



Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BAGUIO CITY

CITIZEN'S CHARTER

2021 (1st Edition)

I. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the Figure 3. DepEd Organizational Structure per DO. 52 s, 2015 SCHOOLS DIVISION OFFICE 8 20th century in order to better define its purpose vis-a-vis the changing administrations and charters. The present-day Department of Education's mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001. The aforementioned RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

II. Vision

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

III. Mission

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

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

IV. Service Pledge

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and nonteaching personnel
- An enabling learning environment

V. LIST OF SERVICES

A. EXTERNAL SERVICES

1. Request for Correction of Request for Correction of Entries in School Records
2. Acceptance of Employment Application for Initial Evaluation (Teaching Position)
3. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)
4. Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment
5. Issuance of Requested Documents (Non-CTC and CTC Documents)
6. Receiving and Releasing of Communication and other Documents
7. Receiving of Administrative Complaints against Teaching and Non-Teaching Personnel
8. Accessing Available Learning Resources from LRMDs Portal
9. Alternative Learning System (ALS) Enrollment
10. Request for Basic Education Data (External Stakeholders)
11. Request for Permit to Conduct Study (Outside Researchers)
12. Issuance of Government Permit, Renewal, Recognition of Private Schools
13. Issuance of Special Orders for Graduation of Private School Learners
14. Application for Senior High School (SHS) Additional Track/Strand
15. Application of Summer Permit for Private Schools

B. INTERNAL SERVICES

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2. Processing of Equivalent Record Forms (ERF)
3. Processing of Leaves
4. Processing of Salaries and Other Emoluments
 - 4.1. Regular Employees

- 4.2. Newly Permanent Employees, ASATIDZ, Substitutes and Job Order Employees
5. Processing of Retirement Papers
6. Processing of Official Travel (Abroad)
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9. Verification of Loan Applications
10. Processing of Application of Provident Loan and Payment
11. Processing of Payments
 - 11.1. Downloading and Utilization of MOOE Allocations of Elementary and Non-Implementing Secondary Schools (Thru Cash Advance)
 - 11.2. Utilization of Downloaded School MOOE
 - 11.3. Processing of Payments for Obligations Made
 - 11.4. Purchases of Goods/Services
 - 11.5. For Travel Reimbursements
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14. Data Management, Educational Planning Reports and Research Management
 - 14.1. Providing Learner Information System (LIS) Technical Assistance
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15. School Health and Nutrition Services
16. School Dental Services
17. Alternative Learning System
 - 17.1. Provisions on Continuing Education – Accreditation and Equivalency System (A&E)
 - 17.2. Issuance of A&E Test Passer or ALS Program Completer's Diploma/Certificate of Rating (COR)/Certificate of Completion (COC)

A. EXTERNAL SERVICES

1. REQUEST FOR CORRECTION OF 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:	Government to Government (G2G), Government to Citizen (G2C)	
Who may avail:	• ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application indicating the entry/entries to be corrected 2. Original birth certificate 3. Certified true copy of Form 137 or School Form 9 or Diploma 4. Affidavit of Two Disinterested Persons 5. Other documents that may be required by the Attorney 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 a representative of the owner of the record) 7. Data Privacy Consent Form		<ul style="list-style-type: none"> • Client • Philippine Statistics Authority • School • Client • Client • Client • Legal Unit

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act.	1.1. Receive and record to the logbook then forward to the SDS for appropriate action.	None	10 minutes	Administrative Assistant
	1.2. Forward the request and attachments to the Legal Unit.	None	5 minutes	Administrative Assistant
	1.3. Check the correctness of the requirements then prepare the Resolution for correction.	None	1 day	Attorney III/ Administrative Assistant
	1.4. Forward to SDS for signature	None	5 minutes	Attorney III/ Administrative Assistant
	1.5. A signed Resolution will	None	1 day	Administrative Assistant

	be issued by the SDO to the public or private school concerned to change the entries in the school records of the applicant. A copy will also be forwarded to the Records Section to be released to the applicant.			
2. Receive a copy of the Order	2.1. Release a copy of the Order to the applicant and to the concerned school.	None	5 minutes	Administrative Assistant
TOTAL		None	2 days and 25 minutes	

2. ACCEPTANCE OF EMPLOYMENT APPLICATION FOR INITIAL EVALUATION (TEACHING POSITION)

As stated in enclosure to DepEd Order No. 7, s. 2015, the DepEd recognizes that the success of any education system greatly relies on the competence of its teachers. Hence, one of the primary issues the Department aims to address through its comprehensive implementation of the K to 12 Basic Education Program is the need for highly competent teachers in public elementary and secondary schools. The program plans to achieve this objective through significantly improving professional standards that will better ensure that the teachers hired are able to substantially contribute to the development of lifelong learners. Furthermore, the hiring system is also set to provide opportunities for the absorption of all qualified kindergarten volunteers and LGU-hired teachers into the national plantilla.

Office or Division:	Personnel Unit
Classification:	Highly Technical
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	<ul style="list-style-type: none"> • Applicant who is with a valid professional license issued by PRC and who meets the requirements for evaluation and selection applied by the Division • <i>Bona fide</i> resident of the City of Baguio for at least six months who declared himself/herself as resident of a particular barangay in the Personal Data Sheet

	<ul style="list-style-type: none"> List of candidates who obtained an overall score of seventy (70) points and above based on the criteria provided in the hiring guidelines issued by DepEd.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application letter with complete set of requirements as follows:</p> <ol style="list-style-type: none"> CSC Form 212 with the latest 2x2 ID picture Certified photocopy of the PRC professional identification card or PRC Certificate of Registration/License Certified photocopy of ratings obtained in the Licensure Examination for Teachers/Professional Board Examination for Teachers Certified copy of the Transcript of records for baccalaureate course Copies of the service record, performance ratings and school clearance for those with teaching experience Certificate of specialized trainings, if any Certified copy of Voter's ID and/or proof of residency NBI clearance Omnibus certification of authenticity and veracity of all documents submitted, signed by the applicant 	<ul style="list-style-type: none"> Can be downloaded at www.csc.gov.ph Professional Regulation Commission Professional Regulation Commission Applicant's school Applicant's employer Agency/company where the applicant took the training Comelec/Barangay National Bureau of Investigation Notary Public

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written application with the documentary requirements as indicated above to the nearest elementary and secondary school	1.1. Receive the application and verify documents submitted as to completeness and authenticity.	None	30 minutes	School Head
	1.2. Submit the list of applicants together with their pertinent documents to the Division Selection Committee (DSC).	None	1 day	School Head

	1.3. Receive the list of applicants with the corresponding documents.	None	1 day	Division Selection Committee Secretariat
	1.4. Assessment of documents, skills demonstration, interview and demo teaching.	None	5 days	Division Selection Committee
	1.5. Post the complete results in at least three (3) conspicuous places in the Division.	None	10 days	Division HRMO
	1.6. Appoint from the qualified applicants recommended by the School Selection Committee in the school/district where the vacancy exists.	None	1 day	Schools Division Superintendent
TOTAL		None	18 days and 30 minutes	

3. ACCEPTANCE OF EMPLOYMENT APPLICATION FOR INITIAL EVALUATION (NON-TEACHING AND TEACHING-RELATED POSITIONS BOTH PROMOTION AND ENTRY)

Employing the right person in the right position is vital as it contributes to the success of the Division. Hence, it is also essential to strengthen the selection process for other teaching, related teaching and non-teaching personnel and to further achieve the principle of merit and fitness; objectivity and uniformity as emphasized in DepEd Order no. 66, s. 2007.

Office or Division:	Personnel Unit
Classification:	Highly Technical
Type of Transaction	Government to Government (G2G), Government to Citizen (G2C)
Who may avail:	<ul style="list-style-type: none"> • Teaching • Related Teaching

• Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application letter with complete set of requirements as follows:</p> <ol style="list-style-type: none"> CSC Form 212 with the latest 2x2 ID picture Performance Ratings for the last three (3) rating periods Service Record/Certificate of Employment/Appointment/Contract of Service Authenticated Certificate of Eligibility/Rating/License (whichever is applicable) Authenticated Official Transcript of Record/Certification of Completion of Academic Requirements for Masters/Doctors Degree Proof of outstanding accomplishments <ul style="list-style-type: none"> Outstanding Employee Award Innovations Research and Development Project Publication/Authorship Consultancy/Resource Speakership Certificate of trainings/seminars/workshops Certificate of specialized trainings Certificate of participation as Chairperson/Co-Chair in technical/planning Committee 	<ul style="list-style-type: none"> Can be downloaded at www.csc.gov.ph Applicant's employer/s Applicant's employer/s Professional Regulation Commission Applicant's school Agency/company/school/office where the employee awarded with outstanding accomplishments Agency/school/office where employee took the training Agency/school/office where employee took the training Agency/school/office where employee took the training

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Watch for published vacant positions in the CSC Bulletin of Vacant Position or DepEd Baguio websites/bulletin board	1.1. Publish vacant positions in the CSC Bulletin of Vacant Position, DepEd website and office bulletin board	None	10 days	HRMO

2. Submit a written application with the documentary requirements as indicated above to the school for Teacher II and III positions and to the Division Office for Master Teacher, Related Teaching and Non-Teaching Personnel positions.	2.1. Receive the application and verify documents submitted as to completeness and authenticity.	None	15 minutes	Records Officer
	2.2. Conduct preliminary evaluation of the qualifications of the applicants vis-à-vis the approved QS	None	1 day	HRMO
	2.3. Prepare selection line-up/listing of candidates for further evaluation and post said list at the SDO Bulletin Board for information and comment of candidates.	None	1 day	HRMO
	2.4. Conduct paper assessment/ written examination/ skills test and interview of qualified applicants.	None	5 days	HRMPSB
	2.5. Inform the candidates of the final result of assessment	None	2 days	HRMO
	2.6. Submit to the appointing authority the short list of five ranking candidates or less, (depending on the number of candidates)	None	30 minutes	HRMO

	based on assessment of determinant factors.			
	2.7. Appoint the most qualified for appointment to the vacant position.	None	1 day	Appointing Authority
TOTAL		None	20 days and 45 minutes	

4. INSPECTION, ACCEPTANCE AND DISTRIBUTION OF TEXTBOOKS, SUPPLIES AND EQUIPMENT

This service is the issuance and receiving of the textbooks, supplies and equipment that are needed for Elementary & non-implementing Secondary Schools.

Office or Division:	Supply Unit				
Classification:	Complex				
Type of Transaction	Government to Government (G2G)				
Who may avail:	• DepEd Employees				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. Delivery receipts 2. Inspection and Acceptance report/ Property Transfer Report 3. Requisition and Issuance Slip </td><td> • Supplier • Employee/Supply Office • Supply Office </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Delivery receipts 2. Inspection and Acceptance report/ Property Transfer Report 3. Requisition and Issuance Slip	• Supplier • Employee/Supply Office • Supply Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Delivery receipts 2. Inspection and Acceptance report/ Property Transfer Report 3. Requisition and Issuance Slip	• Supplier • Employee/Supply Office • Supply Office				

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the textbook and/or equipment together with the receipts.	1.1. Receive textbooks and/or equipment from suppliers.	None	1 day	Supply Personnel
	1.2. Check the quantity of the items received by comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer	None	1 day	Supply Personnel

	Report of originating office.			
	1.3. Inspect, verify and approve the receipt of textbooks and/or equipment.	None	2 hours	Supply Personnel
	1.4. Prepare the Inventory Custodian Slip (ICS) and Requisition and Issuance Slip (RIS) for recipient.	None	1 day	Supply Personnel
	1.5. Review and approve the ICS/RIS.	None	1 day	Supply Officer
	1.6. Inform the Recipient Schools for the distribution of textbooks and/or equipment.	None	1 day	Supply Personnel
	1.7. Preparation of distribution list and in coordination with district/ schools.	None	2 hours	Supply Personnel
2. Receive the textbooks and/or equipment by the recipient schools.	2.1. Distribute the textbook and/or equipment together with the copy of signed Inventory Custodian Slip.	None	1 day	Supply Personnel/ Supply Officer
TOTAL		None	6 days and 4 hours	

5. ISSUANCE OF REQUESTED DOCUMENTS (NON-CTC AND CTC DOCUMENTS)

Upon request, Certified True Copy and Non-Certified True Copy documents may be issued to clients for specific and/or reference purposes. These

documents pertain to personal records of the client/employee such as appointment papers, SALN, PDS, etc.

Office or Division:	Records and Personnel Unit				
Classification:	Simple				
Type of Transaction	Government to Government (G2G)				
Who may avail:	• Teaching and Non-Teaching Personnel				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. Valid Identification Card 2. Client Request Form 3. Authorization letter (if requested by other person on the requesting person's behalf) </td><td> • Client's place of assignment • SDO Front Desk • Requesting person </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Valid Identification Card 2. Client Request Form 3. Authorization letter (if requested by other person on the requesting person's behalf)	• Client's place of assignment • SDO Front Desk • Requesting person
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. Valid Identification Card 2. Client Request Form 3. Authorization letter (if requested by other person on the requesting person's behalf)	• Client's place of assignment • SDO Front Desk • Requesting person				

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit the duly filled out Client Request Form together with valid ID.	1.1. Receive and evaluate the duly accomplished Client Request Form and valid ID.	None	5 minutes	Administrative Assistant/ Records Officer
	1.2. Search for the requested document.	None	15 minutes	Administrative Assistant/ Records Officer
	1.3. Print the requested document and stamp <i>Certified True Copy</i> whenever necessary.	None	10 minutes	Administrative Assistant/ Records Officer
2. Receive the requested document and sign logbook.	2.1. Photocopy the valid ID presented by the client and release the requested document/s.	None	10 minutes	Administrative Assistant/ Records Officer
TOTAL		None	40 minutes	

6. RECEIVING AND RELEASING OF COMMUNICATION AND OTHER DOCUMENTS

Original copies of DepEd approved documents that originated from the Schools Division Office that are in the custody of the Records Unit may be

released. Likewise, documents for action, approval and signing of SDO officials are received and submitted in the said unit.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • Internal Clients – SDO Employees • External Clients – School Employees • Private and Government Agencies
CHECKLIST OF REQUIREMENTS	
1. Valid Identification Card 2. DepEd Email address, if applicable 3. Client Request Form 4. Authorization letter (if requested by other person on the requesting person's behalf)	WHERE TO SECURE <ul style="list-style-type: none"> • Client's place of assignment • SDO ICT Department • SDO Front Desk • Requesting person

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
** <u>RELEASING</u> 1. Accomplish and submit the duly filled out Client Request Form together with valid ID.	1.1. Receive and evaluate the duly accomplished Client Request Form and valid ID.	None	5 minutes	Administrative Assistant/ Records Officer
	1.2. Search for the requested document.	None	15 minutes	Administrative Assistant/ Records Officer
2. Receive the requested document and sign logbook.	2.1. Photocopy the valid ID presented by the client and release the requested document/s.	None	5 minutes	Administrative Assistant/ Records Officer
** <u>RECEIVING</u> 1. Submit documents for signature and/or for approval.	1.1. Stamp date of receipt and receive documents submitted.	None	5 minutes	Administrative Assistant/ Records Officer
	1.2. Log the documents in the logbook and	None	15 minutes	Administrative Assistant/ Records Officer

	properly turn over to the personnel in-charge.			
TOTAL		None	45 minutes	

7. RECEIVING OF ADMINISTRATIVE COMPLAINTS AGAINST TEACHING AND NON-TEACHING PERSONNEL

Complaint is a statement that an unlawful act or omission was allegedly committed. Submission of a written complaint charging a public officer/employee and other persons alleged to be in conspiracy with the public officer/employee for violation of laws or regulations.

Office or Division:	Legal Unit								
Classification:	Simple								
Type of Transaction	Government to Citizens (G2C), Government to Business (G2B)								
Who may avail:	<ul style="list-style-type: none"> • Non-teaching employees • Teaching/teaching related employees • Public 								
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. Sworn written administrative Complaint containing the following (1 Original Copy): <ul style="list-style-type: none"> • Full name and Address of Complainant • Full name, address, position and office of the person complained of • A narration of the acts or commissions as allegedly committed by the person </td><td> <ul style="list-style-type: none"> • Client </td></tr> <tr> <td>2. Documentary Evidence and Affidavits of witnesses, if any</td><td> <ul style="list-style-type: none"> • Client </td></tr> <tr> <td>3. Certification of Non-forum Shopping</td><td> <ul style="list-style-type: none"> • Client </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Sworn written administrative Complaint containing the following (1 Original Copy): <ul style="list-style-type: none"> • Full name and Address of Complainant • Full name, address, position and office of the person complained of • A narration of the acts or commissions as allegedly committed by the person 	<ul style="list-style-type: none"> • Client 	2. Documentary Evidence and Affidavits of witnesses, if any	<ul style="list-style-type: none"> • Client 	3. Certification of Non-forum Shopping	<ul style="list-style-type: none"> • Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE								
1. Sworn written administrative Complaint containing the following (1 Original Copy): <ul style="list-style-type: none"> • Full name and Address of Complainant • Full name, address, position and office of the person complained of • A narration of the acts or commissions as allegedly committed by the person 	<ul style="list-style-type: none"> • Client 								
2. Documentary Evidence and Affidavits of witnesses, if any	<ul style="list-style-type: none"> • Client 								
3. Certification of Non-forum Shopping	<ul style="list-style-type: none"> • Client 								

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Division Office or Legal Assistance link at	1.1. Evaluate the completeness of the requirements	None	30 minutes	Attorney III/ Administrative Assistant

www.deped pines.com.				
2. Receive Client's Copy of the Complaint.	2.1. Return Client's receiving copy of the Complaint.	None	5 minutes	Attorney III/ Administrative Assistant
TOTAL		None	35 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.

8. 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 Citizens (G2C)			
Who may avail:	• All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop with Internet Connection 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		• Client • Can be accessed at https://lrmds.deped.gov.ph (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)		

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the LRMDs Portal (New Account).	1.1. Access https://lrmds.deped.gov.ph	None	1 minute	Client
	1.2 Assist client in the creation of LR Account	None	5 minutes	EPS-LR/PDO
	1.3 Log-in to the LR Portal/assist in technical issue	None	2 minutes	EPS-LR/PDO
2. Request for the 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	5 minutes	EPS-LR/PDO
	2.4. Send email notification for new password.	None	2 minutes	EPS-LR/PDO
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 your username and password.		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu		None	1 minute	Client

b. Filter Menu				
7. Select from the List of the specific LRs needed	7.1 Provide the LR number code of the desired resources (upon request)	None	5 minutes	PDO/Librarian
8. Click View button to check the details of the selected LRs		None	1 minute	Client
9. Click Download button to save the digital copy of the selected LRs		None	3 minutes	Client
10. Provide feedback/s on the LRs downloaded by providing comments on the Add New Comment box (Optional)		None	2 minutes	Client
11. Sign-out of the LR Portal		None	1 minute	Client
TOTAL		None	35 minutes	

9. ALTERNATIVE LEARNING SYSTEM (ALS) ENROLLMENT

Office or Division:	Alternative Learning System Office	
Classification:	ALL	
Type of Transaction	Complex	
Who may avail:	All interested individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance of the interested individual		• N/A
2. Enrolment form		• ALS

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General inquiry about Alternative Learning System.	1.1. Identify training needs.	None	5 minutes	EPSA/Mobile Teacher/DALSC/Administrative Aide/Division ALS Focal Person
2. Fill up the enrolment form.	2.1. Receive duly accomplished enrolment form.	None	10 minutes	EPSA/Mobile Teacher/DALSC/Administrative Aide/Division ALS Focal Person
3. Attend orientation.	3.1. Conduct ALS Literacy Cum Livelihood Skills Orientation.	None	40 minutes	EPSA/Mobile Teacher/DALSC/Administrative Aide/Division ALS Focal Person
4. Attend learning sessions.	4.1. Conduct learning sessions.	None	7 days	Livelihood Skill Trainer
5. Attend Livelihood Graduation	5.1. Conduct Literacy Cum – Livelihood Skills Training Completion Ceremony.	None	1 hour and 30 minutes	Division ALS Focal Person/DALSC/Mobile Teacher/School Heads/Punong Barangay/Livelihood Skill Trainer
TOTAL		None	7 days, 2 hours and 25 minutes	

10. REQUEST FOR BASIC EDUCATION DATA/INFORMATION (EXTERNAL STAKEHOLDERS)

Requested educational planning data/information as requested by other agencies and private individuals or non-government organizations include data on enrolment, 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	SGOD-Planning and Research Section
Classification	Simple
Type of Transaction	Government to Business (G2B)

	Government to Citizen (G2C) Government to Government (G2G)
Who may avail?	Other Government Agencies, Non-government agencies and Individuals
CHECKLIST OF THE REQUIREMENTS	WHERE TO SECURE
1. Request letter addressed to the SDS with clearly and specifically identified data to be requested.	Client

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Record Section or send email at the office's official email address	1.1. Receive the request letter from any requesting office/agency/client specifying their purpose	None	3 minutes	Planning and Research Staff
2. Wait for the office response	2.1. Record the data request and check any available data/report in response to the said request	None	10 minutes	Planning Office Staff
	2.2. Forward letter to the SDS office for approval	None	10 minutes	Planning Office Staff
	2.3. Upon the receipt of the approved request letter, prepare available data/report for printing if any. If no available data, gather and consolidate data from the field or use other resources to comply with the requesting office/agency/client	None	2 days	Planning Office Staff
3. Receives communications from the Planning	3.1. Give information/data/document as requested	None	20 minutes	Planning and Research Staff

and Research Section				
TOTAL		None	2 days and 43 minutes	

11. REQUEST FOR PERMIT TO CONDUCT STUDY (OUTSIDE RESEARCHERS)

Private individuals or non-government organizations who would like to conduct their study within DepEd institutions and schools shall secure their permits from the Schools Division Office. Requests must be officially communicated through proper channels.

Office or Division	Planning and Research Section
Classification	Complex
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G)
Who may avail?	Researchers outside the organization
CHECKLIST OF THE REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Permit to conduct study letter endorsed by the dean Research Questionnaire Research Sampling/List of participants 	Client Client Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements as indicated above	1.1. Receive the requirements	None	1 minute	SDRC-Secretariat
	1.2. Review the completeness required documents	None	3 minutes	SDRC-Secretariat
	1.3. Log the details and forward the permit to conduct study letter to the Division Research Coordinator (DRC) for possible discussion if needed and further evaluation. Countersign beside the name of the SDS	None	1 minute	SDRC-Secretariat

	if the study is good to be conducted in the Division			
	1.4. Forward to the SDS office for approval of the permit letter	None	3 days	SDRC-Secretariat
	1.5. Receive the approved permit to conduct study letter from the SDS office	None	1 minute	SDRC-Secretariat
	1.6. Log the details and assign tracking number and notify the outside researcher for the approved permit to conduct study	None	2 minutes	SDRC-Secretariat
2. Receive approved request letter	2.1. Release the approved permit to conduct study letter to outside researcher after outside researcher signs the acknowledgment slip to furnish the SDO a copy of the final research manuscript of the conducted study Give a copy of the acknowledgment slip to the outside researcher.	None	1 day	SDRC-Secretariat
TOTAL		None	4 days and 8 minutes	

12. 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 (SMME) Section
Classification:	Highly Technical

Type of Transaction	Government to Business (G2B), Government to Citizen (G2C)		
Who may avail:	• Private Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Board Resolution – must be certified by the Corporate Secretary (for new/recognition)		• School applicant	
2. 1 copy of notarized comprehensive Feasibility Study (for new/recognition)		• School applicant	
3. 1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition		• School applicant	
4. 1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC) (for new/recognition)		• Security and Exchange Commission (SEC)	
5. 1 copy of Copy of Transfer Certificate of Title of school sites (for new/government recognition)		• School applicant	
6. Documents of ownership of school building(s) (for new/recognition)		• School applicant	
7. 1 copy of Certificate of Occupancy signed by proper authorities (for new/ recognition)		• School applicant	
8. 1 copy of Class program of the classes offered (for new/recognition)		• School applicant	
9. 1 copy of Qualitative Evaluation Processing Sheet (for SHS application)		• EPS-in-charge of Private Schools	
10. School Bond (for new/recognition)		• DepEd Regional Office	
11. Latest Enrolment Data (for renewal)		• Division Planning Office	
12. Copy of the Updated Government PTO (for renewal)		• School applicant	
13. Ocular Inspection Report (for new/recognition/renewal)		• School Management, Monitoring & Evaluation (SMME) Section	
14. Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		• School Management, Monitoring & Evaluation (SMME) Section	

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements (printed or electronic) for pre-validation	1.1. Receive and record the documents thru DTS/Logbook with assign tracking number,	None	5 minutes	Administrative Assistant/ Records Officer

purposes thru the Records Section.	then forward to the SGOD Chief.			
	1.2. Receive documents by SGOD Chief and route to designated/in-charge for Private School.	None	5 minutes	SGOD Chief
	1.3. Process and evaluate the documentary requirements received.	None	5 days	School Management, Monitoring & Evaluation (SMME) Staff
	1.4. Conduct onsite validation to school applicant.	None	3 days	SEPS (SMME), EPS (CID), EPS (SGOD), PSDS (CID), Engineer
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	SEPS (SMME), EPS (CID), EPS (SGOD), PSDS (CID), Engineer
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	SEPS (SMME), EPS (CID), EPS (SGOD), PSDS (CID), Engineer
3. Submit lacking documents (if any) and comply with the monitoring tool/ checklist of requirements.	3.1. Receive the lacking documents/prepare the endorsement to Regional Office	None	1 day	EPS II (SMME), SEPS (SMME)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to the Regional	None	1 hour	Administrative Assistant/ Records Officer

	Office for appropriate action.			
4. Receive the information thru email/ SMS that status of application has been forwarded to the Regional Office.	4.1. Inform the school applicant that the application has been forwarded to the Regional Office.	None	10 minutes	EPS II (SMME), SEPS (SMME)
TOTAL		None	10 days, 4 hours and 20 minutes	

13. ISSUANCE OF SPECIAL ORDERS FOR GRADUATION OF PRIVATE SCHOOL LEARNERS

The Schools 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:	School Management, Monitoring & Evaluation (SMME) Section
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
Application documents (1 original 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) • PSA Birth Certificate 	<ul style="list-style-type: none"> • School applicant

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO.	1.1. Receive, stamp, and log in the logbook the application from the school and forward to the SMME Section.	None	10 minutes	Administrative Assistant/ Records Officer
	1.2. Forward documents to the SGOD Chief and route to designated/in-charge for private school.	None	5 minutes	Administrative Assistant/ Records Officer, SMME/ Alternate Focal
	1.3. Process, evaluate the documentary requirements and prepare the indorsement.	None	5 days	SMME/ Alternate Focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	Administrative Assistant/SDS
	1.5. Refer to the Records Unit and release to the Regional Office for appropriate action.	None	1 hour	Administrative Assistant/ Records Officer
TOTAL		None	6 days, 1 hour and 15 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.

14. 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:	School Management, Monitoring & Evaluation (SMME) Section
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 Application documents (1 original each document) <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course - Demand for the graduates - Prospective learners - Existing schools offering one same course within the community • Articles of Incorporation and By-Laws • Copy 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 bond 	<ul style="list-style-type: none"> • School applicant

<ul style="list-style-type: none"> • 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 <p>B.SHS NEW APPLICATION OR ADDITIONAL TRACK/STRAND</p> <p>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: <ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (a) Qualifications; 	<ul style="list-style-type: none"> • School applicant
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<ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services • A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: <ul style="list-style-type: none"> (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: <ul style="list-style-type: none"> (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	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO.	1.1. Receive, stamp, and log in the logbook the application from the school and forward to the SMME Section.	None	10 minutes	Administrative Assistant/ Records Officer
	1.2. Forward documents to the SGOD Chief and route to designated/in-charge for private school.	None	5 minutes	Administrative Assistant/ Records Officer, SMME/ Alternate Focal
	1.3. Process, evaluate the documentary requirements and prepare the indorsement.	None	5 days	SMME/ Alternate Focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	Administrative Assistant/SDS
	1.5. Refer to the Records Unit and release to the Regional Office for appropriate action.	None	1 hour	Administrative Assistant/ Records Officer
TOTAL		None	6 days, 1 hour and 15 minutes	

15. 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 & Evaluation (SMME) Section
Classification:	Complex

Type of Transaction	Government to Business (G2B)	
Who may avail:	• Any private school with summer enrollees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application documents (1 original 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 		<ul style="list-style-type: none"> • School applicant • School applicant • School applicant • School applicant • School applicant • School applicant/Teachers • PTA/PTCA • Parents/Guardians • School applicant

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO.	1.1. Receive, stamp, and log in the logbook the application from the school and forward to the SMME Section.	None	10 minutes	Administrative Assistant/ Records Officer
	1.2. Forward documents to the SGOD Chief and route to designated/in-charge for private school.	None	5 minutes	Administrative Assistant/ Records Officer, SMME/ Alternate Focal
	1.3. Process, evaluate the documentary requirements and	None	5 days	SMME/ Alternate Focal

	prepare the indorsement.			
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	Administrative Assistant/SDS
	1.5. Refer to the Records Unit and release to the Regional Office for appropriate action.	None	1 hour	Administrative Assistant/ Records Officer
TOTAL		None	6 days, 1 hour and 15 minutes	

B. INTERNAL SERVICES

1. PROCESSING OF APPOINTMENTS

The process starts with the receipt of documentary requirements from the appointee which are subsequently evaluated by the HRMO as to veracity and completeness.

Office or Division:	Personnel Unit																						
Classification:	Complex																						
Type of Transaction	Government to Government (G2G), Government to Citizen (G2C)																						
Who may avail:	<ul style="list-style-type: none"> • Teaching • Related Teaching • Non-Teaching Personnel 																						
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td>1. Personal Data Sheet (Form 212)</td><td>• Can be downloaded at www.csc.gov.ph</td></tr> <tr> <td>2. SALN</td><td>• Can be downloaded at www.csc.gov.ph</td></tr> <tr> <td>3. PRC License/Board Rating</td><td>• Professional Regulation Commission</td></tr> <tr> <td>4. Oath of Office</td><td>• Schools Division Office</td></tr> <tr> <td>5. Position Description Form (CS Form 3)</td><td>• Schools Division Office</td></tr> <tr> <td>6. NBI Clearance</td><td>• National Bureau of Investigation</td></tr> <tr> <td>7. Medical Examination Results (Urinalysis, Blood Test, Drug Test, Neuro – psychiatric Exam)</td><td>• Medical clinic/diagnostic centers</td></tr> <tr> <td>8. Birth Certificate</td><td>• Philippine Statistics Authority</td></tr> <tr> <td>9. Marriage Contract (if applicable)</td><td>• Philippine Statistics Authority</td></tr> <tr> <td>10. Clearance from private or public institution or school (if applicable)</td><td>• Applicant's previous employer</td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Personal Data Sheet (Form 212)	• Can be downloaded at www.csc.gov.ph	2. SALN	• Can be downloaded at www.csc.gov.ph	3. PRC License/Board Rating	• Professional Regulation Commission	4. Oath of Office	• Schools Division Office	5. Position Description Form (CS Form 3)	• Schools Division Office	6. NBI Clearance	• National Bureau of Investigation	7. Medical Examination Results (Urinalysis, Blood Test, Drug Test, Neuro – psychiatric Exam)	• Medical clinic/diagnostic centers	8. Birth Certificate	• Philippine Statistics Authority	9. Marriage Contract (if applicable)	• Philippine Statistics Authority	10. Clearance from private or public institution or school (if applicable)	• Applicant's previous employer
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10. Clearance from private or public institution or school (if applicable)	• Applicant's previous employer																						

11. Certification/Affidavit that the appointee is not currently employed in any institution	• Notary Public
12. Extract of Separation (transferees from other Divisions)	• Applicant's previous employer

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements as indicated above for appointment.	1.1. Receive from the appointee the necessary documents and check their veracity and completeness.	None	30 minutes	HRMO/HRMA
	1.2. Prepare appointment form of the appointee.	None	1 day	HRMO
	1.3. Forward appointment form to ASDS (HRMP SB Chairman) for certification that the appointee has been thoroughly screened, and to SDS for signing and effectivity of appointment.	None	2 days	HRMO/HRMA
	1.4. Submit copy of appointment/RAI to CSC Field Office.	None	10 minutes	HRMO/HRMA
	1.5. Release original copy of appointment to the appointee	None	30 minutes	Records Officer
TOTAL		None	3 days, 1 hour and 40 minutes	

2. PROCESSING OF EQUIVALENT RECORD FORMS (ERF)

ERF is a document indicating the educational preparation, training, teaching experience, and extra-curricular activities for professional growth undertaken by a teacher which will be used to validate the classification level of a teacher, and which may result in a change in any or all of the position attributes: position title, level and salary grade.

Office or Division:	Personnel Unit
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	• Teaching staff
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a. Determination of classification level</p> <p>a.1. For Teacher I – Teacher II Any of the following:</p> <ol style="list-style-type: none"> 1. BSE + 20 MA units 2. BSE + 20 years in service 3. BSE + 18 MA units + 6 years in service 4. BSE + 15 MA units + 8 years in service <p>a.2. For Teacher III Any of the following:</p> <ol style="list-style-type: none"> 1. All holders of MA Degree 2. BSE + 20 MA + 20 years in the service 3. MA Equivalent + years in service + trainings and seminars <p>b. Documentary Requirements (All in 4 copies)</p> <ol style="list-style-type: none"> 1. Equivalent Record Form 2. Original Transcript of Records 3. Sworn Statement of the teacher in compliance w/ the provision of DO # 12, s. 1962 if the teacher enrolled/ studied in a PRIVATE SCHOOL. 4. CERTIFICATION OF GRADUATION/CERTIFICATION on the area of specialization in the given course stating the NO. OF UNITS finished with NO. OF LACKING UNITS to finish the course. 	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Applicant's school • Applicant's self-sworn statement (can be placed at the back of OTR) • Applicant's school

5. Original study permits/leaves/ scholarship agreement 6. Service record 7. Latest Performance Rating with at least Very Satisfactory for the last 2 rating periods 8. Latest appointment 9. Certificate of trainings/seminars of at least 3 consecutive days	<ul style="list-style-type: none"> • Schools Division Office/applicant's school • Applicant's employer • Applicant's employer <ul style="list-style-type: none"> • Applicant's copy • Agency/school where the applicant took the training
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit folder containing the ERF Form with all the supporting documents stated above.	1.1. Receive documents, check and forward to the personnel in-charge.	None	30 minutes	Records Officer/ Authorized Employee
	1.2. Receive documents and verify authenticity.	None	10 minutes	Administrative Officer II/ Authorized Employee
	1.3. Evaluate documents to determine the classification level	None	1 day	Administrative Officer II/ Authorized Employee
	1.4. Forward documents to the AO for certification and to the SDS for recommending approval	None	2 days	Administrative Officer V/ Schools Division Superintendent, SDS Secretary
	1.5. Update ERF Monitoring Sytem and prepare endorsement to the Regional Office.	None	30 minutes	Administrative Assistant/ Authorized Employee

	1.6. Forward documents to the Records Section for release	None	5 minutes	Administrative Assistant/ Authorized Employee
TOTAL		None	3 days, 1 hour and 15 minutes	

3. PROCESSING OF LEAVES (FORM 6)

Leave of absence is a right granted to employees not to report for work with or without pay as may be provided by law and as the rules prescribed in Rule XVI of Executive Order No. 292. Employees are required to file their leave applications using CS Form 6 whenever they go on leave of absence.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	• Regular Employee/s (Teaching and Non-Teaching Staff)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
a) <u>SICK LEAVE</u> **15 calendar days and below 1. Form 6 2. Medical Certificate (if leave of absence is more than 5 days) **More than 15 Calendar days 1. Form 6 2. Letter of Intent 3. Medical Certificate (F41) 4. School Clearance (School-based only) 5. Division Clearance (Division-based only)	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Physician • Can be downloaded at www.depedpines.com • Employee • Can be downloaded at www.depedpines.com • Employee's employer/school • Can be downloaded at www.depedpines.com
b) <u>VACATION LEAVE</u> 1. Form 6 2. Letter of Intent (<i>Specify NO intent to travel abroad</i>) 3. School Clearance 4. Division Clearance	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Employee's employer/school • Can be downloaded at www.depedpines.com
c) <u>PATERNITY LEAVE</u> 1. Form 6	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com

2. Photocopy of Marriage Contract 3. Photocopy of Child's Birth Certificate	<ul style="list-style-type: none"> • Philippine Statistics Authority • Philippine Statistics Authority
d) <u>SOLO PARENT LEAVE</u> 1. Form 6 2. Photocopy of Valid Solo Parent ID	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Department of Social Welfare and Dev't
e) <u>TRAVEL ABROAD</u> 1. Form 6 2. Letter of Intent 3. School Clearance 4. Division Clearance 5. City Clearance 6. Invitation (if any) 7. Certificate of Substitution	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Employee's employer/school • Can be downloaded at www.depedpines.com • City mayor's office or download form at www.depedpines.com • Person or institution who is inviting the employee for a visit abroad • Employee's employer/school
f) <u>TERMINAL LEAVE BENEFITS</u> 1. Form 6 2. Letter of Intent 3. School Clearance 4. Division Clearance 5. City Clearance	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Employee's employer/school • Can be downloaded at www.depedpines.com • City mayor's office or download form at www.depedpines.com
g) <u>MATERNITY LEAVE</u> 1. Form 6 2. Letter of Intent 3. Medical Certificate (Form 41) 4. Clinical Abstract (in case of miscarriage) 5. School Clearance (School-based only) 6. Division Clearance (Division-based only)	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Can be downloaded at www.depedpines.com • Hospital • Employer's employer/school • Can be downloaded at www.depedpines.com
h) <u>MAGNA CARTA FOR WOMEN (RA 9710)</u> 1. Form 6 2. Letter of Intent 3. Medical Certificate (Form 41) 4. Clinical Abstract	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Can be downloaded at www.depedpines.com • Hospital

5. Operating Room Records (if major) 6. School Clearance 7. Division Clearance i) <u>REHABILITATION LEAVE</u> 1. Form 6 2. Letter of Intent 3. Medical Certificate (Form 41) 4. Incident Report 5. School Clearance 6. Division Clearance j) <u>QUARANTINE LEAVE RELATIVE TO COVID-19</u> 1. Medical Certificate 2. Completion of Quarantine Certificate 3. SWAB Test Result (if any) k) <u>RETURN TO DUTY</u> 1. Letter of Intent 2. Medical Certificate (F86) – in case of Sick, Magna Carta, Rehabilitation and Maternity Leave 3. Photocopy of birth certificate of child – in case of Maternity Leave	<ul style="list-style-type: none"> • Hospital • Employee's employer/school • Can be downloaded at www.depedpines.com <ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Employee • Can be downloaded at www.depedpines.com • Barangay/ Hospital/Police Station • Employee's employer/school • Can be downloaded at www.depedpines.com <ul style="list-style-type: none"> • Health center • Barangay • Swabbing facility/center <ul style="list-style-type: none"> • Employee • Can be downloaded at www.depedpines.com • Philippine Statistics Authority
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out CS Form 6 properly/ completely and let it be approved by the immediate supervisor.	1.1. Receive the duly accomplished/ signed CS Form 6.	None	10 minutes	School Head/ Immediate Supervisor
	1.2. Forward the Form 6 to the Division Office.	None	4 hours	School Head/ Immediate Supervisor/ Authorized Employee
	1.3. Receive the duly accomplished Form 6 from	None	10 minutes	Records Officer/ Authorized Employee

	the school official/ employee and forward it to the concerned action officer.		.	
	1.4. Process the application for leave of absence (CS F6)	None	1 day	Administrative Assistant/ Authorized Employee
	1.5. Forward the processed form to ASDS/SDS for approval.	None	10 minutes	Administrative Assistant/ Authorized Employee
	1.6. Approve the processed CS F6.	None	1 day	Schools Division Superintendent /Assistant Schools Division Superintendent
	1.7. Forward the approved form to the action officer for record-keeping and releasing.	None	10 minutes	Secretary to the ASDS/SDS
	1.7. Release the file copy of the employee.	None	10 minutes	Administrative Assistant/ Authorized Employee
TOTAL		None	2 days, 4 hours and 50 minutes	

4. PROCESSING OF SALARIES AND OTHER EMOLUMENTS

Payroll is administered monthly which includes employee salary information and other data such as position, salary grade, employee and account nos., attendance and deductions.

Office or Division:	Personnel, Accounting and Cash
Classification:	Complex
Type of Transaction	Government to Government (G2G)
Who may avail:	• Teaching & Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Regular (Permanent) Employees <ol style="list-style-type: none"> 1. Daily Time Record (DTR) – with entries countersigned by immediate supervisor in case of biometric malfunction 2. Photocopy of Attendance sheet in case of biometric malfunction 3. Duly accomplished Form 7 4. Photocopy of Certificate of Appearance, if any 5. Form 6, if any 6. Duly accomplished Pass slip/ Locator slips, if any • Newly Hired Employees (First Payment) <ol style="list-style-type: none"> 1. Certified photocopy of Appointment 2. Oath of Office 3. Assumption to Duty 4. SALN 5. BIR Form 1902 & 2305 6. Photocopy of LBP ATM card 7. Assignment Order, if applicable 8. DTR – with entries countersigned by School Head during biometric malfunction • Asatidz/Substitute teachers/ Job Order Employees <ol style="list-style-type: none"> 1. Appointment or Job Order Contract 2. Daily Time Record – with entries countersigned by School Head in case of biometric malfunction 3. Duly signed Lesson Plan or Accomplishment Report 4. LBP ATM card (photocopy) 5. Certificate of Appearance, if any 6. Pass Slip/ Locator Slip, if any 	<ul style="list-style-type: none"> • Employee's place of assignment • Employee's place of assignment • School/s • Agency/school/office where the employee visited • Employee's place of assignment • Employee's place of assignment • Schools Division Office • Employee's place of assignment • Schools Division Office • Employee's place of assignment • Employee • Land Bank of the Philippines • Agency/school/office where the employee visited • Employee's place of assignment

4.1. REGULAR EMPLOYEES

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished documentary requirements as stated above.	1.1. Receive Form 7/Form 48 and other requirements, if any, and check its accuracy and completeness.	None	1 day	Administrative Assistant/School Authorized Representative
	1.2. Forward the Form 7 with other mandatory requirements to the signing authorities.	None	10 minutes	Administrative Assistant/Authorized Employee
	1.3. Receive the Form 7 for approval of the Head of Office	None	1 day	Secretary to the SDS/Schools Division Superintendent
	1.4. Retrieve signed Form 7.	None	10 minutes	Administrative Assistant/Authorized Employee
	1.5. Forward Form 7 to RPSU, DepEd – CAR for processing.	None	1 day	Liaison Officer
TOTAL		None	3 days and 20 minutes	

4.2. NEWLY PERMANENT EMPLOYEES, ASATIDZ, SUBSTITUTES AND JOB ORDER EMPLOYEES

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished documentary requirements as stated above.	1.1. Receive the documentary requirements and check its accuracy and completeness.	None	1 day	Administrative Assistant (Personnel)
	1.2. Prepare the payroll.	None	1 hour	Administrative Assistant

	1.3. Prepare the Obligation Request and Disbursement Voucher.	None	30 mins.	(Personnel) Administrative Assistant (Accounting)
	1.4. Forward the payroll /DV to the signing authority for approval	None	1 day	Secretary to the SDS/ SDS
	1.5. Receive payroll/DV for review and preparation of LDDAP-ADA.	None	4 hours	Administrative Assistant/ Accountant III
	1.6. Prepare the PACS and forward with LDDAP-ADA to the office of SDS.	None	2 hours	Cashier
	1.7. Approve/sign LDDAP-ADA and PACS.	None	1 hour	SDS
	1.8. Submit LDDAP-ADA and PACS to the bank.	None	2 hours	Cashier
TOTAL		None	3 days, 2 hours and 30 minutes	

5. PROCESSING OF RETIREMENT PAPERS

Upon reaching the age of 60, the employee is entitled to retirement benefit. Thus, the employee is required to submit documentary requirements to SDO before endorsing the application for retirement benefit to GSIS.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	• Regular Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent to retire	• Employee
2. School Clearance (School-based)	• Employee's employer/school

3. Division Clearance	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • City mayor's office • Employee's employer • Employee's employer
4. City Clearance	
5. Service Record	
6. Certification (Last day of Service)	

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit folders containing the letter of intent and other supporting documents as stated above.	1.1. Receive the documents and check as to completeness.	None	30 minutes	Records Officer
	1.2. Forward documents to the Personnel Section for verification of records.	None	10 minutes	Records Officer
	1.3. Receive documents for verification of records.	None	30 minutes	Administrative Assistant
	1.4. Prepare extract of separation to be indorsed to the Regional Office	None	1 hour	HRMO
TOTAL		None	2 hours and 10 minutes	

6. PROCESSING OF OFFICIAL TRAVEL (ABROAD)

Authority to travel abroad of all DepEd Personnel on official business or official time is required to be submitted and processed before being allowed to travel on a foreign country.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • Teaching and Non-Teaching
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Travel Authority Request Form A 2. Letter of Indorsement from the Regional Office and/or Schools Division Office 3. Approved Complete Staff Work 4. Invitation	<ul style="list-style-type: none"> • Can be downloaded at www.deped.gov.ph • Regional Office/Schools Division Office • Employee • Event Organizer

5. Estimated Travel Cost	• Employee
6. Work and Financial Plan	• Employee's Immediate Supervisor
7. Certification of Substitute (for teaching)	• Employee's school/office of assignment
8. Certificate of No Pending Case	• Schools Division Office
9. Budget Estimate & Endorsement	• Employee's school/office of assignment

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements as stated above within the prescribed timeline to the Schools Division Office.	1.1. Receive and evaluate if documentary requirements are complete.	None	1 day	Administrative Assistant
2. Wait for further notice if application of official travel abroad has been approved by Central Office.	2.1. Prepare endorsement to be signed by SDS.	None	1 hour	Administrative Officer V
	2.2. Approve/sign endorsement to be forwarded to the Regional Office together with the documentary requirements	None	1 hour	Schools Division Superintendent
TOTAL		None	1 day and 2 hours	

7. PROCESSING PERMIT TO STUDY AND PERMIT TO ENGAGE TO OTHER BUSINESS

Application for permit to study or permit to engage private business is applicable for both teaching and non-teaching personnel.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	• Teaching and Non-Teaching

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Permit to Study 1. Permit to Study Form (2 copies) 2. Enrollment form 3. Official copy of grades obtained during the last semester attended (for old students)	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Applicant's school • Applicant's school
b. Permit to Engage in Private Business/Profession 1. Permit to Engage in Private Business/ Profession Form (2 copies) 2. Certification of class schedule/copy of class schedule (for teaching personnel) 3. Certification of required work hours/work schedule (for non-teaching personnel) 4. Certification from the authorized official of the private school or entity where the profession is to be practiced: 4.1. Loads with the corresponding number of units and schedule for teaching job 5. Contract (if applicable)	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • School Head • School Head • Entity/school where the applicant is practicing profession • Entity/school where the applicant is practicing profession

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished permit to engage in private business form/permit to study form with complete attachments to the Record Section.	1.1. Receive the documents.	None	10 mins.	Records Officer
	1.2. Review the completeness and validate data of the documents.	None	1 day	Administrative Assistant
	1.3. Record the employee data and assign permit number.	None	20 mins.	Administrative Assistant
	1.4. Forward the documents for signing and approval.	None	1 day	Administrative Assistant/ Administrative Officer V/ SDS

	1.5. Release signed permit together with attachments to the employee either personally or by a representative thru authorization.	None	5 mins.	Administrative Assistant
TOTAL		None	2 days and 35 minutes	

8. ISSUANCE OF SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NO PENDING CASE, AND OTHER CERTIFICATIONS

Issuance of the above-mentioned documents is sought by the requesting party for various purposes such as promotion, retirement, loans and other legal intents.

Office or Division:	Personnel Unit				
Classification:	Simple				
Type of Transaction	Government to Government (G2G)				
Who may avail:	• Teaching and Non-Teaching				
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td> 1. DepEd Identification Card 2. Authorization letter (if requested by other person on their behalf) 3. Client Request Form </td><td> • Employee's place of assignment • Employee • SDO Front Desk </td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. DepEd Identification Card 2. Authorization letter (if requested by other person on their behalf) 3. Client Request Form	• Employee's place of assignment • Employee • SDO Front Desk
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. DepEd Identification Card 2. Authorization letter (if requested by other person on their behalf) 3. Client Request Form	• Employee's place of assignment • Employee • SDO Front Desk				

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Client Request Form.	1.1. Receive Client Request Form and validate data provided.	None	10 minutes	Administrative Assistant
2. Wait while the requested document is being processed.	2.1. Update and print the requested documents for signing.	None	10 minutes	Administrative Assistant/ Administrative Officer V/ Attorney III
	2.2. Release signed documents and photocopy ID card	None	1 day	Administrative Assistant/

	presented, if thru authorization.			Authorized employee
TOTAL		None	1 day and 10 minutes	

9. VERIFICATION OF LOAN APPLICATIONS

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G), Government to Business (G2B)
Who may avail:	• Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email request sent to email address of the SDO loan verifier Subject: Approval of Loan (specify name of PLI)	• Employee/Private Lending Institution
2. Latest pay slip	• SDO Cash Unit
3. DepEd Email address	• SDO ICT Unit

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents for loan confirmation (walk in/online).	1.1. Receive the complete documents (walk-in/online).	None	5 minutes	Agency Authorized Officers
	1.2 Check and evaluate loan application if eligible.	None	15 minutes	Agency Authorized Officers
	1.3. Approve/disapprove loan application thru email confirmation to GSIS/PLI concerned.	None	10 minutes	Agency Authorized Officer
	1.4. Notify the client on the action	None	10 minutes	Agency Authorized Officers

	taken by the Office thru email.			
TOTAL		None	40 minutes	

10. PROCESSING OF APPLICATION OF PROVIDENT LOANS AND PAYMENT

Office or Division:	Accounting Unit						
Classification:	Simple						
Type of Transaction	Government to Government (G2G)						
Who may avail:	• Regular Teaching and Non-Teaching						
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> <tr> <td>1. Accomplished application for loan form</td><td>• Accounting Unit</td></tr> <tr> <td>2. Pay slip or Certified copy of payroll</td><td>• Cash Unit</td></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. Accomplished application for loan form	• Accounting Unit	2. Pay slip or Certified copy of payroll	• Cash Unit
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE						
1. Accomplished application for loan form	• Accounting Unit						
2. Pay slip or Certified copy of payroll	• Cash Unit						

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for loan form with the supporting documents stated above.	1.1. Receive the duly filled out application form with the supporting documents.	None	5 minutes	Administrative Assistant
2. Wait for further notice while document is being checked, if complete, proceed to next step, if not, return to claimant for completion.	2.1. Pre-audit loan application.	None	15 minutes	Administrative Assistant
	2.2. Prepare and forward request form to the Budget office for preparation of ORS.	None	15 minutes	Administrative Assistant
	2.3. Prepare DV and forward DV to Administrative Officer V for signature in box A.	None	30 minutes	Administrative Assistant
	2.4. Certify necessity and lawfulness of the expense on box A of the DV.	None	1 hour	Administrative Officer V
	2.5. Certify cash availability on box	None	1 hour	Accountant III

	C of the DV and forward to SDS.			
	2.6. Approve for payment on box D of the DV.	None	1 day	SDS
	2.7. Forward DV with & ORS with Complete documentary requirements to cash unit for check preparation.	None	10 minutes	Administrative Assistant/ Cashier
TOTAL		None	1 day, 3 hours and 15 minutes	

11. PROCESSING OF PAYMENTS

Office or Division:	Accounting Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • School Heads • Personnel of Non- implementing Public Schools
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Work and Financial Plan (WFP)	• School
2. Project Procurement Management Plan (PPMP)	• School
3. Annual Procurement Plan (APP)	• School
4. School Operating Budget (SOB)	• School
5. other related documentary requirements	• School

11.1. DOWNLOADING AND UTILIZATION OF MOOE ALLOCATIONS OF ELEMENTARY AND NON-IMPLEMENTING SECONDARY SCHOOLS (THRU CASH ADVANCE)

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 4 copies of signed SOB.	1.1. Receive and record the duly signed SOB.	None	5 minutes	Administrative Assistant
2. Wait for further notice while SOB is being	2.1. Validate entries in the SOB vis-à-vis Work and	None	15 minutes	Administrative Assistant

checked, if complete and accurate, proceed to next step, if not, return to school personnel for completion and/or revision.	Financial Plan (WFP).			
3. Wait for further notice while document is being processed.	3.1. Prepare ORS and forward to the Budget Office for the pre-numbering of ORS.	None	10 minutes	Administrative Assistant
	3.2. Receive pre-numbered ORS and prepare DV then forward to certifying unit for signature of box A.	None	10 minutes	Administrative Assistant
	3.3. Certify necessity and lawfulness of the expense on box A of the DV.	None	4 hours	SGOD-Chief
	3.4. Certify cash availability on box C of the DV and forward to SDS.	None	4 hours	Accountant III
	3.5. Approve for payment on box D of the DV.	None	1 day	SDS
	3.6. Prepare payroll register, LDDAP-ADA & SLIAE.	None	10 minutes	Administrative Assistant
	3.7. Review and certify payroll register, LDDAP-ADA with SLIAE.	None	30 minutes	Accountant III
	3.8. Forward payroll register, LDDAP-	None	5 minutes	Administrative Assistant

	ADA with SLIAE to cash unit for signing by the cashier and SDS and for preparation of ACIC.			
TOTAL		None	1 day, 9 hours and 25 minutes	

11.2. UTILIZATION OF DOWNLOADED SCHOOL MOOE

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit signed and complete documentary requirements stated above.	1.1. Receive and record documentary requirements.	None	5 minutes	Administrative Assistant
2. Wait for further notice while document is being processed, if complete and accurate, proceed to next step, if not, return to school personnel for completion and/or revision.	2.1. Pre-audit completeness of documentary requirements.	None	30 minutes	Administrative Assistant
3. Wait for further notice while document is being processed.	3.1. Sign purchase order (PO).	None	5 minutes	Administrative Assistant
4. School Head receive complete documentary requirements.	4.1. Return complete documentary requirements.	None	15 minutes	Administrative Assistant
5. School Head return complete documentary requirements with duly accomplished	5.1. Submit documentary requirements for pre-audit.	None	15 minutes	Administrative Assistant

PO by the supplier to the bookkeeper.				
6. Wait for further notice while document is being processed.	6.1. Prepare disbursement voucher for payment.	None	10 minutes	Administrative Assistant
	6.2. Certify necessity and lawfulness of the expense on box A of the DV.	None	1 day	School Head
	6.3. Certify cash availability on box C of the DV.	None	5 minutes	Administrative Assistant
	6.4. Approves for payment on box D of the DV.	None	1 day	School Head
TOTAL		None	2 days, 1 hour and 25 minutes	

11.3. PROCESSING OF PAYMENTS FOR OBLIGATIONS MADE

Office or Division:	Accounting Unit	
Classification:	Simple	
Type of Transaction	Government to Business(G2B), Government to Government (G2G)	
Who may avail:	<ul style="list-style-type: none"> • Employees • Suppliers 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
a) <u>FOR PURCHASE OF GOODS/SERVICES</u> <ol style="list-style-type: none"> 1. Duly signed DV & ORS 2. Activity Request/Proposal/Memo 3. Purchase Request (PR) 4. Request For Quotation (RFQ) with: <ul style="list-style-type: none"> - *Business permit - *PhilGEPS registration No. - *Business tax return (for ABC of more than 500k) - *Omnibus sworn statement (for ABC of more than 50k) 5. Post qualification 6. Abstract of bids 		<ul style="list-style-type: none"> • Accounting Unit • Employee/Proponent • Employee/proponent • BAC • Supplier • Supplier • Supplier • Supplier • Employee • BAC

7. BAC resolution to alternative mode of procurement with: - *Proof of posting of RFQ (50k above) - *BAC resolution to award - Notice of Award (NOA) 8. Notice to Proceed (NTP) 9. Purchase Order (PO) 10. <u>For Goods:</u> - Delivery Receipt/Billing Statement/Charge Invoice - Inspection and acceptance report (IAR) 11. <u>For Services:</u> - Billing statement/Statement of Account - Attendance Sheet - Inspection and acceptance report (IAR) - Supplier's Evaluation Form b) <u>FOR TRAVEL REIMBURSEMENTS</u> 1. Duly signed DV & ORS 2. Accomplished itinerary of travel 3. Certificate of travel completed 4. Authority to travel 5. Memo 6. Official receipts 7. RERs 8. Trip Tickets 9. Certificate of Appearance	<ul style="list-style-type: none"> • BAC • BAC • BAC • Supplier • Supply Office • Supplier • Employee • Supply Office • Employee • Accounting Unit • Employee • Employee • Employee • Issuing Office • Sponsoring Office/Agency • Employee • Employee • Issuing Office
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11.4. FOR PURCHASES OF GOODS/SERVICES

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements stated above.	1.1. Receive and record complete documentary requirements of goods/services procured.	None	5 minutes	Administrative Assistant
2. Wait for further notice while document is being checked, if complete	2.1. Pre-audit the completeness and accuracy of attached documentary requirements.	None	20 minutes	Administrative Assistant

and accurate, proceed to next step, if not, return to end user/claimant for completion and/or revision.	2.2.Forward to the Budget office for the pre-numbering of ORS.	None	5 minutes	Administrative Assistant
	2.3.Pre-number DV and forwards DV to certifying unit for signature in box A.	None	3 minutes	Administrative Assistant
	2.4.Certify necessity and lawfulness of the expense on box A of the DV.	None	4 hours	ASDS/SGOD-Chief/CID-Chief/ Administrative Officer V
	2.5.Certify cash availability on box C of the DV and forward to SDS.	None	4 hours	Accountant III
	2.6.Approve for payment on box D of the DV.	None	1 day	SDS
	2.7.Prepare LDDAP-ADA & SLIAE.	None	10 minutes	Administrative Assistant III
	2.8.Review and certify LDDAP-ADA with SLIAE.	None	5 minutes	Accountant III
	2.9.Forward LDDAP-ADA with SLIAE to cash unit.	None	5 minutes	Administrative Assistant III
TOTAL			1 day, 8 hours and 48 minutes	

11.5. FOR TRAVEL REIMBURSEMENTS

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements stated above.	1.1. Receive and record complete documentary requirements for	None	5 minutes	Administrative Assistant

	reimbursement of travel.			
2. Wait for further notice while document is being checked, if complete and accurate, proceed to next step, if not, return to person-in-charge personnel for completion and/or revision.	2.1. Pre-audit the completeness and accuracy of attached documentary requirements.	None	10 minutes	Administrative Assistant
	2.2. Forward to Budget Office for the pre-numbering of ORS.	None	10 minutes	Administrative Assistant
	2.3. Pre-number DV and forward DV to certifying unit for signature in box A.	None	3 minutes	Administrative Assistant
	2.4. Certify necessity and lawfulness of the expense on box A of the DV.	None	4 hours	ASDS/CID-Chief/ SGOD-Chief/ Administrative Officer V
	2.5. Certify cash availability on box C of the DV and forward to SDS.	None	4 hours	Accountant III
	2.6. Approve for payment on box D of the DV.	None	1 day	SDS
	2.7. Prepare LDDAP-ADA & SLIAE.	None	10 minutes	Administrative Assistant
	2.8. Review and certify LDDAP-ADA with SLIAE.	None	5 minutes	Accountant
	2.9. Forward LDDAP-ADA with SLIAE to cash unit.	None	10 minutes	Administrative Assistant
TOTAL		None	1 day, 8 hours and 48 minutes	

12. REQUISITION AND ISSUANCE OF SUPPLIES AND MATERIALS

Issuance of supplies and materials per approved request of the requesting employee in the Division. Requisition and Issue Slip (RIS) is a document required to use for an Employee/Personnel to request for supplies.

Office or Division:	Supply Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	• SDO Employees
CHECKLIST OF REQUIREMENTS	
1. Requisition and Issue Slip (2 copies)	• Supply Office

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out RIS form and have it signed by immediate supervisor.	1.1. Receive the duly accomplished RIS form and check the availability of stocks.	None	15 minutes	Administrative Officer III
	1.2. Forwards RIS to the Supply Officer for approval.	None	5 minutes	Administrative Officer III
2. Receive the supplies.	2.1. Countercheck the form and supplies available. Release supplies to the requesting employee.	None	10 minutes	Administrative Officer III/ Supply Officer
TOTAL		None	35 minutes	

13. USER ACCOUNT MANAGEMENT

All permanent employees of the Department of Education shall be assigned a deped.gov.ph account which can be accessed through www.mail.google.com. The said account shall be used for all official online transactions of all DepEd employees. This service includes but are not limited to user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction	Government to Government (G2G)
Who may avail:	• Teaching and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DepEd Identification Card/ 2. Certificate of Employment/ 3. Appointment Paper	<ul style="list-style-type: none"> • Employee's place of assignment • Employee's place of assignment • Employee's place of assignment

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall provide personal basic information and send a request for DepEd email account creation and/or request for DepEd email password reset at baguio.city@deped.gov.ph and attach copy of DepEd identification card/certificate of employment.	1.1. Receive email or request from the requesting employee.	None	5 minutes	Information Technology Officer I/ Computer Operator I
	1.2. Validate identity of the employee by checking attached copy of DepEd identification card/ certificate of employment.	None	5 minutes	Information Technology Officer I/ Computer Operator I
2. Wait for reply email while request is being processed.	2.1. Login to DepEd website to generate DepEd email account and/or reset account of employee.	None	15 minutes	Information Technology Officer I/ Computer Operator I
3. Client shall receive confirmation of request and user credentials.	3.1. ICT Unit shall send user credentials to the requesting client/employee.	None	10 minutes	Information Technology Officer I/ Computer Operator I
TOTAL		None	35 minutes	

14. DATA MANAGEMENT, EDUCATIONAL PLANNING REPORTS AND RESEARCH MANAGEMENT

14.1. PROVIDING LEARNER INFORMATION SYSTEM (LIS) TECHNICAL ASSISTANCE

Process of providing technical assistance on Learner Information system Request for Correction, and issue troubleshooting.

Office or Division	SGOD-Planning and Research Section		
Classification	Complex		
Type of Transaction	Government to Business (G2B), Government to Citizen (G2C), Government to Government (G2G)		
Who may avail?	LIS Coordinators, School Heads, Parents and Private Schools		
CHECKLIST OF THE REQUIREMENTS		WHERE TO SECURE	
May need any of the following documents <ul style="list-style-type: none"> • Birth Certificate (Photocopy) • Early Childhood Care and Development, Form 137 or SF10 (Photocopy) • Request for Correction Forms 		Philippine Statistics Authority Client's School Can be downloaded at lis.deped.gov.ph	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Documentary Requirements stated above	1.1. Accept and check document submitted and provide technical assistance (TA)	None	3 minutes	Planning and Research Section staff
2. Client explains the request being made or the issue encountered in the LIS	2.1. Give TA form to be filled out by the client	None	5 days	Planning and Research Section Staff
3. Fill out Technical Assistance Form and provide feedback		None	3 minutes	Client
TOTAL		None	5 days and 6 minutes	

14.2. PROCESS, REVIEW AND EVALUATION OF RESEARCH PAPERS

Office or Division	Planning and Research Section
Classification	Highly Technical
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G)
Who may avail?	researchers within SDO Baguio

CHECKLIST OF THE REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Tracking Form • Research Application Form • Cover Page • Declaration of Anti-plagiarism • Review Form 	tinyurl.com/RMO2021 Planning and Research Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Research Proposal	1.1. Initial review the completeness and technicalities based on standards	None	3 minutes	SDRC-Secretariat
	1.2. Log initially reviewed Research	None	1 minute	SDRC-Secretariat
	1.3. Endorse the research paper to SDRC members	None	1 day	Schools Division Research Committee (SDRC)
	1.4. Evaluate the research paper as to cohesiveness (ie. Content, Tools, Research Design, Treatments, Method, etc.)	None	20 days	SDRC-Secretariat
2. Receives update through the facebook page of Planning and Research	2.1. Provide appropriate action/technical assistance if needed. If the research paper is recommended for approval, Division Research Coordinator will countersign beside the name of the ASDS and the research proposal will be forwarded to the SGOD – Education Program Supervisor (EPS), if the paper is for revision, the research proposal will be returned to the researcher for resubmission.	None	1 day	SDRC-Secretariat
		None	1 day	SDRC-Secretariat

	2.2. For BERF, Facilitate the signing of endorsement of research papers for BERF to the Regional Office in compliance to their Call for Research Proposals/Submission of Reports for BERF by the SDRC Secretariat.			
	2.3. Submit the research paper for BERF to the Regional Office through the Records office.	None	5 minutes	SDRC-Secretariat
TOTAL		None	23 days and 9 minutes	

15. SCHOOL HEALTH AND NUTRITION SERVICES

Office or Division:	Medical Unit
Classification:	Government to Government (G2G)
Type of Transaction	Simple
Who may avail:	<ul style="list-style-type: none"> • Learners of DepEd – Division of Baguio City • Teachers and employees • Retirees for consultation (extension service)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CS Forms 1. Form 86 (Return to Duty) 2. Form 211 (Employment) 3. Form 41 (Leave of Absence) 4. Medical Certificate	<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Can be downloaded at www.depedpines.com • Can be downloaded at www.depedpines.com • Physician/hospital

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the medical clinic and fill up required form/s.	1.1. Receive and log duly accomplished form/s.	None	5 minutes	Nurse II/ Medical Officer III
2. Patient submit himself/ herself for initial interview and vital signs taking.	2.1. Take vital signs and evaluate medical history of the patient.	None	10 minutes	Nurse II/ Medical Officer III

3. Patient submit himself/herself for physical examination.	3.1. Physical examination of the patient.	None	20 minutes	Nurse II/ Medical Officer III
4. Wait while the requested certification/form is being processed.	4.1. Prepare, sign and release the certifications/forms requested by the patient.	None	10 minutes	Medical Officer III
TOTAL		None	35 minutes	

16. SCHOOL DENTAL SERVICES

The SDO Dental Unit provides free dental services to schools and cater to elementary and secondary students to promote good oral health. Services are provided by our dentists and dental aides.

Office or Division:	Dental Unit
Classification:	Government to Government (G2G)
Type of Transaction	Simple
Who may avail:	<ul style="list-style-type: none"> • Learners of DepEd – Division of Baguio City • Teachers and employees • Retirees for consultation (extension service)
CHECKLIST OF REQUIREMENTS	
1. Health card	• Dentist Clinic

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to dental clinic and fill – up individual health cards.	1.1. Receive and log duly accomplished health cards.	None	5 minutes	Dentist/ Dental Aide
2. Line up for oral examination.	2.1. Conduct oral examination, counseling, and recording.	None	30 minutes	Dentist/ Dental Aide
	2.2. Conduct dental procedures/treatments.	None	1 hour	Dentist/ Dental Aide

	2.3. Give post-operative and home care instructions including issuance of prescription medicines if not available in the clinic.	None	10 minutes	Dentist/ Dental Aide
TOTAL		None	1 hour and 45 minutes	

17. ALTERNATIVE LEARNING SYSTEM

17.1. PROVISIONS ON CONTINUING EDUCATION – ACCREDITATION AND EQUIVALENCY SYSTEM (A&E)

Office or Division:	Alternative Learning System Office		
Classification:	Government to Citizens (G2C), Government to Government (G2G)		
Type of Transaction	Highly Technical		
Who may avail:	<ul style="list-style-type: none"> • Out-of-school Youths (OSY), 16 years old & above • Out-of-school Adults (OSA), 16 years old & above • Out-of-school Children (OSC), 12 years old & above • Industry-based workers • Housewives • House helpers • Factory workers • Drivers • Unemployed • Self-employed • Other interested individuals who did not finish elementary level or Junior High School level • Youths and adults who never went to school 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. 2 pieces 2 x 2 ID Picture with name tag (Last Name, First Name, Full Middle Name)		• Photo Studio	
2. Photocopy of PSA/NSO Birth Certificate		• Philippine Statistics Authority	

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrolment form with	1.1. Receive and review enrolment form and documents then	None	10 minutes	Administrative Aide/District ALS Coordinator (DALSC)/Mobile

required documents or enroll online (link is posted on the DepEd Tayo- ALS Baguio facebook page).	conduct an interview.			Teacher/Literacy Volunteer/ EPS II for ALS (EPSA)/ Division ALS Focal Person
2. Undergo assessment test to determine entry level.	2.1. Administer Assessment test in Basic Literacy (ABL) or Functional Literacy Test (FLT).	None	1 hour and 15 minutes	District ALS Coordinator (DALSC)/ Mobile Teacher/Literacy Volunteer
	2.2. Identify the entry level attained and group learners according to their literacy level.	None	5 minutes	District ALS Coordinator (DALSC)/ Mobile Teacher/Literacy Volunteer
	2.3. Inform student's schedule of classes.	None	5 minutes	EPS II for ALS (EPSA)/ District ALS Coordinator (DALSC)/ Mobile Teacher/Literacy Volunteer/ Administrative Aide/ Division ALS Focal Person
3. Attend learning sessions and compile activities and other outputs in a presentation portfolio.	3.1. Conduct learning sessions to students.	None	10 months	District ALS Coordinator (DALSC)/ Mobile Teacher/Literacy Volunteer
4. Take the Accreditation and Equivalency (A&E) Test or	4.1. Conduct A & E Test or Portfolio Assessment and Validation.	None	5 hours	Bureau of Education Assessment (BEA) from

Submit a presentation portfolio for assessment and validation (whichever is mandated by the memorandum from DepEd Central Office).				DepEd Central Office
TOTAL		None	10 months, 6 hours and 35 minutes	

17.2. ISSUANCE OF A&E TEST PASSER OR ALS PROGRAM COMPLETER'S DIPLOMA/CERTIFICATE OF RATING (COR)/ CERTIFICATE OF COMPLETION (COC)

Office or Division:	Alternative Learning System Office				
Classification:	Government to Citizens (G2C), Government to Government (G2G)				
Type of Transaction	Simple				
Who may avail:	<ul style="list-style-type: none"> • A & E Test Passer • ALS Program Completer/representative 				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> 1. A & E Test Passer/ALS Program Completers - valid ID - A&E registration slip (examinee's copy) 2. Passer/ Completer's Representative - valid ID - authorization letter </td><td> <ul style="list-style-type: none"> • Previous or current school/ any government agency issuing valid ID • ALS • Previous or current school/ any government agency issuing valid ID • Passer/completer of the ALS Program </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	1. A & E Test Passer/ALS Program Completers - valid ID - A&E registration slip (examinee's copy) 2. Passer/ Completer's Representative - valid ID - authorization letter	<ul style="list-style-type: none"> • Previous or current school/ any government agency issuing valid ID • ALS • Previous or current school/ any government agency issuing valid ID • Passer/completer of the ALS Program
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
1. A & E Test Passer/ALS Program Completers - valid ID - A&E registration slip (examinee's copy) 2. Passer/ Completer's Representative - valid ID - authorization letter	<ul style="list-style-type: none"> • Previous or current school/ any government agency issuing valid ID • ALS • Previous or current school/ any government agency issuing valid ID • Passer/completer of the ALS Program 				

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the logbook and present valid ID.	1.1. Retrieve the needed document.	None	5 minutes	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
2. Wait for the retrieval and production of second copy.	2.1. Reproduce original document in two copies.	None	5 minutes	EPSA/Mobile Teacher/DALSC/ Administrative

	2.2. Seal and certify one copy as <i>certified true copy</i> to be signed by the Division ALS Focal Person.	None	3 minutes	Aide/Division ALS Focal Person EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
3. Receive documents and sign the office copy for future reference.	3.1. Release the original copy and the certified true copy.	None	2 minutes	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
TOTAL		None	15 minutes	