



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

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## **CITIZEN'S CHARTER**

### **2024**

#### 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 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.

#### I. 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.

#### II. 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.

#### III. 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

#### IV. LIST OF SERVICES

1. Filing of Complaints
2. Recruitment, Selection and Appointment of Teacher I Position in Public Schools
3. Appointment and Promotion of other Teaching, Related Teaching, Non – Teaching Personnel and School Administration
4. Processing of Appointments
5. Processing of Equivalent Record Forms (ERF)
6. Processing of leaves
7. Processing of Salaries and other emoluments
8. Processing of Retirement Papers

9. Processing of Personal Travel (Abroad)
10. Processing of Study Permit and Permit to Engage to other Business
11. Issuance of Service Records, Certificate of Employment, Certificate of no pending case and other Certifications
12. Issuance of CTC & Non-CTC Documents
13. Releasing and Receiving of Documents
14. Verification of Loan Applications
15. Processing of Application of Provident Loan and Payment
16. Processing of Payments
17. Issuance of supplies and materials
18. User Account Management
19. Data Management, Educational Planning Reports and Research Management
20. School Health and Nutrition Services
21. School Dental Services
22. Alternative Learning System
23. Special Education Fund

## 1. FILING OF COMPLAINTS

Complaint is a statement that a situation is unsatisfactory or unacceptable. 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.

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

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the Division Office or Legal Assistance link at <a href="http://www.deped.pines.com">www.deped.pines.com</a> .	<ol style="list-style-type: none"> <li>1.1. Evaluate the completeness of the requirements</li> <li>1.2. If complete, it is deemed submitted for resolution.</li> <li>1.3. Otherwise, the documents are returned to the client and is advised to complete the said requirements.</li> </ol>	None	30 mins.	Attorney III/ Administrative Assistant II
2. Receive Client's Copy of the Complaint.	2.1. Return Client's receiving copy of the Complaint.	None	5 mins.	Attorney III/ Administrative Assistant II

## 2. RECRUITMENT, SELECTION AND APPOINTMENT (RSA) OF TEACHER I POSITION IN PUBLIC ELEMENTARY AND SECONDARY SCHOOLS

Per DepEd Order No. 007, s. 2023, the Guidelines on Recruitment, Selection and Appointment upholds the principles of merit, fitness, competence, equal opportunity, transparency, and accountability pursuant to the DepEd Merit Selection Plan. This issuance ensures the placement of the right people for the right job at the right time which aimed at ensuring that the organization and its human resources are able to respond to challenges and opportunities of the 21<sup>st</sup> century with focus on the delivery of quality, accessible, relevant, and liberating basic education.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Citizens (G2C)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Applicant who is with a valid professional license issued by PRC and who meets the requirements for evaluation and assessment applied by the Division</li> <li>• List of candidates who obtained an overall score of fifty (50) points and above based on the criteria provided in the RSA guidelines issued by DepEd.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>a. Checklist of Requirements and Omnibus Sworn Statement Form;</li> <li>b. Letter of Intent addressed to the Schools Division Superintendent;</li> <li>c. Duly accomplished CSC Form No. 212 - Revised 2017 Personal Data Sheet (PDS) with work experience sheet;</li> <li>d. Photocopy of valid/unexpired PRC License;</li> <li>e. Photocopy of Certificate of Eligibility/Rating;</li> <li>f. Photocopy of scholastic/academic record, such as but not limited to Transcript of Records (TOR) and Diploma, including certification of units earned for Master's Degree/Doctorate Degree or its equivalent;</li> <li>g. Photocopy of Certificates of Trainings/Specialized Training, if applicable;</li> <li>h. Photocopy of Service Record or Certificate of Employment duly signed by Administrative Officer/HRMO/Head of Office or his/her Authorized Representative;</li> <li>i. Photocopy of Performance Ratings in the last rating period(s) covering one (1) year performance prior to the assessment. if applicable; and</li> <li>j. Other pertinent documents</li> </ul>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>• Professional Regulation Commission</li> <li>• Professional Regulation Commission</li> <li>• Applicant's school</li> <li>• Agency/company where the applicants took the training</li> <li>• Applicant's employer</li> <li>• Applicant's employer</li> </ul>

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	1.1. Receive the application and verify documents submitted as to completeness and authenticity.	None	Within 30 minutes	School Head
	1.1. Submit the list of applicants together	None	Within 1 day	School Head

elementary and secondary school	with their pertinent documents to the Division Selection Committee (DSC)			
	1.1. Receive the list of applicants with the corresponding documents	None	Within 1 day	Division Selection Committee Secretariat
	1.1. Assessment of documents, skills demonstration, interview and demo teaching	None	Within 3 weeks	Division Selection Committee
	1.1. Post the complete results in at least three (3) conspicuous places in the Division	None	Within 10 days	Division HRMO
	1.1. Appoint from the qualified applicants recommended by the School Selection Committee in the school/district where the vacancy exists.	None	Within 1 day	Schools Division Superintendent

### 3. APPOINTMENT AND PROMOTION OF TEACHING, RELATED TEACHING, NON – TEACHING PERSONNEL AND SCHOOL ADMINISTRATION

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 and promotion process for school administration, teaching, related teaching and non-teaching personnel, and to further achieve the principles of merit, fitness, competence, equal opportunity, transparency, and accountability as emphasized in the DepEd Merit Selection Plan.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teaching and related teaching personnel, Principals and Head Teachers</li> <li>• all Non – Teaching Personnel</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Letter of Intent addressed to the Head of Agency thru the Human Resource Management Officer or the Schools Division Superintendent;</li> <li>2. Fully accomplished PDS with recent passport-sized picture (CS Form No. 212, Revised 2017) with Work Experience Sheet which can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>;</li> <li>3. Photocopy of the latest performance rating covering one year performance, if applicable;</li> <li>4. Photocopy of certificate of eligibility/rating/license;</li> <li>5. Photocopy of service record and/or certificate of employment, if applicable;</li> <li>6. Photocopy of certificate of trainings and supporting documents, if applicable;</li> </ol>	<ul style="list-style-type: none"> <li>• Applicant</li> <li>• can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>• Applicant’s previous and current employer/s</li> <li>• Professional Regulation Commission</li> <li>• Applicant’s previous and current employer/s</li> <li>• Agency/school where employee took the training</li> </ul>

<p>7. Photocopy of scholastic/ academic records, such as but not limited to TOR and Diploma and Certificate of Earned Masteral/Doctorate Units;</p> <p>8. Copies of Means of Verification (MOVs) or Evidence to support Meritorious Accomplishments (if applicable) such as:</p> <ol style="list-style-type: none"> <li>a. Employee Awards</li> <li>b. Innovations</li> <li>c. Research</li> <li>d. Development Projects</li> <li>e. Publications/Authorship</li> <li>f. Resource Speakership</li> <li>g. Application of Education</li> <li>h. Application of Learning and Development</li> <li>i. Other outstanding accomplishments appropriate for the position applied for</li> </ol> <p>9. Omnibus Sworn Statement or Annex C which can be downloaded at <a href="https://depedpines.com">https://depedpines.com</a>;</p> <p>10. Other pertinent documents to support the application.</p>	<ul style="list-style-type: none"> <li>• Applicant's school</li> <li>• Applicant's employer</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul>
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Watch for published vacant positions in the CSC website	1.1. Publish vacant positions in the Civil Service Commission (CSC) Bulletin of vacancies or other modes of publication in the DepEd – Division Office	None	10 working days	Human Resource Management Officer
	1.2. Announce vacant positions to be filled in at least 3 conspicuous places in the Division Office or schools	None		Human Resource Management Officer
	1.3. List applicants for the vacant position both inside and outside of DepEd offices/schools.	None		
	1.4. Conduct Preliminary evaluation of the qualifications of applicants.	None		
	1.5. Prepare selection line-up reflecting the qualifications of all applicants.	None		
	1.6. Post selection line-up in 3 conspicuous places in the DepEd offices/schools indicating the date of posting.	None		
	1.7. Notify all applicants of the outcome of the preliminary evaluation.	None		

	<p>1.8. Submit the selection line-up to the Personnel Selection Board/Committee for deliberation en banc.</p>	None	2 working days	
	<p>1.9. Evaluate and deliberate on the qualification of those listed in the selection line-up en banc.</p>	None	2 working days	
	<p>1.10. Make systematic assessment of the qualifications and competencies of candidates for appointment to the vacancy.</p>	None		<p>Human Resource Management Personnel Selection Board (HRMPSB)</p> <p>Schools Division Chairperson: ASDS</p> <p>Members: Admin. Officer V Admin. Officer IV (HRMO) Head of the school where the vacancy exists President of the Division DepEd Employees' Union/ Non-Teaching Association/ Faculty Association.</p>
	<p>1.11. Conduct further assessments such as written examination, skills test, interview and others among qualified applicants.</p>	None	2 working days	
	<p>1.12. Submit to the appointing authority the short list of five ranking candidates based on assessment of determinant factors.</p>	None		
	<p>1.13. Assess the list of top five candidates submitted by the HRMPSB</p>	None		Schools Division Superintendent
	<p>1.14. Select the most qualified for appointment to the vacant position.</p>	None		Schools Division Superintendent
	<p>1.15. Issue appointment in accordance with existing Civil Service rules and regulations.</p>	None		HRMO

## 4. PROCESSING OF APPOINTMENTS – PERSONNEL SECTION

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• School Heads</li> <li>• Teachers</li> <li>• Non-teaching personnel</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Personal Data Sheet (Form 212)</li> <li>2. SALN</li> <li>3. PRC License</li> <li>4. Oath of Office</li> <li>5. Position Description Form (CS Form 3)</li> <li>6. Board Rating</li> <li>7. NBI Clearance</li> <li>8. Medical Examination Results (Urinalysis, Blood Test, Drug Test, Neuro – psychiatric Exam)</li> <li>9. Birth Certificate</li> <li>10. Marriage Contract, if applicable</li> <li>11. Clearance from private or public institution or school, as applicable</li> <li>12. Certification/Affidavit that the teacher or employee is not currently employed in any institution, if applicable</li> <li>13. Extract of Separation (transferees from other Divisions)</li> </ol>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>• Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>• Professional Regulation Commission</li> <li>• Schools Division Office</li> <li>• Schools Division Office</li> <li>• Professional Regulation Commission</li> <li>• National Bureau of Investigation</li> <li>• Medical clinic/diagnostic centers</li>   <li>• Philippine Statistics Authority</li> <li>• Philippine Statistics Authority</li> <li>• Applicant's previous employer</li>   <li>• Notary Public</li>   <li>• Applicant's previous employer</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary documents for appointment.	1.1. Receive from the teacher or employee the necessary documents and check their veracity and completeness.	None	Within 30 mins.	HRMO/HRMA
	1.2. Prepare the appointment papers of the appointee.	None	Within 30 mins.	HRMO/HRMA
	1.3. Forward appointment to the ASDS/SDS.	None	Within 1 day for signing	HRMO/HRMA
	1.4. Release appointments to the HRMO.	None	Within 10 mins.	SDS Secretary
	1.5. Submit appointments to CSC for attestation.	None	Within 1 hour	HRMO/ADAS II
	1.6. Retrieve appointments from CSC after 1-2 weeks.	None	Within 1 hour	HRMO/ADAS II
		None	Within 1 day	Records Section

	1.7. Release appointments to the teacher.			
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## 5. PROCESSING OF EQUIVALENT RECORD FORMS (ERF) – PERSONNEL SECTION

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.

<b>Office or Division:</b>	Personnel Unit		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction</b>	Government to Government (G2G)		
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Teachers and Employees</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>a. For Teacher I – Teacher II Any of the following:</p> <ol style="list-style-type: none"> <li>BSE + 20 MA units</li> <li>BSE + 20 years in service</li> <li>BSE + 18 MA units + 6 years in service</li> <li>BSE + 15 MA units + 8 years in service</li> </ol> <p>b. For Teacher III Any of the following:</p> <ol style="list-style-type: none"> <li>All holders of MA Degree</li> <li>BSE + 20 MA + 20 years in the service</li> <li>MA Equivalent + years in service + trainings and seminars</li> </ol> <p>c. Documentary Requirements (All in 4 copies)</p> <ol style="list-style-type: none"> <li>Equivalent Record Form</li> <li>Original Transcript of Records</li> <li><b>Sworn Statement</b> of the teacher in compliance w/ the provision of DO # 12, s. 1962. If the teacher enrolled/ studied in a <b>PRIVATE SCHOOL</b>.</li> <li><b>CERTIFICATION OF GRADUATION/CERTIFICATION</b> on the area of specialization in the given course stating the NO. OF UNITS finished with <b>NO. OF LACKING UNITS</b> to finish the course.</li> <li>Original study permits/leaves/ scholarship agreement(s)</li> <li>Service record</li> <li>Latest Performance Rating with at least Very Satisfactory for the last 2 rating periods</li> <li>Latest appointment</li> <li>Certificate of trainings/seminars of at least 3 consecutive days</li> </ol>		<ul style="list-style-type: none"> <li>Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>Applicant's school</li> <li>Applicant's school</li> <li>Schools Division Office/applicant's employer/school</li> <li>Applicant's employer</li> <li>Applicant's employer</li> <li>Applicant's employer</li> <li>Agency/school where applicant took the training</li> </ul>	

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit folder containing the ERF Form with	1.1. Receive documents and check its completeness.	None	Within 30 mins.	Administrative Assistant II/ Authorized Employee



all the supporting documents.	1.2. Forward folder to the personnel section.	None	Within 10 mins.	Administrative Assistant II/ Authorized Employee
	1.3. Receive documents and verify authenticity.	None	Within 1-2 days	Administrative Assistant II/ Authorized Employee
	1.4. Approval by the AO V and SDS.	None	Within 1-2 days	Administrative Officer V/ Schools Division Superintendent
	1.5. Release the folder to personnel section.	None	Within 5 mins.	SDS Secretary
	1.6. Update ERF Monitoring System and Prepare endorsement to the Regional Office.	None	Within 30 mins.	Administrative Assistant II/ Authorized Employee
	1.7. Forward to Records Section for releasing to the Regional Office.	None	Within 5 mins.	Administrative Assistant II/ Authorized Employee

## 6. PROCESSING OF LEAVES – PERSONNEL SECTION

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.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Permanent Teachers</li> <li>• Permanent Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a) <u>SICK LEAVE</u> 1. Form 6 2. Medical Certificate (if leave of absence is more than 5 days) **More than 30 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"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Physician</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul>
b) <u>VACATION LEAVE</u> 1. Form 6 ** More than 30 Calendar days 2. Letter of Intent <i>(Specify NO intent to travel abroad)</i> 3. School Clearance 4. Division Clearance 5. City Clearance	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul>
c) <u>PATERNITY LEAVE</u> 1. Form 6 2. Photocopy of Marriage Contract 3. Photocopy of Child's Birth Certificate	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Philippine Statistics Authority</li> <li>• Philippine Statistics Authority</li> </ul>

<p>d) <u>SOLO PARENT LEAVE</u></p> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. Photocopy of Valid Solo Parent ID</li> </ol> <p>e) <u>TERMINAL LEAVE BENEFITS</u></p> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. Letter of Intent</li> <li>3. School Clearance</li> <li>4. Division Clearance</li> <li>5. City Clearance</li> </ol> <p>f) <u>MATERNITY LEAVE</u></p> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. Letter of Intent</li> <li>3. Medical Certificate (Form 41)</li> <li>4. Clinical Abstract (in case of miscarriage)</li> <li>5. School Clearance (School-based only)</li> <li>6. Division Clearance (Division-based only)</li> </ol> <p>g) <u>MAGNA CARTA FOR WOMEN (RA 9710)</u></p> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. Letter of Intent</li> <li>3. Medical Certificate (Form 41)</li> <li>4. Clinical Abstract</li> <li>5. Operating Room Records (if major)</li> <li>6. School Clearance</li> <li>7. Division Clearance</li> </ol> <p>h) <u>REHABILITATION LEAVE</u></p> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. Letter of Intent</li> <li>3. Medical Certificate (Form 41)</li> <li>4. Incident Report</li> <li>5. School Clearance</li> <li>6. Division Clearance</li> </ol> <p>k) <u>RETURN TO DUTY</u></p> <ol style="list-style-type: none"> <li>1. Letter of Intent</li> <li>2. Medical Certificate (F86) (in case of Sick, Magna Carta, Rehabilitation and Maternity Leave)</li> <li>3. Photocopy of birth certificate of child (in case of Maternity Leave)</li> </ol>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Department of Social Welfare and Dev't</li> </ul> <ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• City mayor's office</li> </ul> <ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> </ul> <ul style="list-style-type: none"> <li>• Hospital</li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul> <ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Hospital</li> </ul> <ul style="list-style-type: none"> <li>• Employer's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul> <ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Hospital</li> <li>• Hospital</li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul> <ul style="list-style-type: none"> <li>• Employee</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> </ul> <ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> </ul>
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up CS Form 6, sign it and let it be approved by the immediate supervisor.	1.1. Receive the duly filled-up CS Form 6.	None	Within 10 mins.	School Head/ Immediate Supervisor
	1.2. Forward the Form 6 to the Division Office.	None	Within the day	School Head/ Immediate Supervisor/ Authorized Employee
	1.3. Receive the duly accomplished Form 6 from the school official/ employee.	None	Within 10 mins.	Records Officer/ Authorized employee
	1.4. Forward the Form 6 to the concerned action officer.	None	Within 10 mins.	Records Officer/ Authorized employee
	1.5. Receive the Form 6 and evaluate	None	Within 10 mins.	Action Officer/

	completeness of the submitted documents.			Authorized Employee
	1.6. Process the application for leave	None	Within 10 mins.	Authorized Employee
	1.7. Forward the processed form 6 to the concerned official for validation.	None	Within 10 mins.	Authorized Employee
	1.8. Certify correctness of the action taken.	None	Within 10 mins.	HRMO
	1.9. Forward the validated form 6 to the approving authority.	None	Within 10 mins.	Schools Division Superintendent / Assistant Schools Division Superintendent / Administrative Officer V
	1.10. Approve the processed form 6.	None	Within 30 mins.	Schools Division Superintendent / Assistant Schools Division Superintendent / Administrative Officer V
	1.11. Forward the approved Form 6 to the action officer for record-keeping and releasing.	None	Within 10 mins.	Authorized Employee
	1.12. Release the file copy of the employee.	None	Within 30 mins.	Authorized employee

## 7. PROCESSING OF SALARIES AND OTHER EMOLUMENTS – PERSONNEL SECTION/ ACCOUNTING/CASH SECTION

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

<b>Office or Division:</b>	Personnel, Accounting and Cash Unit	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Government (G2G)	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• School Heads</li> <li>• Teachers</li> <li>• Employees</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Permanent Teachers and Employees</li> <li>1. Daily Time Record (DTR) – with entries countersigned by immediate supervisor in case of biometric malfunction</li> <li>2. Photocopy of Certificate of Appearance, if any</li> <li>3. Form 6, if any</li> <li>4. Duly accomplished Pass slips/ Locator slips, if any</li> <li>5. Photocopy of Attendance sheet in case of biometric malfunction</li> <li>6. Duly Accomplished Form 7</li> </ul>	<ul style="list-style-type: none"> <li>• Employee’s place of assignment</li> <li>• Agency/school where the employee is when on official business</li> <li>• Employee’s place of assignment</li> <li>• Employee’s place of assignment</li> <li>• Employee’s place of assignment</li> <li>• Employee’s place of assignment</li> </ul>	

<ul style="list-style-type: none"> <li>• Newly Permanent Teachers and Employees (First Payment)             <ol style="list-style-type: none"> <li>1. Certified photocopy of Appointment</li> <li>2. Oath of Office</li> <li>3. Assumption to Duty</li> <li>4. SALN</li> <li>5. Approved DTR – with entries countersigned by School Head during biometric malfunction</li> <li>6. BIR Form 1902 &amp; 2305</li> <li>7. Photocopy of LBP ATM card (front face)</li> <li>8. Assignment Order, if applicable</li> </ol> </li>   <li>• Asatidz, Substitute teachers, Job Order Employees (2 copies)             <ol style="list-style-type: none"> <li>1. Job Order Contract</li>   <li>2. Daily Time Record – with entries countersigned by School Head in case of biometric malfunction</li> <li>3. Accomplishment Report duly signed by Coordinator/School Head</li> <li>4. Appointment Paper</li> <li>5. Photocopy of LBP ATM card (front face) (for new employee)</li> <li>6. Duly signed Lesson Plan</li> <li>7. Certificate of Appearance, if any</li>   <li>8. Pass Slips/ Locator Slips</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• Schools Division Office</li> <li>• Schools Division Office</li> <li>• Schools Division Office</li> <li>• Can be downloaded at <a href="http://www.csc.gov.ph">www.csc.gov.ph</a></li> <li>• Employee’s place of assignment</li>   <li>• Previous employer</li> <li>• Landbank of the Philippines</li> <li>• Schools Division Office</li>   <li>• Schools Division Office/employee’s place of assignment</li> <li>• Employee’s place of assignment</li>   <li>• Employee</li>   <li>• Schools Division Office</li> <li>• Landbank of the Philippines</li>   <li>• Employee</li> <li>• Agency/school where the employee is when on official business</li> <li>• Employee’s place of assignment</li> </ul>
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**A. PERMANENT TEACHERS AND EMPLOYEES**

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the properly accomplished Form 7.	1.1. Receive from the school head/ authorized employee the Form 7 and check its accuracy and completeness.	None	Within 30 mins.	Administrative Aide VI/ Authorized Employee
	1.2. Forward the Form 7 to the signing authorities.	None	Within 10 mins.	Administrative Aide VI/ Authorized Employee
	1.3. Receive the Form 7 for certification/ actual signing.	None	Within the day	Administrative Officer V & Schools Division Superintendent
	1.4. Retrieve signed Form 7.	None	Within 10 mins.	Administrative Aide VI/ Authorized Employee
	1.5. Forward Form 7 to RPSU, DepEd – CAR for processing.	None	Within 4 hours	Administrative Aide VI/Liaison Officer

**B. NEWLY PERMANENT TEACHERS AND EMPLOYEES**

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTR and other attachments.	1.1. Receive the Form and check its	None	Within 30 mins.	Administrative Aide VI

	accuracy and completeness.	None	Within 30 mins.	Administrative Aide VI
	1.2. Prepare the payroll.	None	Within 20 mins.	Administrative Assistant III
	1.3. Prepare the Obligation Request and Disbursement Voucher.	None	Within 10 mins.	Administrative Aide III
	1.4. Forward the payrolls to the signing authorities for approval and signing.	None	Within 30 mins.	Administrative Assistant III
	1.5. Receive payrolls and vouchers for review and preparation of LDDAP.	None	Within 1-2hrs.	Administrative Assistant III
	1.6. Prepare the PACS.	None	Within 30 mins.	Accountant II/ SDS
	1.7. Signing of LDDAP and PACS approval.	None	Within 5 mins.	SDS Secretary
	1.8. Forward LDDAP and PACS to the cash section.	None	Within 1 hr.	Cashier
	1.9. Submit LDDAP and PACS to the bank.			

**C. ASATIDZ, SUBSTITUTE TEACHERS, JOB ORDER EMPLOYEES**

CLIENT STEPS	SDO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTR and other attachments.	1.1. Receive the Form and check its accuracy and completeness.	None	Within 30 mins.	Administrative Assistant III
	1.2. Prepare the payrolls.	None	Within 20 mins.	Administrative Assistant III
	1.3. Accounting reviews the payroll and signs.	None	Within 30 mins.	Administrative Assistant III & Accountant III
	1.4. Prepare the Obligation Request and signed accordingly (CID Chief, Administrative Officer, Budget Officer).	None	Within 20 mins.	Administrative Assistant III
	1.5. Prepare Disbursement Voucher and signed accordingly (Administrative Officer and Accountant).	None	Within 10 mins.	Administrative Assistant III

	1.6. Receive payrolls and vouchers for preparation of Pay Register/LDDAP.	None	Within 20 mins	Accountant III
	1.7. Prepare the PACS.	None	Within 1-2 hrs.	Administrative Assistant III
	1.8. Signing of LDDAP and PACS approval.	None	Within 30 mins.	Accountant III/ SDS
	1.9. Forward LDDAP and PACS to the cash section.	None	Within 5 mins.	SDS Secretary
	1.10. Submit LDDAP and PACS to the bank.	None	Within 1 hr.	Cashier

## 8. PROCESSING OF RETIREMENT PAPERS – PERSONNEL SECTION

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.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	• Permanent Teachers and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Letter of intent to retire</li> <li>2. Ombudsman Clearance</li> <li>3. School Clearance</li> <li>4. Division Clearance</li> <li>5. City Clearance</li> <li>6. Service Record</li> <li>7. Certification (Last day of Service)</li> </ol>	<ul style="list-style-type: none"> <li>• Employee</li> <li>• Office of the Ombudsman</li> <li>• Employee's employer/school</li> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• City mayor's office</li> <li>• Employee's employer</li> <li>• Employee's employer</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit folders containing the letter of intent and other supporting documents.	1.1. Receive the documents and check as to completeness.	None	Within 20 mins.	Administrative Aide VI/ Authorized Employee
	1.2. Forward documents to the Personnel Section for verification of records.	None	Within 10 mins.	Administrative Aide VI/ Authorized Employee
	1.3. Receive documents for verification of records.	None	Within 30 mins.	HRMO/ Authorized Employee
	1.4. Prepare indorsement to the Regional Office	None	Within 10 mins.	Administrative Aide VI/ Authorized Employee

## 9. PROCESSING OF PERSONAL TRAVEL (ABROAD)

Authority to travel abroad of all DepEd Personnel on personnel business are required to be submitted and processed before being allowed to travel on a foreign country.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• DepEd Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>1. Travel Authority Request Form A</li> <li>2. Letter of Indorsement from the Regional Office and/or Schools Division Office</li> <li>3. Approved Complete Staff Work</li> <li>4. Invitation</li> <li>5. Estimated Travel Cost</li> <li>6. Work and Financial Plan</li> <li>7. Certification of Substitute</li> <li>8. Certificate of No Pending Case</li> <li>9. Budget Estimate &amp; Endorsement</li> </ol>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.deped.gov.ph">www.deped.gov.ph</a></li> <li>• Regional Office/Schools Division Office</li> <li>• Employee</li> <li>• Event Organizer</li> <li>• Employee</li> <li>• Employee's School Head</li> <li>• Employee's school of assignment</li> <li>• Schools Division Office</li> <li>• Employee's school of assignment</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official shall submit complete requirements within the prescribed timeline to the Schools Division Office.	1.1. Receive and evaluate if documentary requirements are complete.	None	15 mins.	Administrative Assistant II/ Administrative Officer V
2. Wait for further notice if application of official travel abroad has been approved by Central Office.	2.1. Create endorsement for Regional Office and to be signed by the Schools Division Superintendent.	None	30 mins.	Administrative Assistant II/ Administrative Officer V/ Schools Division Superintendent
	2.2. Signed endorsement together with the complete documentary requirements are forwarded to the Regional Office for proper endorsement.	None	2 hrs.	Administrative Assistant II/ Administrative Officer V

## 10. PROCESSING PERMIT TO STUDY AND PERMIT TO ENGAGE TO OTHER PRIVATE BUSINESS

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
a. Permit to Study <ol style="list-style-type: none"> <li>1. Permit to Study Form (2 copies)</li> <li>2. Enrollment form</li> <li>3. Official copy of grades obtained during the last semester attended (for old students)</li> </ol>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• Employee's school</li> <li>• Employee's school</li> </ul>



<p>b. Permit to Engage in Private Business/Profession</p> <ol style="list-style-type: none"> <li>1. Permit to Engage in Private Business/Profession Form (2 copies)</li> <li>2. Certification of class schedule/copy of class schedule (for teaching personnel)</li> <li>3. Certification of required work hours/work schedule (for non-teaching personnel)</li> <li>4. Certification from the authorized official of the private school or entity where the profession is to be practiced:             <ol style="list-style-type: none"> <li>4.1. Loads with the corresponding number of units and schedule for teaching job</li> <li>4.2. Contract (if applicable)</li> </ol> </li> </ol>	<ul style="list-style-type: none"> <li>• Can be downloaded at <a href="http://www.depedpines.com">www.depedpines.com</a></li> <li>• School Head</li> <li>• School Head</li> <li>• Entity/school where the employee is practicing profession</li> </ul>
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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	Within 5 mins.	Administrative Assistant II
	1.2. Review the completeness and validate data of the documents.	None	Within 5 mins.	Administrative Assistant II/ Administrative Officer V
	1.3. Record the employee data and assign permit number.	None	Within 20 mins.	Administrative Assistant II
	1.4. Forward the documents for signing and approval.	None	Within 2-3 days	Administrative Assistant II/ Administrative Officer V/ SDS
	1.5. Release signed permit together with attachments to the employee either personally or by a representative thru authorization.	None	Within 5 mins.	Administrative Assistant II/ Administrative Officer V

## **11. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF NO PENDING CASE, AND OTHER CERTIFICATES – PERSONNEL SECTION**

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



1. DepEd Identification Card 2. Authorization letter (if requested by other person on their behalf) 3. Client Request Form	<ul style="list-style-type: none"> <li>• Employee's place of assignment</li> <li>• Employee</li> <li>• SDO Front Desk</li> </ul>
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CLIENT STEPS	SDO ACTIONS	FEEES 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	Within 5 mins.	Administrative Assistant II
2. Wait while the requested document is being processed.	2.1. Update and print the requested documents for signing.	None	Within 10 mins.	Administrative Assistant II / Administrative Officer V/ Attorney III
	2.2. Release signed documents and photocopy ID card presented, if thru authorization.	None	Within 1 day	Administrative Assistant II/ Authorized employee

## 12. ISSUANCE OF REQUESTED DOCUMENTS

### (NON-CTC AND CTC DOCUMENTS)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. Certified True Copy and Non-Certified True Copy documents may be issued to clients for specific and/or reference purposes. CTC document copy is issued to authorized requesting person if document secured in the Records Unit/Division Office is originated/created by the Office. The non-CTC document copy is issued to authorized requesting person if document being secured is not originated/created by the Office. The said document can be issued if requested by the owner himself and or authorized person with the original copy of the document (for non-CTC).

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Employees and Retired Employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Client Request Form 2. Government Issued Identification Card 3. Authorization letter (if requested by other person on the requesting person's behalf) 4. Original Copy of the Document (for Non-CTC only)	<ul style="list-style-type: none"> <li>• Records Unit</li> <li>• Requesting person and/or Authorized Person</li> <li>• Requesting person</li> <li>• Requesting person</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Accomplish and submit the duly filled out Client Request Form together with valid ID and the original copy (for non-CTC only).	1.1. Receive and evaluate the duly accomplished Client Request Form, valid ID, and the original copy (for non-CTC only).	None	5minutes	Records Staff
	1.2. Search for the requested document.	None	15minutes	Records Staff
	1.3. Print/Photocopy the requested document.	None	5minutes	Records Staff
	1.4. Review and verify the document and stamp <i>Certified True Copy/ Verified True Copy from the Original Copy (for non-CTC) whenever necessary.</i>	None	15 minutes	Records Officer/Administrative Officer V
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	Records Staff
<b>TOTAL</b>		None	45 minutes	

## 14. RECEIVING AND RELEASING OF COMMUNICATION AND OTHER DOCUMENTS

The procedure for proper receiving and releasing of communications.

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Citizen (G2C), Government to Government (G2G) G2B – Government to Private
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Internal Clients – SDO and School Employees</li> <li>• External Clients – Private and other Government Agencies</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Official Communication	• Records Unit
<b>WHERE TO SECURE</b>	

CLIENT STEPS	SDO ACTIONS	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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<p>1. Submit official communication /s to the Records Receiving Area (hand carry or online through deped <a href="mailto:baguio.city@deped.gov.ph">baguio.city@deped.gov.ph</a> and <a href="mailto:depedbaguio.city@gmail.com">depedbaguio.city@gmail.com</a>)</p>	<p>1.1. Receives, reads, prints (for electronic mails) sorts, stamps RECEIVED with date, time, initial &amp; ctrl no., logs &amp; routes all communications received from 8AM to 11AM and from 1PM to 4PM to the Head of Office for notation (Incoming hard &amp; electronic copy)</p>	None	<p>3 hours (routine communications)</p> <p>15 minutes (non-routine communications)</p>	Administrative Assistant/ Records Officer
	<p>1.2. Reads and notates on the communication.</p>	None	1 hour	SDS
	<p>1.3. Routes communication to the Action Individual/Focal Person/Concerned Office</p>	None	30 minutes	Administrative Staff (SDS Office)
	<p>1.4. Acts on the communication &amp; forwards to SDS for approval</p>	None	1 day	Action Individual/Focal Person/Concerned Office
	<p>1.5. Review and Approves communication</p>	None	1 hour	SDS
	<p>1.6. Forwards approved communication to the Records Unit for release</p>	None	30 minutes	Administrative Staff (SDS Office)
	<p>1.7. Receives, reads, stamps released with date time, initial &amp; ctrl no., logs, mails, for electronic files: scans,</p>	None	<p>1 day (routine communications)</p> <p>4 hours (non-routine communications and )</p> <p>1 hour</p>	Records Staff

	renames, saves & emails to all recipients (as applicable) (outgoing)		(electronic communications)	
<b>TOTAL</b>		None	2 days and 6 hours (routine communications)  1 day, 7 hours and 15 minutes (non-routine communications)	

#### 14. 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.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G), Government to Business (G2B)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Permanent Teachers</li> <li>• Permanent Employees</li> <li>• SDO Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Email request sent to email address of the SDO loan verifier Subject: Approval of Loan (specify name of PLI)	<ul style="list-style-type: none"> <li>• Employee/Private Lending Institution</li> </ul>
2. Latest pay slip	<ul style="list-style-type: none"> <li>• SDO Cash Unit</li> </ul>
3. DepEd Email address	<ul style="list-style-type: none"> <li>• SDO ICT Unit</li> </ul>

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 mins.	Administrative Officer II
	1.2 Check and evaluate loan application if eligible.	None	15 mins.	Administrative Officer II
	1.3. Approve/ disapprove loan application thru email confirmation to GSIS/PLI concerned.	None	10 mins.	Administrative Officer II
	1.4. Notify the client on the action taken by the Office thru email.	None	10 mins.	Administrative Officer II

<b>TOTAL</b>	None	40 minutes	
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## 15. PROCESSING OF APPLICATION AND PAYMENT OF PROVIDENT LOANS

<b>Office or Division:</b>	Accounting Unit
<b>Classification:</b>	Complex
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Permanent Teachers</li> <li>• Permanent Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Accomplished loan application form</li> <li>2. Authorization for salary deduction</li> <li>3. Most recent original pay slip or certified true copy of payroll</li> <li>4. Photocopy of DepEd ID</li> <li>5. Photocopy of appointment (for first time borrower)</li> </ol>	<ul style="list-style-type: none"> <li>• Accounting Unit</li> <li>• Cash Unit</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit loan application form with the supporting documents.	1.1. Receive the duly filled-up application form with the supporting documents.	None	within 5 mins.	Administrative Assistant II
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	10 mins.	Administrative Assistant II
	2.2. Prepare and forward request form to the Budget office for preparation of BURS.	None	5 mins.	Administrative Assistant II
	2.3. Prepare DV and forward DV to Administrative Officer V for signature in box A.	None	3 mins.	Administrative Assistant II
	2.4. Certify necessity and lawfulness of the expense on box A of the DV.	None	20 mins.	Administrative Officer V
	2.5. Certify funds availability on box C of the DV and forward to SDS.	None	5 mins.	Accountant III
	2.6. Approve for payment on box D of the DV.	None	15 mins.	SDS
	2.7. Forward DV with & BURS with complete documentary requirements to cash unit.	None	5 mins.	Administrative Assistant II
<b>TOTAL</b>		None	1 hour 3 minutes	

## 16. PROCESSING OF PAYMENTS – ACCOUNTING SECTION

### A. DOWNLOADING AND UTILIZATION OF MOOE ALLOCATIONS OF ELEMENTARY AND NON-IU SECONDARY SCHOOLS (THRU CASH ADVANCE)

<b>Office or Division:</b>	Accounting Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• School Heads</li> <li>• Personnel of Implementing and Non- implementing Public Schools</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Work and Financial Plan (WFP)</li> <li>2. Project Procurement Management Plan (PPMP)</li> <li>3. Annual Procurement Plan (APP)</li> <li>4. School Operating Budget (SOB)</li> <li>5. Certificate of Liquidation of previously granted cash advance</li> <li>6. other related documentary requirements</li> </ol>	•

### A. DOWNLOADING AND UTILIZATION OF MOOE ALLOCATIONS OF ELEMENTARY AND NON-IU SECONDARY SCHOOLS (THRU CASH ADVANCE)

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit 4 copies of approved SOB, ORS and DV	1.1. Receive and record the duly approved SOB, ORS and DV	None	5 mins.	Administrative Assistant II	
2. Wait for further notice while document is being processed.	2.1. Pre-number DV then forward to certifying unit for signature of box A.	None	10 mins.	Administrative Assistant II	
	2.2. Certify necessity and lawfulness of the expense on box A of the DV.	None	10 mins.	Assistant Schools Division Superintendent	
	2.3. Certify funds availability on box C of the DV and forward to SDS.		None	5 mins.	Accountant III
				5 mins.	SDS
	2.4. Approve for payment on box D of the DV.	None	10 mins.	Administrative Assistant II	
	2.5. Prepare payroll register, LDDAP-ADA & SLIAE.	None	10 mins.	Accountant III	
	2.6. Review and certify funds availability of the payroll register, LDDAP-ADA with SLIAE.	None	5 mins.	Administrative Assistant II	
2.7. Forward payroll register, LDDAP-ADA with SLIAE to cash unit for signing by the cashier and	None	5 mins.	Administrative Assistant II		

	SDS and for preparation of ACIC.			
<b>TOTAL</b>		None	1 hour and 5 minutes	

**B. PROCESSING OF PAYMENTS FOR OBLIGATION MADE**

<b>Office or Division:</b>	Accounting Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction</b>	Government to Business(G2B), Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Suppliers</li> </ul>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>a) <u>FOR PURCHASE OF GOODS/SERVICES</u></p> <ol style="list-style-type: none"> <li>1. Duly signed DV &amp; ORS</li> <li>2. Activity Request/Proposal/Memo</li> <li>3. Agency Procurement Request (DBM-PS)</li> <li>4. Purchase Request (PR)</li> <li>5. BAC resolution to alternative mode of procurement with: <ul style="list-style-type: none"> <li>- *Proof of posting of RFQ (50k above)</li> </ul> </li> <li>6. Request For Quotation (RFQ) with: <ul style="list-style-type: none"> <li>- *Business permit</li> <li>- *PhilGEPS registration No.</li> <li>- *Business tax return (for ABC of more than 500k)</li> <li>- *Omnibus sworn statement (for ABC of more than 50k)</li> </ul> </li> <li>7. Post qualification evaluation report</li> <li>8. Abstract of bids</li> <li>9. BAC Resolution recommending the Award of Contract</li> <li>10. Notice to Award (NOA)</li> <li>11. Purchase Order (PO)/Contract</li> <li>12. Notice to Proceed (NTP)</li> <li>13. Activity Rescheduling Form</li> <li>14. Delivery Receipt</li> <li>15. Charge Invoice</li> <li>16. Billing Statement/Statement of Account</li> <li>17. Inspection and Acceptance Report (IAR)</li> <li>18. Rating Factor (for lease of venue)</li> <li>19. Supplier's Evaluation Form</li> <li>20. Attendance Sheet (for meals and snacks, board/lodging)</li> <li>21. Distribution list (supplies during trainings)</li> <li>22. Pictures</li> <li>23. Certificate of unavailability of DepEd facilities</li> </ol> <p>b) <u>FOR TRAVEL REIMBURSEMENTS (LOCAL)</u></p> <ol style="list-style-type: none"> <li>1. Duly signed DV &amp; ORS</li> <li>2. Duly approved Office Order/Travel Order</li> <li>3. Duly approved Itinerary of Travel</li> <li>4. Approved Certificate of Travel Completed</li> <li>5. Letter of invitation of the host/sponsoring agency/organization/memo</li> <li>6. Quotation of plane fare for similar dates, from at least three airline companies/travel agencies or its equivalent. In case of less than three quotations, a certification by the claimant attesting to such circumstance, signed by his/her supervisor</li> <li>7. Copy of Office Order and the Supplemental Office Order or any proof supporting the change of schedule</li> <li>8. Certificate of Appearance or Attendance r in the absence hereof, photocopy of the received copy of Memo or Transmittal of Back to Office Report/Narrative Report on the trip undertaken/Report on participation addressed to the agency head</li> </ol>	<ul style="list-style-type: none"> <li>•</li> </ul>

9. Paper/electronic plane, boat or bus/train tickets, terminal fee receipts, paper/electronic boarding passes or a passenger manifest certified by the concerned airline or shipping company
10. Certification by the Head of Agency as to the absolute necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred for the official travel exceeded the prescribed rate per day

c) FOR NEWLY HIRED EMPLOYEES AND SUBSTITUTE TEACHERS SALARIES, DIFFERENTIALS & OTHER PERSONNEL BENEFITS

1. DV & ORS
2. Duly approved payroll
3. FOR NEWLY HIRED:
  - Certificate of Appointment duly attested by the Civil Service Commission (CSC) or its equivalent approved appointment
  - Assignment/Re-Assignment order, if applicable
  - Certified copy of Oath of Office
  - Certificate of Assumption
  - Statement of Assets, Liabilities and Net Worth (SALN)
  - Approved Daily Time Record (DTR)
  - Bureau of Internal Revenue (BIR) withholding certificate
  - Payroll Information on New Employee (PINE) or any equivalent document
  - Authority from the claimant and identification documents, if claimed by person other than the payee

Additional Requirements for transferee (from one government agency to another)

- Clearance from money, property and legal accountabilities from the previous office
- Certified copy of paid disbursement voucher of last salary received and/or Certification by the Chief Accountant for the breakdown of last salary received and remittance of statutory deductions from previous office
- Certificate of leave credits
- Service Records
- BIR Certificate of Compensation Payment/Tax Withheld
- Approved/paid Home Development Mutual Fund (HDMF) and PhilHealth Forms

For Contract of Service and Job Order Workers

- Approved Contract for Contract of Service and Job Order Workers
- Duly Approved Accomplishment Report
- Approved DTR
- Certificate of Assumption of Duty for the first salary
- BIR withholding certificate

4. SALARY (IF DELETED FROM PAYROLL):

- Approved DTR
- Notice of Assumption
- Approved Application for Leave, Medical Certificate if on sick leave for 5 days or more and clearance if on leave for 30 days or more



<p>5. <u>SUBSTITUTE/CASUAL/CONTRACTUAL:</u></p> <ul style="list-style-type: none"> <li>- Certified copy of the pertinent contract/appointment</li> <li>- Duly Approved Accomplishment Report</li> <li>- Approved DTR</li> <li>- Certificate of Assumption of Duty for the first salary</li> </ul> <p>6. <u>SALARY DIFFERENTIAL DUE TO PROMOTION AND/OR STEP INCREMENT:</u></p> <ul style="list-style-type: none"> <li>- Certified copy of Approved Appointment</li> <li>- Certificate of assumption</li> <li>- Notice of Salary Adjustment (NOSA), for step increment/salary</li> <li>- Approved DTR or certification that the employee has not incurred leave without pay</li> <li>- other related documentary requirements</li> </ul> <p>7. <u>LAST SALARY:</u></p> <ul style="list-style-type: none"> <li>- Clearance from money, property and legal accountabilities</li> <li>- Approved DTR</li> <li>- Authority to deduct accountabilities, if any</li> <li>- Certification of available leave credits</li> </ul>	
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**B.1. FOR PURCHASES OF GOODS/SERVICES**

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1.1. Receive and record ORS with complete documentary requirements of goods/services procured.	None	within 5 mins.	Administrative Assistant II
2. Wait for further notice while document is being checked, if complete and accurate, proceed to next step, if not, return to end user/claimant for completion and/or revision.	2.1. Pre-audit the completeness and accuracy of attached documentary requirements.	None	10 mins.	Administrative Assistant III
	2.2. Prepare DV and forwards DV to certifying unit for signature in box A.	None	3 mins.	Administrative Assistant III
	2.3. Certify necessity and lawfulness of the expense on box A of the DV.	None	20 mins.	ASDS/SGOD-Chief/CID-Chief/ Administrative Officer V
	2.4. Certify funds availability on box C of the DV and forward to SDS.	None	5 mins.	Accountant III
	2.5. Approve for payment on box D of the DV.	None	15 mins.	SDS
	2.6. Prepare LDDAP-ADA & SLIAE.	None	10 mins.	Administrative Assistant II
	2.7. Review and certify funds availability of the LDDAP-ADA with SLIAE.	None	5 mins.	Accountant III
		None	5 mins.	Administrative Assistant II

	2.8. Forward LDDAP-ADA with SLIAE to cash unit.			
<b>TOTAL</b>		None	1 hour and 13 minutes	

### B.2. FOR TRAVEL REIMBURSEMENTS

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1.1. Receive and record ORS with complete documentary requirements for reimbursement of travel.	None	within 5 mins.	Administrative Assistant II
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 mins.	Administrative Officer III
	2.2. Prepares DV and forward DV to certifying unit for signature in box A.	None	3 mins.	Administrative Assistant III
	2.3. Certify necessity and lawfulness of the expense on box A of the DV.	None	20 mins.	ASDS/CID-Chief/ SGOD-Chief/ Administrative Officer V
	2.4. Certify funds availability on box C of the DV and forward to SDS.	None	5 mins.	Accountant III
	2.5. Approve for payment on box D of the DV.	None	15 mins.	SDS
	2.7. Prepare LDDAP-ADA & SLIAE.	None	5 mins.	Accountant III
	2.8. Review and certify funds availability of the LDDAP-ADA with SLIAE.	None	10 mins.	Administrative Assistant II
	2.9. Forward LDDAP-ADA with SLIAE to cash unit.	None	10 mins.	Administrative Assistant III
	<b>TOTAL</b>		None	1 hour and 18 minutes

### B.3. FOR NEWLY HIRED EMPLOYEES AND SUBSTITUTE TEACHERS' SALARIES, DIFFERENTIALS AND OTHER PERSONNEL BENEFITS

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements.	1.1. Receive and record ORS and its documentary requirements.	None	within 5 mins.	Administrative Assistant II

2. Wait for further notice while document is being processed.	2.1. Pre-audit the completeness and accuracy of attached documentary requirements.	None	30 mins.	Administrative Assistant II/III
	2.2. Prepare DV and forward DV to certifying unit for signature in box A.	None	10 mins.	Administrative Assistant III/Administrative Officer III
	2.3. Certify necessity and lawfulness of the expense on box A of the DV.	None	20 mins.	Administrative Officer V
	2.4. Certify funds availability on box C of the DV and forwards to SDS.	None	5 mins.	Accountant III
	2.5. Approve for payment on box D of the DV.	None	15 mins.	SDS
	2.6. Prepare payroll register, LDDAP-ADA & SLIAE.	None	10 mins.	Administrative Assistant II
	2.7. Review and certify funds availability of the LDDAP-ADA with SLIAE.	None	5 mins.	Accountant III
	2.8. Forward LDDAP-ADA with SLIAE to cash unit.	None	10 mins.	Administrative Assistant II
	<b>TOTAL</b>	None	1 hour and 15 minutes	

## 17. 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.

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

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up 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 mins.	Administrative Officer III
	1.2. Forwards RIS to the Supply Officer for approval.	None	5 mins.	Administrative Officer III

2. Receive the supplies.	2.1. Countercheck the form and supplies available. Release supplies to the requesting employee.	None	10 mins.	Administrative Officer III/ Supply Officer
<b>TOTAL</b>		None	40 minutes	

## 18. 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](http://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.

<b>Office or Division:</b>	ICT Unit
<b>Classification:</b>	Simple
<b>Type of Transaction</b>	Government to Government (G2G)
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teachers</li> <li>• Employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. DepEd Identification Card/ 2. Certificate of Employment/ 3. Appointment Paper	<ul style="list-style-type: none"> <li>• Employee's place of assignment</li> <li>• Employee's place of assignment</li> <li>• Employee's place of assignment</li> </ul>

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 <a href="mailto:baguio.city@deped.gov.ph">baguio.city@deped.gov.ph</a> and attach copy of DepEd identification card/ certificate of employment.	1.1. Receive email or request from the requesting employee.	None	5 mins.	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 mins.	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 mins.	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 mins.	Information Technology Officer I/ Computer Operator I
<b>TOTAL</b>		None	45 minutes	

# 19. DATA MANAGEMENT, EDUCATIONAL PLANNING REPORTS AND RESEARCH MANAGEMENT

## I. ISSUANCE OF EDUCATIONAL PLANNING DATA/INFORMATION REQUESTED BY OTHER AGENCIES AND PRIVATE INDIVIDUALS

<b>Office or Division</b>	SGOD-Planning and Research Section
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail?</b>	Other Government Agencies, Non-government agencies and Individuals

<b>CHECKLIST OF THE REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter addressed to the SDS with clearly and specifically identified data to be requested.		1. Planning and Research Section through letter and/or email		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible</b>
Submit request letter to Records Section or send email at the office's official email address	Receive the request letter from any requesting office/agency/client specifying their purpose	None	3 Minutes	-Planning and Research Staff for emails sent to planning emails
Wait for the office response	Record the data request and check any available data/report in response to the said request	None	10 minutes	Planning Office Staff
	Forward letter to the SDS office for approval	None	10 minutes	Planning Office Staff
	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
Receives communications from the Planning and Research Section	Give information/data/document as requested	None	20 Minutes	Planning and Research Staff
<b>TOTAL</b>		None	2 Days and 43 Minutes	

## II. PROVIDING LEARNER INFORMATION SYSTEM (LIS) TECHNICAL ASSISTANCE

<b>Office or Division</b>	SGOD-Planning and Research Section
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail?</b>	LIS Coordinators, School Heads, Parents and Private Schools

<b>CHECKLIST OF THE REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
May need any of the following documents <ul style="list-style-type: none"> <li>• Birth Certificate (Photocopy)</li> </ul>	Planning and Research Section

<ul style="list-style-type: none"> <li>• Early Childhood Care and Development, Form 137 or SF10 (Photocopy)</li> <li>• Request for Correction Forms</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible</b>
Log in/Phone call/sends email		None		
Submits Documentary requirements	Accept and check document submitted and provide technical assistance (TA)	None	3 Minutes	Planning and Research Section staff
Client explains the request being made or the issue encountered in the LIS	Give TA form to be filled out by the client	None	5 Working Days	Planning and Research Section Staff
Fill out Technical Assistance Form and provide feedback		None	3 Minutes	
<b>TOTAL</b>		None	5 days and 6 minutes	

### III. PROCESS, REVIEW AND EVALUATION OF RESEARCH PAPERS

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

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

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible</b>
Submit Research Proposal	Initial review the completeness and technicalities based on standards	None	3 Minutes	SDRC-Secretariat
	Log initially reviewed research	None	1 Minute	SDRC-Secretariat
	Endorse the research paper to SDRC members	None	1 day	
	Evaluate the research paper as to cohesiveness (ie. Content, Tools, Research Design, Treatments, Method, etc.)	None	15 days	Schools Division Research Committee (SDRC)
Receives update through FB page of planning and Research	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	None	1 day	SDRC-Secretariat

	paper is for revision, the research proposal will be returned to the researcher for resubmission.			
	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	None	1 day	SDRC-Secretariat
	Submit the research paper for BERF to the Regional Office through the Records office.			SDRC-Secretariat
<b>TOTAL</b>		None	18 days and 4 minutes	

#### IV. SECURING PERMIT TO CONDUCT STUDY FROM OUTSIDE RESEARCHERS

<b>Office or Division</b>	Planning and Research Section
<b>Classification</b>	Complex
<b>Type of Transaction</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail?</b>	Researchers outside the organization

<b>CHECKLIST OF THE REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Permit to conduct study letter endorsed by the dean</li> <li>Research Questionnaire</li> <li>Research Sampling/List of participants</li> </ul>		Crafted by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Responsible</b>
Submits the requirements	Receives the requirements	None	1 minutes	SDRC-Secretariat
	Review the completeness required documents	None	3 minutes	SDRC-Secretariat
	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. Countersigns beside the name of the SDS if the study is good to be conducted in the Division	None	1 Minute	SDRC-Secretariat
	Forward to the SDS office for approval of the permit letter	None	3 days	SDRC-Secretariat
	Receive the approved permit to conduct study letter from the SDS office	None	1 minute	SDRC-Secretariat
	Log the details and assign tracking number and notify the outside researcher for the approved permit to conduct study	None	2 minutes	SDRC-Secretariat

Receives approved request letter	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
<b>TOTAL</b>		None	4 days and 8 minutes	

## 20. SCHOOL HEALTH AND NUTRITION SERVICES – MEDICAL SECTION

The SDO Health and Nutrition Unit provides free health services to schools and cater to elementary and secondary students to promote good oral health. Services are provided by our medical officers and nurses.

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

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	Within 5 mins.	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	Within 10 mins.	Nurse II/ Medical Officer III
3. Patient submit himself/herself for physical examination.	3.1. Physical examination of the patient.	None	Within 20 mins.	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	Within 10 mins.	Medical Officer III



## 21. SCHOOL DENTAL SERVICES – DENTAL SECTION

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.

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

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. Deliver dental health talks inside the classrooms and distribute health cards to learners.	None		Dentist/ Dental Aide
	1.2. Distribute dental permits 1 or 2 days prior to treatment	None		Dentist/ Dental Aide
	1.3. Receive and log duly accomplished health cards.	None	Within 5 mins.	Dentist/ Dental Aide
2. Line up for oral examination.	2.1. Conduct oral examination, counseling, and recording.	None	At least 1 hr.	Dentist/ Dental Aide
	2.2. Conduct dental procedures/ treatments.	None	Depends on the procedure/ treatment to be done	Dentist/ Dental Aide
	2.3. Give post-operative and home care instructions including issuance of prescription medicines if not available in the clinic.	None	Within 10 mins.	Dentist/ Dental Aide
<b>TOTAL</b>		None	1 day	

## 22. ALTERNATIVE LEARNING SYSTEM

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

<b>Office or Division:</b>	Alternative Learning System Office
<b>Classification:</b>	Government to Citizens (G2C), Government to Government (G2G)
<b>Type of Transaction</b>	Highly Technical
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Out-of-school Youths (OSY), 16 years old &amp; above</li> <li>• Out-of-school Adults (OSA), 16 years old &amp; above</li> <li>• Out-of-school Children (OSC), 12 years old &amp; above</li> <li>• Industry-based workers</li> <li>• Housewives</li> <li>• House helpers</li> <li>• Factory workers</li> </ul>

	<ul style="list-style-type: none"> <li>• Drivers</li> <li>• Unemployed</li> <li>• Self-employed</li> <li>• Other interested individuals who did not finish elementary level or Junior High School level</li> <li>• Youths and adults who never went to school</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
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 required documents or enroll online (link is posted on the DepEd Tayo- ALS Baguio facebook page).	1.1. Receive and review enrolment form and documents then conduct an interview.	None	Within 10 mins.	Administrative Aide/District ALS Coordinator (DALSC)/Mobile 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 hr and 15 mins.	District ALS Coordinator (DALSC)/Mobile Teacher/Literacy Volunteer
	2.2. Identify the entry level attained and group learners according to their literacy level.	None		District ALS Coordinator (DALSC)/Mobile Teacher/Literacy Volunteer
	2.3. Inform student's schedule of classes.	None	Within 5 mins.	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	At least 10 months	District ALS Coordinator (DALSC)/Mobile Teacher/Literacy Volunteer
4. Take the Accreditation and Equivalency (A&E) Test or Submit a presentation portfolio for assessment and validation (whichever is mandated by the	4.1. Conduct A & E Test or Portfolio Assessment and Validation.	None	5 hrs (more or less)	Bureau of Education Assessment (BEA) from DepEd Central Office

memorandum from DepEd Central Office).				
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**B. ISSUANCE OF A&E TEST PASSER OR ALS PROGRAM COMPLETER'S DIPLOMA/ CERTIFICATE OF RATING (COR)/ CERTIFICATE OF COMPLETION (COC)**

<b>Office or Division:</b>	Alternative Learning System Office
<b>Classification:</b>	Government to Citizens (G2C), Government to Government (G2G)
<b>Type of Transaction</b>	Simple
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• A &amp; E Test Passer</li> <li>• ALS Program Completer/representative</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
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	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• Previous or current school/ any government agency issuing valid ID</li> <li>• ALS</li> <li>• Previous or current school/ any government agency issuing valid ID</li> <li>• Passer/completer of the ALS Program</li> </ul>

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 mins.	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 mins.	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
	2.2. Seal and certify one copy as <i>certified true copy</i> to be signed by the Division ALS Focal Person.	None	3 mins.	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 mins.	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person

**C. ENROLMENT FOR LITERACY CUM LIVELIHOOD SKILLS TRAINING**

<b>Office or Division:</b>	Alternative Learning System Office
<b>Classification:</b>	ALL
<b>Type of Transaction</b>	Highly Technical
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• All interested individuals</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Personal appearance of the interested individual 2. Enrolment form	<b>WHERE TO SECURE</b>
	<ul style="list-style-type: none"> <li>• N/A</li> <li>• ALS</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General inquiry about Alternative	1.1. Identify training needs.	None	5 mins.	EPSA/Mobile Teacher/DALSC/ Administrative

Learning System.				Aide/Division ALS Focal Person
2. Fill up the enrolment form.	2.1. Receive duly accomplished enrolment form.	None	10 mins.	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
3. Attend orientation.	3.1. Conduct ALS Literacy Cum Livelihood Skills Orientation.	None	40 mins.	EPSA/Mobile Teacher/DALSC/ Administrative Aide/Division ALS Focal Person
4. Attend learning sessions.	4.1. Conduct learning sessions.	None	120 to 160 hrs.	Livelihood Skill Trainer
5. Attend Livelihood Graduation	5.1. Conduct Literacy Cum – Livelihood Skills Training Completion Ceremony.	None	At least 1 hr and 30 mins.	Division ALS Focal Person/ DALSC/Mobile Teacher/School Heads/Punong Barangay/ Livelihood Skill Trainer

## 23. SPECIAL EDUCATION FUND – PERSONNEL & LOCAL SCHOOL BOARD

### **A. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND SERVICE RECORDS OF SEF CASUAL EMPLOYEES**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Government (G2G)
<b>Type of Transaction</b>	Simple
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Present SEF Casual employees</li> <li>• Former SEF employees</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request Slip/Client Request Form	• Schools Division Office front desk

CLIENT STEPS	SDO ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit duly accomplished Client Request Form	1.1. Receive duly accomplished request form.	None	10 mins.	Administrative Assistant II/ HRMA
	1.2. Validation and update of service record or certificate of employment.	None	30 mins.	Administrative Assistant II/ HRMA
	1.3. Processing and printing of service record or certificate of employment.	None	10 mins.	Administrative Assistant II/ HRMA
	1.4. For signature of Administrative Officer V or Assistant School Division Superintendent.	None	10 mins.	Administrative Assistant II/ HRMA/ Administrative Officer V/ Assistant Schools Division Superintendent
	1.5. Release of requested document.	None	5 mins.	Administrative Assistant II/ HRMA

**B. FILING AND PROCESSING OF FORM 6 OF SEF CASUAL EMPLOYEES**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Government (G2G)
<b>Type of Transaction</b>	Complex
<b>Who may avail:</b>	• Present SEF Casual employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Form 6 2. Medical Certificate, if necessary	• Schools Division Office • Physician/hospital

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit duly accomplished and received form 6.	1.1. Receive application for leave/form 6.	None	10 mins.	Administrative Assistant II/ HRMA
	1.2. Review/check completeness of the submitted form and attachments needed.	None	5 mins. per document	Administrative Assistant II/ HRMA
	1.3. Transmit documents/ attachments to the City HR Office.	None	3 hrs.	Administrative Assistant II/ HRMA/ Administrative Aide III
	1.4. Enter necessary data in the Leave Administration System at the City HR.	None	5 working days	Administrative Assistant II/ HRMA/ Administrative Aide III
	1.5. Approval of City Human Resource Management Officer and City Mayor thru the Leave Administration System.	None	3 working days	Administrative Assistant II/ HRMA/ Administrative Aide III
	1.6. Print approved leave forms from the Leave Administration System.	None	10 mins.	Administrative Assistant II/ HRMA/ Administrative Aide III
	1.7. Attach one copy to DTR and one for filing.	None	5 mins.	Administrative Assistant II/ HRMA/ Administrative Aide III

**C. PREPARING OF PAYROLL OF SEF CASUAL EMPLOYEES**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Government (G2G)
<b>Type of Transaction</b>	Complex
<b>Who may avail:</b>	• Present SEF Casual employees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Daily Time Record 2. Accomplishment Report 3. Travel Orders 4. Certificate of Appearances 5. Pass Slips 6. Other pertinent documents	<ul style="list-style-type: none"> <li>• Employee’s place of assignment</li> <li>• Employee</li> <li>• Employee’s place of assignment</li> <li>• Agency/school where the employee is when on official business</li> <li>• Employee’s place of assignment</li> <li>• Employee/Employee’s place of assignment</li> </ul>

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DTRs with complete attachments.	1.1. Receive DTRs and review submitted attachments.	None	1 day	Administrative Assistant II/ HRMA
	1.2. Prepare transmittal/payroll report for Administrative Officer's signature	None	30 mins.	Administrative Assistant II/ HRMA
	1.3. Input data from manual payroll to the e-payroll system of the Baguio City Hall.	None	20 mins.	Administrative Assistant II/ HRMA
	1.4. Submit documents and transmittal report for pre-audit at the City Accounting Office.	None	3 mins.	Administrative Assistant II/ HRMA
	1.5. Comply with the audit findings until salary is available.	None	2 - 3 days	Administrative Assistant II/ HRMA

#### **D. PROCESSING OF UTILITY BILLS**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Business (G2B), Government to Government (G2G)
<b>Type of Transaction</b>	Simple
<b>Who may avail:</b>	• School Heads
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Official receipt	• Utility company
2. Other pertinent documents	• Utility company/school

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of account of utilities.	1.1. Collect submitted statement of account of utilities from various schools.	None	3 mins.	Administrative Assistant II/ Administrative Aide III
	1.2. Prepare and submit Disbursement Vouchers.	None	45 mins.	Administrative Assistant II/ Administrative Aide III
	1.3. Submit documents to the City Accounting office for pre-audit.	None	10 mins.	Administrative Assistant II/ Administrative Aide III

#### **E. PROCESSING OF STUDENT INCENTIVES**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Government (G2G)
<b>Type of Transaction</b>	Highly Technical
<b>Who may avail:</b>	• Honor Students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Certification of Ranking	• School Head

CLIENT STEPS	SDO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certifications of ranking.	1.1. Receive submitted certifications and verify authenticity.	None	5 mins.	Administrative Assistant II/ Administrative Aide III
	1.2. Process submitted certifications.	None	1 day	Administrative Assistant II/ Administrative Aide III
	1.3. Submit Payroll to the City Accounting Office for pre-audit until student incentives are available.	None	3 – 4 days	Administrative Assistant II/ Administrative Aide III
	1.4. Inform School Heads thru text message and email that student incentives are available.	None	2 hrs.	Administrative Assistant II/ Administrative Aide III

#### **F. PROCESSING OF PAYROLL OF CASH ADVANCES**

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Government to Government (G2G)
<b>Type of Transaction</b>	Highly Technical
<b>Who may avail:</b>	• Students, Teacher Participants to various programs
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Project Proposal	•

CLIENT STEPS	SDO ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit project proposals.	1.1. Receive and submit project proposals to the City Budget Office for technical assistance and City Budget Officer for appropriation, obligation, and approval by the authority of the City Mayor.	None	2 hrs.	
	1.2. Prepare and submit payroll and OBR to City Accounting Office for pre-audit until cash advances are available to be claimed.	None	2 – 3 days	
	1.3. Inform participants.	None	2 hrs.	