (if employee has no living spouse) (1 original copy)		• PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receives the documents and stores it for disinfection	None	3 days	Security Guard
	1.2. Receive and checks the completeness documents	None	3 minutes	Records Unit Staff
	1.3. Forward the complete document to the Personnel for	None	3 minutes	Records Unit Staff

	appropriate Action			
	1.4. Process the submitted complete documents and provide appropriate action	None	30 minutes	Personnel Unit Staff
	1.5. Forward to the Office of the SDS for Approval	None	3 minutes	Personnel Unit
	1.6. Approve and return to the Personnel Section	None	5 minutes	SDS and SDS' Secretary
	1.7. Forward the approved documents to the Budget and Finance section	None	3 minutes	Personnel Unit Staff
	1.8 Process the appropriate funding request and forward to DBM	None	15 minutes	Budget and Finance Section (BFS) Personnel
	1.9 Receive the Notice of Cash Allocation from the DBM and forwards to the BFS Personnel.	None	3 minutes *Note: Upon receipt from DBM	Records Unit Staff
TOTAL		None	3 days, 1 hour and 5 mintes	

10. 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 of Division		Personnel Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		DepEd SDO Employee		
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)		<ul style="list-style-type: none"> Employee / BIR 		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		<ul style="list-style-type: none"> Employee / PSA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Apply at the GWAPS Kiosk and submit latest original payslip	1.1 Receive the documents and stores it for disinfection	None	3 days	Security Guard
	1.2 Receive and check the complete document	None	3 minutes	Records Unit Staff
	1.3 Prepare updates	None	5 minutes	Personnel Unit Staff
	1.4 Record and Release endorsement to Deped Region Office VIII	None	5 hours	Records Unit Staff and Liaison officer
TOTAL		None	3 days, 5 hours, and 8 minutes	

Curriculum Implementation Division

F. 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 of Division		Curriculum Implementation Division		
Classification		Highly Technical		
Type of Transaction		G2G - Government To Government		
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 / CID		
5. Accomplished Quality Assurance Tool		• LR Office		
6. Accomplished Metadata Template for Cataloguing		• LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration		• Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	1 day	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepares and process documents for capability building and forwards to the BAC for Procurement process	None	2 hours	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	3 days	School Head, , Writer, Illustrator, Layout Artist

	2.2. Monitors the conduct of the write shop	None		Division LR Supervisor
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	1 day	SLRQAT
4. Finalize LR ready for endorsement to District/ Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/ Division Quality Assurance Team	5.1 Accept endorsement communication	None	5 minutes	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	1 day	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the Regional Office	None	2 days	Division LR Supervisor
	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 hour	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL		None	16 days, 3 hours, and 5 minutes	

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 of Division		Curriculum Implementation Division		
Classification		Complex		
Type of Transaction		G2G - Government To Government		
Who may avail		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		<ul style="list-style-type: none"> 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	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and record submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID Personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources		1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards to the SLR Evaluation		2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter		2 days	
5. Present the Final	5.1 Review and evaluate the Final Presentation		1 day	

Presentation of SLR	with evaluation tool			
6. Receive the certificate	6.1 Release the certificate		1 day	
TOTAL		None	7 days and 15 minutes	

Schools Governance and Operations Division

G. 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 of Division		Planning Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
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)		• SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1 Receives the letter request from client, records details of the documents and forwards it to the Office of the Schools Governance & Operation Division (OSGOD)	None	5 minutes	Records Unit, Staff, SGOD Personnel
	1.2 Make necessary action as requested in request letter and prepare the transmittal letter to be signed by SDS		2 days	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user		3 minutes	Records Unit Staff
TOTAL		None	2 days and 8 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 of Division		Planning Unit		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		<ul style="list-style-type: none"> Station assignment (to be secured by the concerned employee) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	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		15 minutes	
	1.3 For Action & Provide Data Information needed by Clients		30 minutes	
TOTAL		None	2 days and 8 minutes	

H. Property and Supply Unit

1. Requisition and Issuance of Supplies

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

Office of Division		Property and Supply Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		DEPED Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out Requisition and Issue Slip (RIS) 3 copies – 1 original		<ul style="list-style-type: none"> Employee 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
2. Receive the supplies and the copy of the approved RIS Form	3.1 Release of supplies	None	3 minutes	
TOTAL		None	25 minutes	

2. Property and Equipment Clearance Signing

This process is signing of PECF form retirement, resignation, transfer of division, leave or travel abroad.

Office of Division		Property and Supply Unit		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		DEPED Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original and 1 photocopy		<ul style="list-style-type: none"> Supply Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (under normal circumstances)	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
TOTAL		None	15 minutes	

