



CITIZEN'S CHARTER HANDBOOK

2025 (1st Edition)



**DEPARTMENT OF EDUCATION
CORDILLERA ADMINISTRATIVE REGION
SCHOOLS DIVISION OF BAGUIO CITY**

CITIZEN'S CHARTER
2025 (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 20th century to better define its purpose vis-à-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 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 non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction.



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Office of the Schools Division Superintendent (OSDS)

External Services



A. OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT (OSDS)

1. Filing of Complaints

Complaint is a statement that a situation is unsatisfactory or unacceptable. Any individual may file an administrative complaint against any DepEd employee for alleged administrative offenses, following the requirements outlined in Sections 4 and 5 of DepEd Order (DO) No. 49, s. 2006, also known as the “Revised Rules of Procedures of the Department of Education in Administrative Cases.”

Office or Division:	Legal Unit			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizens G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> • Non-teaching and teaching personnel 			
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, 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 Records Section or Legal Assistance link at www.depedpines.com .	1.1. Evaluate the completeness of the requirements 1.2. If complete, it is deemed submitted for resolution. 1.3. Otherwise, the documents are returned to the client and is advised to complete the said requirements.	None	30 mins.	Attorney III/ Administrative Assistant III
2. Receive the Client's Copy of the Complaint.	2.1. Return Client's receiving copy of the Complaint.	None	5 mins.	Attorney III/ Administrative Assistant II
TOTAL		None	35 mins.	

2. Application of Grievance Machinery

Grievance refers to a work-related issue that causes employee dissatisfaction or discontentment. Per DepEd Order No. 035, s. 2004, the grievance machinery can be acted upon instances that includes non-implementation of policies,



practices and procedures, inadequate physical working conditions, poor interpersonal relationships and linkages and protest on appointments. However, it excludes disciplinary cases, sexual harassment complaints, and union-related concerns.

Office or Division:	Legal Unit			
Classification:	Highly Technical			
Type of Transaction	Government to Citizens (G2C), Government to Business (G2B)			
Who may avail:	<ul style="list-style-type: none"> • Non-teaching and teaching personnel 			
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 2. Documentary Evidence and Affidavits of witnesses, if any, Certification of non-forum shopping		<ul style="list-style-type: none"> • Client • Client 		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present grievance orally or in writing to the immediate supervisor.	1.1. An oral discussion between the immediate supervisor and personnel concerned shall be held in a private and secluded spot. 1.2. At the end of the discussion, the supervisor must render a decision from the presentation of grievance.	None	3 working days	Immediate Supervisor
2. If the aggrieved party is not satisfied with the verbal decision, he/she may submit the grievance in writing to the next higher supervisor.	2.1. The next higher supervisor shall render his/her decision from receipt of grievance. 2.2. Conduct of investigation and hearing by the grievance committee.	None	5 working days 10 working days	Higher Supervisor Grievance Committee
TOTAL		None	18 working days	



3. Correction of Entries

Per Regional Memorandum No. 014, s. 2016 the Correction of Entries, is to ensure that no spurious school records will be issued relative to correction of school entries, and to ease the application of those from the different provinces of the region,

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction	Government to Citizens (G2C)			
Who may avail:	<ul style="list-style-type: none"> • Any student who has studied in elementary or secondary schools under the Department of Education (DepEd) can avail of the correction of entries in their school records. • This service allows for the rectification of typographical errors or other minor discrepancies in scholastic records, such as diplomas and Form 137. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> a. Original Birth Certificate; b. Letter-request for correction of school record addressed to the Schools Division Superintendent specifying the schools attended/graduated from Elementary to Secondary, as the case maybe, and the name(s)/entries used; c. Joint Affidavit of two (2) disinterested persons attesting to the fact/among others, that the assumed name(s)/entries and the legal name of the student refer to one and the same person; d. Affidavit of the student if of legal age, or that of the parents or guardian, if still a minor, explaining the circumstances that led to use of the assumed /erroneous name or alias/ entries, attesting the same fact as called for in No.2 hereof; e. School records bearing the erroneous name; f. Certification from the School Head justifying the incorrect name/entries. 		<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • Client • Client 		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter-request and the requirements needed	1.1. Stamp receive the letter application and the requirements submitted by the applicant	None	10 minutes	Receiving Clerk (Records Section)
2. Forward the letter application to the Legal Unit	1.2. Receive application/request <i>(If requirements are complete; Prepare Resolution)</i>	None	5 minutes	Legal Administrative Assistant/ authorized employee
	1.3. Review and Affix initials on the draft Resolution		30 minutes	
			1 day	Attorney III



	1.4. Forward the Resolution to the Office of the Schools Division Superintendent		5 minutes	Administrative Aide/Assistant (Office of the Schools Division Superintendent)
	1.5. Approval/Signing of the Resolution		1 hour	Schools Division Superintendent
	1.6. Forward to Records Section for Releasing		5 minutes	Administrative Assistant (Legal Unit)
	1.7. Release the signed Resolution to the client.		5 minutes	Administrative Assistant (Legal Unit)
TOTAL		None	1 day and 2 hours	

4. Certificate of No Pending Administrative Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction	Government to Government (G2G)			
Who may avail:	<ul style="list-style-type: none"> • Related-Teaching personnel, Principals and Head/Mater Teachers • Non – Teaching Personnel 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request (1 Original Copy)		• Client		
2. Documentary proof of the purpose stated in the letter (1 Original Copy)		• Client		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Legal Unit	1.1. Receive and evaluate the completeness of documents.	None	15 minutes	Administrative Assistant/Personnel Unit
	1.2. Process Request for Certificate of No Pending Administrative Case		30 minutes	Administrative Assistant/Personnel Unit
	1.3. Endorsement to the Legal Unit for approval		30 minutes	Attorney III
	1.4. Release to Appropriate Person/Office		5 minutes	Administrative Assistant/Legal Unit



TOTAL	None	1 hour and 20 minutes
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5. Recruitment, Selection and Appointment of Teacher I Position in Public 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 21st century with focus on the delivery of quality, accessible, relevant, and liberating basic education.

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 assessment applied by the Division • 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. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> a. Checklist of Requirements and Omnibus Sworn Statement Form; b. Letter of Intent addressed to the Schools Division Superintendent; c. Duly accomplished CSC Form No. 212 - Revised 2017 Personal Data Sheet (PDS) with work experience sheet; d. Photocopy of valid/unexpired PRC License; e. Photocopy of Certificate of Eligibility/Rating; 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; g. Photocopy of Certificates of Trainings/Specialized Training, if applicable; h. Photocopy of Service Record or Certificate of Employment duly signed by Administrative Officer/HRMO/Head of Office or his/her Authorized Representative; i. Photocopy of Performance Ratings in the last rating period(s) covering one (1) year performance prior to the assessment. if applicable; and j. Other pertinent documents 		<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • Can be downloaded at www.csc.gov.ph • Professional Regulation Commission • Professional Regulation Commission • Applicant's school • Agency/company where the applicants took the training • Applicant's employer • Applicant's employer 		
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. Assessment of documents, demo teaching, and teacher reflection.	None	21 working days	School Selection Committee
	1.3. Submit the selection line-up to the Division Selection Committee for review and finalization of result.	None	1 working day	
	1.4. Post the complete results in at least three (3) conspicuous places in the Division	None	10 working 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	1 working day	Schools Division Superintendent
TOTAL		None	33 days and 30 mins.	

6. Appointment and Promotion of 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.

Office or Division:	Personnel Unit
Classification:	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • Related-Teaching personnel, Principals and Head Teachers • Non – Teaching Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
3. Letter of Intent addressed to the Head of Agency thru the Human Resource Management Officer or the Schools Division Superintendent;	• Applicant
4. Fully accomplished PDS with recent passport-sized picture (CS Form No.	• can be downloaded at www.csc.gov.ph



<p>212, Revised 2017) with Work Experience Sheet which can be downloaded at www.csc.gov.ph;</p> <ol style="list-style-type: none"> 5. Photocopy of the latest performance rating covering one year performance, if applicable; 6. Photocopy of certificate of eligibility/rating/license; 7. Photocopy of service record and/or certificate of employment, if applicable; 8. Photocopy of certificate of trainings and supporting documents, if applicable; 9. Photocopy of scholastic/ academic records, such as but not limited to TOR and Diploma and Certificate of Earned Masteral/Doctorate Units; 10. Copies of Means of Verification (MOVs) or Evidence to support Meritorious Accomplishments (if applicable) such as: <ol style="list-style-type: none"> a. Employee Awards b. Innovations c. Research d. Development Projects e. Publications/Authorship f. Resource Speakership g. Application of Education h. Application of Learning and Development i. Other outstanding accomplishments appropriate for the position applied for 11. Omnibus Sworn Statement or Annex C which can be downloaded at https://depedpines.com; 12. Other pertinent documents to support the application. 	<ul style="list-style-type: none"> • Applicant's previous and current employer/s • Professional Regulation Commission • Applicant's previous and current employer/s • Agency/ school where employee took the training • Applicant's school • Applicant's employer • Can be downloaded at www.depedpines.com
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Watch for published vacant positions in the CSC website	2.1. Publish vacant positions in the Civil Service Commission (CSC) Bulletin of vacancies or other modes of publication in the DepEd – Division Office	None		Human Resource Management Officer
	2.2. Announce vacant positions to be filled in at least 3 conspicuous places in the Division Office or schools	None	10 working days	Human Resource Management Officer
	2.3. List applicants for the vacant position both inside and	None		



	outside of DepEd offices/schools.			
	2.4. Conduct Preliminary evaluation of the qualifications of applicants.	None		
	2.5. Prepare selection line-up reflecting the qualifications of all applicants.	None		
	2.6. Post selection line-up in 3 conspicuous places in the DepEd offices/schools indicating the date of posting.	None		
	2.7. Notify all applicants of the outcome of the preliminary evaluation.	None		
	2.8. Submit the selection line-up to the Personnel Selection Board/Committee for deliberation en banc.	None	2 working days	
	2.9. Evaluate and deliberate on the qualification of those listed in the selection line-up en banc.	None	2 working days	
	2.10. Make systematic assessment of the qualifications and competencies of candidates for appointment to the vacancy.	None		Human Resource Management Personnel Selection Board (HRMPSB) Schools Division Chairperson: ASDS 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/



	2.11. Conduct further assessments such as written examination, skills test, interview and others among qualified applicants.	None	2 working days	Faculty Association.
	2.12. Submit to the appointing authority the short list of five ranking candidates based on assessment of determinant factors.	None		
	2.13. Assess the list of top five candidates submitted by the HRMPSB	None		Schools Division Superintendent
	2.14. Select the most qualified for appointment to the vacant position.	None		Schools Division Superintendent
	2.15. Issue appointment in accordance with existing Civil Service rules and regulations.	None		HRMO
TOTAL		None	16 working days	

7. Appointment and Promotion of Higher Teaching Position

Department Order no. 20, s. 2024 provides a systematic and competency-based process of recruitment, selection, and appointment that is anchored on the standards for teacher quality as defined in the Philippine Professional Standards for Teachers (PPST) and is consistent with the principles of merit, fitness, competence, equal opportunity, transparency, and accountability pursuant to the DepEd Merit Selection Plan (MSP).

Office or Division:	Personnel Unit
Classification:	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail:	• Teachers II to III, Master Teachers I to IV
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> a. Letter of Intent addressed to the Head of Office thru the Human Resource Management Officer b. Fully accomplished PDS with recent passport-sized picture (CS Form No. 212, Revised 2017) with Work Experience Sheet which can be downloaded at www.csc.gov.ph; c. Photocopy of the latest performance rating covering one year performance, if applicable; d. Photocopy of certificate of eligibility/rating/license; e. Photocopy of service record and/or certificate of employment, if applicable; f. Photocopy of certificate of trainings and supporting documents, if applicable; g. Photocopy of scholastic/ academic records, such as but not limited to TOR and Diploma and Certificate of Earned Masteral/Doctorate Units; h. Omnibus Sworn Statement or Annex C which can be downloaded at https://depedpines.com; i. Other pertinent documents to support the application. 	<ul style="list-style-type: none"> • Applicant • can be downloaded at www.csc.gov.ph • Applicant's previous and current employer/s • Professional Regulation Commission • Applicant's previous and current employer/s • Agency/school where employee took the training • Applicant's school • Can be downloaded at www.depedpines.com
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Watch for published vacant positions on 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		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	10 working days	Human Resource Management Officer
	1.3. Receive finalized results on the preliminary evaluation of the qualifications of applicants, IER Assessment, and COI and NCOI results from the	None	7 working days	Human Resource Management Officer
2. Submit application to the school where vacancy exists				



	District Sub-Committee.			
	1.4. Prepare comparative assessment result reviewed and signed by the Division Selection Committee.	None		Division Selection Committee
	1.5. Select the most qualified for appointment to the vacant position.	None	3 working days	Schools Division Superintendent
TOTAL		None	20 working days	

8. 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:	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • School Heads • Teachers • Non-teaching personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Personal Data Sheet (Form 212) 2. SALN 3. PRC License 4. Oath of Office 5. Position Description Form (CS Form 3) 6. Board Rating 7. NBI Clearance 8. Medical Examination Results (Urinalysis, Blood Test, Drug Test, Neuro – psychiatric Exam) 9. Birth Certificate 10. Marriage Contract, if applicable 11. Clearance from private or public institution or school, as applicable 12. Certification/Affidavit that the teacher or employee is not currently employed in any institution, if applicable 13. Extract of Separation (transferees from other Divisions) 	<ul style="list-style-type: none"> • Can be downloaded at www.csc.gov.ph • Can be downloaded at www.csc.gov.ph • Professional Regulation Commission • Schools Division Office • Schools Division Office • Professional Regulation Commission • National Bureau of Investigation • Medical clinic/diagnostic centers • Philippine Statistics Authority • Philippine Statistics Authority • Applicant’s previous employer • Notary Public • Applicant’s previous employer
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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	30 mins.	HRMO/HRMA
	1.2. Prepare the appointment papers of the appointee.	None	30 mins.	HRMO/HRMA
	1.3. Forward appointment to the ASDS/SDS.	None	1 working day	HRMO/HRMA
	1.4. Release appointments to the HRMO.	None	10 mins.	SDS Secretary
	1.5. Submit appointments to CSC for attestation.	None	1 hour	HRMO
	1.6. Retrieve appointments from CSC after 1-2 weeks.	None	1 hour	HRMO
	1.7. Release appointments to employee.	None	1 working day	HRMO/HRMA
TOTAL		None	2 working days, 3 hours & 10 mins.	



9. Processing of Leaves

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:	<ul style="list-style-type: none"> Teaching, Related-Teaching, School Administration and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>a. <u>SICK LEAVE</u></p> <ol style="list-style-type: none"> Form 6 Medical Certificate (if leave of absence is more than 5 days) <p>**More than 30 Calendar days</p> <ol style="list-style-type: none"> Form 6 Letter of Intent Medical Certificate (F41) School Clearance (School-based only) Division Clearance (Division-based only) <p>b. <u>VACATION LEAVE</u></p> <ol style="list-style-type: none"> Form 6 <p>** More than 30 Calendar days</p> <ol style="list-style-type: none"> Letter of Intent <p>(Specify <i>NO intent to travel abroad</i>)</p> <ol style="list-style-type: none"> School Clearance City Clearance Division Clearance City Clearance City Clearance <p>c. <u>PATERNITY LEAVE</u></p> <ol style="list-style-type: none"> Form 6 Photocopy of Marriage Contract Photocopy of Child's Birth Certificate 	<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 Can be downloaded at www.depedpines.com Employee Employee's employer/school Can be downloaded at www.depedpines.com Can be downloaded at www.depedpines.com Can be downloaded at www.depedpines.com Philippine Statistics Authority



<p>d. <u>SOLO PARENT LEAVE</u></p> <ol style="list-style-type: none"> 1. Form 6 2. Photocopy of Valid Solo Parent ID <p>e. <u>TERMINAL LEAVE BENEFITS</u></p> <ol style="list-style-type: none"> 1. GSIS Clearance/Approved 2. Letter of intent to retire/resign 3. Latest copy of SALN 4. Marriage Certificate (NSO) for married woman 5. Latest NOSA/NOSI 6. Form 6 7. School Clearance 8. Division Clearance 9. City Clearance 10. Certificate of no Pending Case 11. Certificate True copy of Updated Service Record 12. Certificate of LWOP 13. Statement of Earned Leave Credits (Certified by the HRMO) 14. Copy of Leave Ledger Cards 15. NOSA Magna Carta 16. LARP 17. Summary of Employee's Leave Credits 18. Conversion of employees leave credits (for teacher) <p>f. <u>MATERNITY LEAVE</u></p> <ol style="list-style-type: none"> 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"> • Philippine Statistics Authority • Can be downloaded at www.depedpines.com • Department of Social Welfare and Development • Government Service Insurance System • Employee • Administrative staff-Personnel Unit • National Statistics Office • Administrative staff-Personnel Unit • Can be downloaded at www.depedpines.com • Employee's employer/school • Can be downloaded at www.depedpines.com • Can be downloaded at www.depedpines.com • Administrative staff-Personnel Unit • Can be downloaded at www.depedpines.com • Employee • Hospital • Hospital • Employee's employer/school
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<p>g. <u>MAGNA CARTA FOR WOMEN (RA 9710)</u></p> <ol style="list-style-type: none"> 1. Form 6 2. Letter of Intent 3. Medical Certificate (Form 41) 4. Clinical Abstract 5. Operating Room Records (if major) 6. School Clearance 7. Division Clearance <p>h. <u>REHABILITATION LEAVE</u></p> <ol style="list-style-type: none"> 1. Form 6 2. Letter of Intent 3. Medical Certificate (Form 41) 4. Incident Report 5. School Clearance 6. Division Clearance 	<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 • Employee • Hospital • Hospital • Hospital • Employer's employer/school • Can be downloaded at www.depedpines.com • Can be downloaded at www.depedpines.com • Employee • Can be downloaded at www.depedpines.com • Hospital • Hospital • Employee's employer/school • Can be downloaded at www.depedpines.com
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CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished CS Form 6 with necessary documents as required, recommended by immediate supervisor. <i>Note:</i> <i>All leave forms submitted by School Heads and Head</i>	1.1. Receive the duly accomplished Form 6 from the school official/employee.	None	5 mins.	Administrative Aide/Administrative Assistant – Records Unit
	1.2. Record Form 6 to the Form 6 LogSheet/Database.	None	5 minutes	
	1.3. Forward the Form 6 to the action officer.	None		



<p><i>Teachers must be signed (initials) by their respective Public Schools District Supervisor (PSDS) prior to submission.</i></p>	1.4. Receive the Form 6 and evaluate completeness of the submitted documents.	None	3 mins.	Administrative Aide/Administrative Assistant
	1.5. Process the application for leave	None	3 mins.	Action Officer/ Authorized Employee – Personnel Unit
	1.6. Forward the processed form 6 to the concerned official for validation.	None	3 mins.	Action Officer/ Authorized Employee - Personnel Unit
	1.7. Certify correctness of the action taken.	None	1 min.	Action Officer/ Authorized Employee - Personnel Unit
	1.8. Forward the validated form 6 to the approving authority.	None	1 min.	HRMO – Personnel unit
	1.9. Approve the processed form 6.	None	1 min.	HRMO – Personnel Unit
	1.10. Forward the approved Form 6 to Records section for record-keeping and releasing.	None	1 min.	Schools Division Superintendent / Assistant Schools Division Superintendent
	1.12. Release the file copy of the employee.	None	2 mins.	Administrative Aide/Administrative Assistant – Records Section
		None	3 mins.	Administrative Aide/Administrative Assistant – Records Unit
	TOTAL		None	28 minutes



10. Processing of Salaries, Wages and Other Benefits

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 Unit
Classification:	Highly Technical
Type of Transaction	Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • School Administration • Teaching and Related-Teaching • Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Permanent Teachers and 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 Certificate of Appearance, if any 3. Form 6, if any 4. Duly accomplished Pass slips/ Locator slips, if any 5. Photocopy of Attendance sheet in case of biometric malfunction 6. Duly Accomplished Form 7 • Newly Permanent Teachers and 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. Approved DTR – with entries countersigned by School Head during biometric malfunction 6. BIR Form 1902 & 2305 7. Photocopy of LBP ATM card (front face) 8. Assignment Order, if applicable • Asatidz, Substitute teachers, Job Order Employees (2 copies) <ol style="list-style-type: none"> 1. Job Order Contract 2. Daily Time Record – with entries countersigned by School Head in case of biometric malfunction 3. Accomplishment Report duly signed by Coordinator/School Head 4. Appointment Paper 5. Photocopy of LBP ATM card (front face) (for new employee) 6. Duly signed Lesson Plan 7. Certificate of Appearance, if any 8. Pass Slips/ Locator Slips 	<ul style="list-style-type: none"> • Employee’s place of assignment • Agency/ school where the employee is when on official business • Employee’s place of assignment • Schools Division Office • Schools Division Office • Schools Division Office • Can be downloaded at www.csc.gov.ph • Employee’s place of assignment • Previous employer • Landbank of the Philippines • Schools Division Office • Schools Division Office/employee’s place of assignment • Employee’s place of assignment • Employee • Schools Division Office • Landbank of the Philippines • Employee • Agency/ school where the employee is when on official business • Employee’s place of assignment



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	30 mins.	Administrative Aide VI/ Authorized Employee
	1.2. Forward the Form 7 to the signing authorities.	None	10 mins.	Administrative Aide VI/ Authorized Employee
	1.3. Receive the Form 7 for certification/ actual signing.	None	1 working day	Administrative Officer V & Schools Division Superintendent
	1.4. Retrieve signed Form 7.	None	10 mins.	Administrative Aide VI/ Authorized Employee
	1.5. Forward Form 7 to RPSU, DepEd – CAR for processing.	None	4 hours	Administrative Aide VI/Liaison Officer
TOTAL		None	1 working day, 1 hour, & 50 mins.	

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 accuracy and completeness.	None	30 mins.	Administrative Aide VI	
	1.2. Prepare the payroll.	None	30 mins.	Administrative Aide VI	
	1.3. Prepare the Obligation Request and Disbursement Voucher.	None	20 mins.	Administrative Assistant III	
	1.4. Forward the payrolls to the signing authorities for approval and signing.		None	10 mins.	Administrative Aide III
			None	30 mins.	Administrative Assistant III



	1.5. Receive payrolls and vouchers for review and preparation of LDDAP.	None	1-2 hours	Administrative Assistant III
	1.6. Prepare the PACS.	None	30 mins.	Accountant II/ SDS
	1.7. Signing of LDDAP and PACS approval.	None	5 mins.	SDS Secretary
	1.8. Forward LDDAP and PACS to the cash section.	None	1 hour	Cashier
	1.9. Submit LDDAP and PACS to the bank.			
TOTAL		None	5 hours & 35 mins.	

C. ASATIDZ, SUBSTITUTE TEACHERS, JOB ORDER 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 accuracy and completeness.	None	30 mins.	Administrative Assistant III
	1.2. Prepare the payrolls.	None	20 mins.	Administrative Assistant III
	1.3. Accounting reviews the payroll and signs.	None	30 mins.	Administrative Assistant III & Accountant III
	1.4. Prepare the Obligation Request and signed accordingly (CID Chief, Administrative Officer, Budget Officer).	None	20 mins.	Administrative Assistant III
	1.5. Prepare Disbursement Voucher and signed accordingly (Administrative Officer and Accountant).	None	10 mins.	Administrative Assistant III
	1.6. Receive payrolls and vouchers for	None	20 mins	Accountant III



	preparation of Pay Register/LDDAP.			
	1.7. Prepare the PACS.	None	1-2 hours	Administrative Assistant III
	1.8. Signing of LDDAP and PACS approval.	None	30 mins.	Accountant III/ SDS
	1.9. Forward LDDAP and PACS to the cash section.	None	5 mins.	SDS Secretary
	1.10. Submit LDDAP and PACS to the bank.	None	1 hour	Cashier
TOTAL		None	5 hours & 45 mins.	

11. Processing of Terminal Leave Benefit

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:	Highly Technical	
Type of Transaction	Government to Government (G2G)	
Who may avail:	<ul style="list-style-type: none"> School Administration, Teaching, Related-Teaching and Non-Teaching Personnel 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> GSIS Clearance/Approved Letter of intent to retire/resign Latest copy of SALN Marriage Certificate (NSO) for married woman Latest NOSA/NOSI Form 6 School Clearance Division Clearance City Clearance Certificate of no Pending Case Certificate True copy of Updated Service Record 		<ul style="list-style-type: none"> Government Service Insurance System Employee Employee National Statistics Office Administrative staff-Personnel Unit Can be downloaded at www.depedpines.com Employee's employer/school Can be downloaded at www.depedpines.com City Mayor's office Administrative staff-Personnel Unit Administrative staff-Personnel Unit Administrative staff-Personnel Unit



<p>12. Certificate of LWOP</p> <p>13. Statement of Earned Leave Credits (Certified by the HRMO)</p> <p>14. Copy of Leave Ledger Cards</p> <p>15. NOSA Magna Carta</p> <p>16. LARP</p> <p>17. Summary of Employee's Leave Credits</p> <p>18. Conversion of employees leave credits (for teacher)</p>	<ul style="list-style-type: none"> • Administrative staff-Personnel Unit • Administrative staff-Personnel Unit • Administrative staff-Personnel Unit • Administrative staff-Personnel Unit • Administrative staff-Personnel Unit • Administrative staff-Personnel Unit
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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. Receive the documents and check as to completeness.	None	3 mins.	Administrative Aide/Administrative Assistant – Records Section
	1.2. Forward documents to the Personnel Section for verification of records.	None	1 min.	Administrative Aide/Administrative Assistant – Records Section
	1.3. Receive documents for verification of records.	None	1 min.	Administrative Assistant/Authorized Employee
	1.4. Prepare all needed documents	None	8 hour	Administrative Aide VI/ Authorized Employee
	1.5. Submit all documents to payroll officer	None	1 min.	
TOTAL		None	1 day & 6 mins.	



12. Processing of Personal Travel (Abroad)

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

Office or Division:	Personnel Unit			
Classification:	Highly Technical			
Type of Transaction	Government to Government (G2G)			
Who may avail:	<ul style="list-style-type: none"> • DepEd Employees 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written manifestation, noted by his/her Head of Office, that his/her absence will not hamper the operational efficiency of the office 2. Approved Form 6 or Certification for School Vacation 3. Travel Authority for Personal travel signed by the employee and the Schools Division Superintendent 4. Certificate of No pending Case signed by the concerned Disciplining Authority 5. School Clearance 6. Division Clearance 7. City Clearance (30 days or more) 8. For Division Chiefs and Higher, a draft Special Order designating an Officer-in-Charge, if applicable, so as not to hamper the day-to-day operations of the office		<ul style="list-style-type: none"> • Employee • Can be downloaded at www.depedpines.com / School • Can be downloaded at www.depedpines.com • Administrative Aide/Administrative Assistant – Personnel Section • Employee’s employer/school • Can be downloaded at www.depedpines.com • City Mayor’s Office • Employee 		
CLIENT STEPS	SDO ACTIONS	FEES 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	1 min.	Administrative Assistant/Authorized Employee
2. Wait for further notice if	2.1. Create endorsement for	None	5 mins.	Administrative Assistant/Authorized



application of official travel abroad has been approved by the Regional Office.	Regional Office and to be signed by the Schools Division Superintendent. 2.2. Signed endorsement together with the complete documentary requirements are forwarded to the Regional Office for proper endorsement.	None	2 hours	Employee/Schools Division Superintendent Administrative Assistant II/ Administrative Officer V
TOTAL		None	2 hours & 6 mins.	

13. 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.

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction	Government to Government (G2G)	
Who may avail:	<ul style="list-style-type: none"> • Teacher, Related-Teaching and School Administration • Non-Teaching Personnel 	
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 • Employee's school • Employee'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: <ol style="list-style-type: none"> 4.1. Loads with the corresponding number of units and schedule for teaching job 4.2. Contract (if applicable) 		<ul style="list-style-type: none"> • Can be downloaded at www.depedpines.com • School Head • School Head • Entity/school where the employee 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	5 mins.	Administrative Assistant II
	1.2. Review the completeness and validate data of the documents.	None	5 mins.	Administrative Assistant II/ Administrative Officer V
	1.3. Record the employee data and assign permit number.	None	20 mins.	Administrative Assistant II
	1.4. Forward the documents for signing and approval.	None	2-3 working 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	5 mins.	Administrative Assistant II/ Administrative Officer V
TOTAL		None	3 working days & 35 mins.	

14. Issuance of Service Record, Certificate of Employment, Certificate of No Pending Case, and Other Certificates

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:	<ul style="list-style-type: none"> • Teacher, Related-Teaching and School Administration • Non-Teaching Personnel 			
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			<ul style="list-style-type: none"> • 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	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	10 mins.	Administrative Assistant II / Administrative Officer V/ Attorney III
	2.2. Release signed documents and photocopy ID card presented, if thru authorization.	None	1 working day	Administrative Assistant II/ Authorized employee
TOTAL		None	1 working day & 15 mins.	

15. 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 is in the custody of the Records Unit. The non-CTC document copy is issued to authorized requesting person if document being secured is not in the Records Unit but originated/created by the Department or any of its Offices including communications received 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).

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	DepEd Employees and Retired Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client Request Log			• Records Unit	
2. Government Issued Identification Card			• Requesting person and/or Authorized Person	
3. Authorization letter (if requested by other person on the requesting person's behalf)			• Requesting person	
4. 1 Original Copy of the Document and Photocopy/ies (for Non-CTC only)			• Requesting person	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Issuance of Non-CTC Documents				
1. Properly fill out the Client Request Logbook at the Records Unit and provide the original copy and	1.1. Check the duly accomplished Client Request and receive required documents.	None	2 minutes	Administrative Staff Records Unit



photocopy/ies of the same file.	1.2. Check completeness of required documents.	None	3 minutes	Administrative Staff Records Unit
2. Wait for the request at the lobby/waiting area.	2.1. Review and verify documents.	None	15 minutes	Records Officer/ Administrative Officer V RecordsUnit/Administrative Services
	2.2. Stamp "Verified True Copy from the Original Copy.	None	10 minutes	Records Officer/ Administrative Officer V RecordsUnit/Administrative Services
	2.3. Scan both original copies and the "verified" copies.	None	10 minutes	Records Officer
3. Receive the requested document and sign logbook.	3. Photocopy the valid ID presented by the client and release the requested document/s.	None	5 minutes	Administrative Staff Records Unit
TOTAL		None	45 minutes	
B. Issuance of CTC Documents				
1. Properly fill out the Client Request Logbook at the Records Unit.	1.1. Check the duly accomplished Client Request and receive required documents.	None	2 minutes	Administrative Staff Records Unit
	1.2. Check completeness of required documents.	None	3 minutes	Administrative Staff Records Unit
2. Wait for the request at the lobby/waiting area.	2.1. Search for the requested document.	None	15 minutes	Administrative Staff Records Unit
	2.2. Print or photocopy the requested document.	None	10 minutes	Administrative Staff Records Unit
	2.3. Stamp "Certified True Copy".	None	10 minutes	Records Officer/ Administrative Officer V RecordsUnit/Administrative Services <i>Alternate for 201 Files:</i> Human Recourse Management Officer (HRMO)



3. Receive the requested document and sign logbook.	3. Photocopy the valid ID presented by the client and release the requested document/s.	None	5 minutes	Administrative Staff Records Unit
TOTAL		None	45 minutes	

16. Receiving and Releasing of Communication and Other Documents

The procedure for proper receiving and releasing of communications.

Office or Division:	Records Unit, SDS Office, and Action Unit			
Classification:	Simple, Complex, and Highly Technical			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen G2B-Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Communication			• Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication to the Records Receiving area or send official communication through Office's official email address at baguio.city@deped.gov.ph .	1.1. Receive, check completeness of communication, and stamp "Received" (for paper copy).	None	5 minutes	Administrative Staff/ Records Officer (emails) Records Unit
	1.2. Read and log information details into the Document Tracking System (DTS).	None	10 minutes	Administrative Staff/ Records Officer (emails) Records Unit
	1.3. Route/Forward communications received from 8AM to 11AM and from 1PM to 4PM to the Head of Office for notation.	None	3 hours (Routine Communications) 15 minutes (Non-Routine Communications)	Administrative Staff/ Records Officer (emails) Records Unit
	1.4. Read, review, and notate on the communication.	None	4 hours	SDS Office



	1.5. Route communication to the concerned office/personnel/action unit.	None	5 minutes	Administrative Staff SDS Office
	1.6. Act on the communication for ministerial transaction* and forward to SDS for approval.	None	2 days	Action Person/Unit
	1.7. Forward acted communication to SDS Office.	None	5 minutes	Action Person/Unit
	1.8. Review and approve acted communication.	None	30 minutes	SDS
	1.9. Forward approved communication to the Records Unit for release.	None	3 minutes	Administrative Staff SDS Office
2. Receive communication.	2.1. Check completeness of communication and stamp "Released".	None	2 minutes	Administrative Staff Records Unit
	2.2. Release approved communication.	None	10 minutes	Administrative Staff/ Records Officer (emails) Records Unit
TOTAL		None	3 days	

**Note: For ministerial transaction – within 3 days, complex transaction – within 7 days and for highly technical transaction – within 20 days*

17. Issuance of School Records (Form 137/Sf 10) of Private Schools That Ceased Operations

This service enables former students to obtain their academic records (Form 137/SF 10) from private schools that have permanently closed. The Schools Division Office facilitates the release of these records from the documents officially turned over by the defunct private schools, to support students' enrollment, transfer, or employment requirements.

Office or Division:	Records Unit
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Classification:	Simple			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	Learners from Closed Private Schools Receiving Schools from Closed Private Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter from the Receiving School/Parent/Legal Guardian			• Requesting School/Person	
2. Government Issued Identification Card			• Requesting person and/or Authorized Person	
3. Authorization letter (if requested by other person on the requesting person's behalf)			• Requesting person	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter together required documents.	1.1. Receive and check request letter and other supporting documents.	None	5 minutes	Administrative Staff Records Unit
2. Wait for the request at the lobby/waiting area.	2.1. Search for the requested school record.	None	15 minutes	Administrative Staff Records Unit
	2.2. Stamp "Released" and scan the requested document together with the required documents.	None	10 minutes	Administrative Staff Records Unit
3. Receive the requested document and sign logbook.	3.1. Release the original document.	None	5 minutes	Administrative Staff Records Unit
	3.2. File e-copy of the released school record.	None	5 minutes	Administrative Staff Records Unit
TOTAL		None	40 minutes	

18. 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:	• Permanent Teaching and Non-Teaching Personnel, Related-Teaching and School Administration		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Email request sent to email address of the SDO loan verifier		• Employee/Private Lending Institution	



Subject: Approval of Loan (specify name of PLI) 2. Latest pay slip 3. DepEd Email address		<ul style="list-style-type: none"> • SDO Cash Unit • 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 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
TOTAL		None	40 minutes	

19. Processing of Application and Payment of Provident Loans

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction	Government to Government (G2G)			
Who may avail:	<ul style="list-style-type: none"> • Permanent Teaching and Non-Teaching Personnel, Related-Teaching and School Administration 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished loan application form 2. Authorization for salary deduction 3. Most recent original pay slip or certified true copy of payroll 4. Photocopy of DepEd ID 5. Photocopy of appointment (for first time borrower)		<ul style="list-style-type: none"> • Accounting Unit • Cash Unit 		
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,	2.1. Pre-audit loan application.	None	10 mins.	Administrative Assistant II
	2.2. Prepare and forward request form to the Budget office for	None	5 mins.	Administrative Assistant II



proceed to next step, if not, return to claimant for completion.	preparation of BURS.			
	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
TOTAL		None	1 hour & 3 minutes	

20. Processing of Payments

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

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

B. PROCESSING OF PAYMENTS FOR OBLIGATION MADE

Office or Division:	Accounting Unit
Classification:	Highly Technical
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. Agency Procurement Request (DBM-PS) 4. Purchase Request (PR) 5. BAC resolution to alternative mode of procurement with: <ul style="list-style-type: none"> - *Proof of posting of RFQ (50k above) 	•



6. Request For Quotation (RFQ) with:
 - *Business permit
 - *PhilGEPS registration No.
 - *Business tax return (for ABC of more than 500k)
 - *Omnibus sworn statement (for ABC of more than 50k)
7. Post qualification evaluation report
8. Abstract of bids
9. BAC Resolution recommending the Award of Contract
10. Notice to Award (NOA)
11. Purchase Order (PO)/Contract
12. Notice to Proceed (NTP)
13. Activity Rescheduling Form
14. Delivery Receipt
15. Charge Invoice
16. Billing Statement/Statement of Account
17. Inspection and Acceptance Report (IAR)
18. Rating Factor (for lease of venue)
19. Supplier's Evaluation Form
20. Attendance Sheet (for meals and snacks, board/lodging)
21. Distribution list (supplies during trainings)
22. Pictures
23. Certificate of unavailability of DepEd facilities

b) FOR TRAVEL REIMBURSEMENTS (LOCAL)

1. Duly signed DV & ORS
2. Duly approved Office Order/Travel Order
3. Duly approved Itinerary of Travel
4. Approved Certificate of Travel Completed
5. Letter of invitation of the host/sponsoring agency/organization/memo
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
7. Copy of Office Order and the Supplemental Office Order or any proof supporting the change of schedule
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
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



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



	2.4. Certify funds availability on box C of the DV and forward to SDS.	None	15 mins.	SDS
	2.5. Approve for payment on box D of the DV.	None	10 mins.	Administrative Assistant II
	2.6. Prepare LDDAP-ADA & SLIAE.	None	5 mins.	Accountant III
	2.7. Review and certify funds availability of the LDDAP-ADA with SLIAE.	None	5 mins.	Administrative Assistant II
	2.8. Forward LDDAP-ADA with SLIAE to cash unit.			
TOTAL		None	1 hour & 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	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	15 mins.	SDS



	2.5. Approve for payment on box D of the DV.	None	10 mins.	Administrative Assistant II
	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 III
	2.9. Forward LDDAP-ADA with SLIAE to cash unit.			
TOTAL		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	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	None	5 mins.	Accountant III



	availability of the LDDAP-ADA with SLIIAE. 2.8. Forward LDDAP-ADA with SLIIAE to cash unit.	None	10 mins.	Administrative Assistant II
TOTAL		None	1 hour and 15 minutes	

21. 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			WHERE TO SECURE	
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
TOTAL		None	40 minutes	

22. 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		G2G - Government to Government	
Who may avail:		Teaching Non-Teaching	
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE
1. DepEd Identification Card			• Employee's place of assignment
2. Certificate of Employment			• Employee's place of assignment



3. Appointment Paper			• Employee's place of assignment	
CLIENT STEPS	AGENCY 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 mins.	Information Technology Officer I/ Computer Operator II
	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 II
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 II
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 II
TOTAL		None	45 minutes	

23. School Technical Support

Assistance provided to ensure the smooth operation of a school's computer laboratories. Services include diagnosing, troubleshooting, and repairing hardware (desktop computers, laptops, and peripherals) as well as maintaining and managing the school's network infrastructure. This ensures reliable connectivity, secure systems, and functional devices to maximize the use of technology in teaching and learning.

Office or Division:	ICT Unit	
Classification:	Simple	
Type of Transaction	G2G - Government to Government	
Who may avail:	Teaching Non-Teaching	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Formal Letter from the School		• ICT Office



2. Computer Laboratories (Hardware & Software)			• School Premises	
3. Internet Connectivity			• School Premises	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits a formal letter (via email to baguio.city@deped.gov.ph) detailing the technical support needed.	1.1. ICT Unit receives and acknowledges the request.	None	5 mins.	Information Technology Officer I/ Computer Operator II
2. School prepares and provides the equipment (laboratory computers, devices) for servicing.	2.1. ICT Unit conducts troubleshooting and repair, while also providing recommendations and possible improvements.	None	8 hours	Computer Operator I / II
3. School ensures internet connectivity during the visit.	3.1. ICT Unit verifies internet speed and provides recommendations.	None	5 mins.	Computer Operator I / II
TOTAL		None	1 day	

24. Repairs (System Units, Laptops, Printers)

Process of diagnosing, troubleshooting, and restoring defective or malfunctioning computer hardware and peripherals to ensure smooth and uninterrupted office operations. This includes fixing hardware components of system units (such as power supply, storage drives, memory, and motherboards), addressing laptop performance and battery issues, and resolving printer problems like paper jams, connectivity errors, or ink/toner malfunctions. The goal of these repairs is to maintain productivity, extend equipment lifespan, and support the efficient delivery of workplace tasks and services.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Teaching Non-Teaching			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Service Request Form			• ICT Office	
2. Hardware/Software for checking			• ICT Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the Service Request Form, providing personal	1.1. ICT Unit receives and logs the request.	None	5 mins.	Computer Operator I / II



information and details of the issue.				
2. Client waits for updates via text message or messenger.	2.1. ICT Unit conducts diagnostics and repair, while also providing recommendations and possible improvements	None	8 hours	Computer Operator I / II
TOTAL		None	1 day	

25. Technical Support for Events and Seminars

Assistance and services provided to ensure the smooth use of technology and equipment during organizational gatherings, trainings, workshops, and official functions. This includes setting up, operating, and troubleshooting audio-visual systems, computers, projectors, microphones, sound systems, internet connectivity, and other ICT resources. The purpose is to guarantee seamless presentations, reliable communication, and an uninterrupted flow of activities, contributing to the overall success of the event or seminar.

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Teaching Non-Teaching			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Schedule an Appointment			• ICT Office	
2. Accomplished Equipment Checklist Form			• ICT Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits event details (schedule, venue, requirements).	1.1. ICT Unit receives and confirms request.	None	5 mins.	Information Technology Officer I/ Administrative Aide IV
2. Client accomplishes the Equipment Checklist Form.	2.1. ICT Unit sets up and provides technical support during event.	None	8 hours	Computer Operator I / II
TOTAL		None	1 day	

26. Network Management (Internet & Network)

Administration, monitoring, and maintenance of an organization's network infrastructure to ensure secure, reliable, and efficient connectivity. It involves configuring and managing internet services, servers, routers, switches, and access points, as well as monitoring bandwidth usage, troubleshooting connectivity issues,



and implementing network security measures such as firewalls and access controls. Effective network management supports uninterrupted communication, data sharing, and digital operations, enabling the workplace to function productively and securely.

Office or Division:		ICT Unit		
Classification:		Highly Technical		
Type of Transaction		G2G - Government to Government		
Who may avail:		Teaching Non-Teaching		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Internet Connection			• ICT Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client calls ICT personnel for support.	1.1. ICT Unit receives and addresses the request.	None	5 mins.	Information Technology Officer I/ Computer Operator I / II
TOTAL		None	5 minutes	

27. Special Education Fund

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

Office or Division:		SEF Unit		
Classification:		Government to Government (G2G)		
Type of Transaction		Simple		
Who may avail:		• SEF Casual employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Slip/Client Request Form			• Schools Division Office front desk	
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit duly accomplished Client Request Form	1.1. Receive 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	None	10 mins.	Administrative Assistant II/ HRMA/



	Division Superintendent.			Administrative Officer V/ Assistant Schools Division Superintendent
	1.5. Release of requested document.	None	5 mins.	Administrative Assistant II/ HRMA
TOTAL		None	1 hour & 5 minutes	

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

Office or Division:	SEF Unit			
Classification:	Government to Government (G2G)			
Type of Transaction	Complex			
Who may avail:	• SEF Casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 6 2. Medical Certificate, if necessary		<ul style="list-style-type: none"> • 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
		None	5 mins.	Administrative Assistant II/



	1.7. Attach one copy to DTR and one for filing.			HRMA/ Administrative Aide III
TOTAL		None	2 working days, 3 hrs. & 30 mins.	

C. PREPARING OF PAYROLL OF SEF CASUAL EMPLOYEES

Office or Division:	SEF Unit			
Classification:	Government to Government (G2G)			
Type of Transaction	Complex			
Who may avail:	• SEF Casual employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
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"> • Employee's place of assignment • Employee • Employee's place of assignment • Agency/school where the employee is when on official business • Employee's place of assignment • Employee/Employee's place of assignment 	
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 working 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 working days	Administrative Assistant II/ HRMA
TOTAL		None	4 working days & 53 minutes	

D. PROCESSING OF UTILITY BILLS

Office or Division:	SEF Unit		
Classification:	Government to Business (G2B), Government to Government (G2G)		
Type of Transaction	Simple		
Who may avail:	• School Heads		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Official receipt 2. Other pertinent documents		<ul style="list-style-type: none"> • Utility company • Utility company/school 	



CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit statement of account 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
TOTAL		None	58 minutes	

E. PROCESSING OF STUDENT INCENTIVES

Office or Division:	SEF Unit			
Classification:	Government to Government (G2G)			
Type of Transaction	Highly Technical			
Who may avail:	• Learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Ranking		• School Head		
CLIENT STEPS	SDO ACTIONS	FEES 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 working day	Administrative Assistant II/ Administrative Aide III
	1.3. Submit Payroll to the City Accounting Office for pre-audit	None	3-4 working days	Administrative Assistant II/ Administrative Aide III
	1.4. Inform School Heads that student incentives are available.	None	2 hrs.	Administrative Assistant II/ Administrative Aide III
TOTAL		None	5 working days, 2 hrs & 5 minutes	

F. PROCESSING OF PAYROLL OF CASH ADVANCES

Office or Division:	SEF Unit			
Classification:	Government to Government (G2G)			
Type of Transaction	Highly Technical			
Who may avail:	• Students, Teacher Participants to various programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Project Proposal		•		
CLIENT STEPS	SDO ACTIONS	FEES 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.	
TOTAL		None	3 working days & 4 hours	

28. Request for the use of PFVR Gym and Dormitory

The service allows individuals or organizations to request the use of the PFVR Gym and Dormitory for official functions, events, recreational activities, and lodging subject to availability and approval.

Office or Division:	Administrative Services Section – PFVR			
Classification:	Simple			
Type of Transaction	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dormitory Only - Client Request Form: https://tinyurl.com/PFVRDormReservationForm			• www.depedpines.com or the provided link	
2. PFVR Gym - Request Letter (2 original copies)			• Requester	
3. Memorandum of Agreement (MOA) for long-term use of the gym			• PFVR Management office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For PFVR Gym: Submit request letter to the PVFR Management Office through the Records Unit. For Dormitory Use: Access SDO booking through www.depedpines.com or access the	1.1. Receives the reservation request for gym/dormitory usage and forwards it to the PVFR Management Office for processing.	None	15 minutes	Administrative Staff Records Unit
		None	1 hour	PFVR Manager PFVR Management Office



<p>provided link in the checklist requirements.</p>	<p>1.2. Check availability of the gym/dorm and contact the client to discuss reservation details, terms and conditions, and MOA, as applicable.</p>			
<p>2. Confirm reservation and request Order of Payment from the PVFR Manager.</p>	<p>2.1. Prepare Order of Payment and instruct the client to proceed to the Cashier's Office for payment.</p> <p>2.2. Receive the payment from the client and issue Official Receipt as proof of transaction.</p>	<p>Shared Rooms: P500/head (max of 8 pax) Exclusive Room: P4000/night (Occupants who opt to rent the entire room are required to pay the full amount corresponding to its maximum occupancy)</p> <p>Note: A refundable security deposit of P500 is required to cover potential damages.</p> <p>None</p>	<p>30 minutes</p> <p>30 minutes</p>	<p>PFVR Manager PFVR Management Office</p> <p>Administrative Staff Cash Unit</p>
<p>3. Return a copy of the Official Receipt to the PVFR Manager to finalize the reservation</p>	<p>3.1. Receive copy of the OR and record payment and reservation in the official booking system or logbook.</p> <p>3.2. Coordinates with facility staff to prepare the venue accordingly.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>15 minutes</p>	<p>PFVR Manager PFVR Management Office</p> <p>PFVR Manager PFVR Management Office</p>



TOTAL	2 hours and 45 minutes
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29. Request for Service Vehicle

The Request for Service Vehicle provides official transportation support to employees and personnel of the Division Office Proper for the conduct of authorized duties and functions within Baguio City, Benguet Province, and areas outside Benguet. This service facilitates the use of a service vehicle for official travel related to releasing of documents, meetings, conferences, seminars, monitoring, fieldwork, and other approved official activities/transactions, subject to prior reservation and vehicle availability.

Office or Division:	Administrative Services Section – General Services			
Classification:	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Division Office Proper Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Client Request Form			<ul style="list-style-type: none"> Administrative Services Section 	
2. Request Letter for Travels Outside Benguet (2 original copies)			<ul style="list-style-type: none"> Requester 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly fill out the Client Request Form and submit required documents to the Administrative Services Section at least 2 working days before the date of departure/travel. <i>Note: The prescribed reservation timeline applies to all requests, except for urgent transactions and regularly scheduled activities covered by an approved Memorandum.</i>	1.1. Check completeness of the duly accomplished Client Request Form and receive required documents (as applicable).	None	5 minutes	Administrative Staff Administrative Section
	1.2. For travels outside Benguet: Submit request letter to the Office of the Schools Division Superintendent for approval.	None	5 minutes (outside Benguet)	Administrative Staff Administrative Section
	1.3. For travels outside Benguet: SDS approves/disapproves request.	None	4 hours (outside Benguet)	Schools Division Superintendent SDS Office
	1.4. Forward acted request to the Administrative Services Section for proper coordination.	None	5 minutes (outside Benguet)	Administrative Staff SDS Office
2. Wait for the update of request from the Administrative Section's	2.1. Check for available vehicles and drivers.	None	4 hours	Administrative Staff Administrative Section
	2.2. Log and return the request form to	None	1 hour	



Administrative Staff.	the requester after identifying the service vehicle to be used.			Administrative Staff Administrative Section
3. Receive update for the request, and coordinate the reservation with the assigned driver.	3. Communicate update on the request.	None	10 minutes	Administrative Staff Administrative Section
4. Fill out the Client Satisfaction Measurement (CSM) form and submit the same to the Administrative Section's administrative staff.	4. Receive the CSM form and use the feedback to improve service delivery	None	10 minutes	Administrative Staff Administrative Section
TOTAL		None	5 hours and 25 minutes (within Benguet) 1 day, 1 hour, and 35 minutes (outside Benguet)	



B. SCHOOL GOVERNANCE AND OPERATIONS DIVISION (SGOD)

1. Data Management, Educational Planning Reports and Research Management

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

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.		1. Planning and Research Section through letter and/or email		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 mins.	-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 mins	Planning Office Staff
	Forward letter to the SDS office for approval	None	10 mins	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 working days	Planning Office Staff
Receives communications from the Planning and Research Section	Give information/data/ document as requested	None	20 mins	Planning and Research Staff
TOTAL		None	1 days & 43 minutes	

B. PROVIDING LEARNER INFORMATION SYSTEM (LIS) TECHNICAL ASSISTANCE

Office or Division	SGOD-Planning and Research Section			
Classification	Highly Technical			
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 		Planning and Research Section		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log in/Phone call/sends email		None		
Submits Documentary requirements	Accept and check document submitted and provide technical assistance (TA)	None	3 mins.	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 mins.	
TOTAL		None	5 days & 6 minutes	

C. 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 or from Planning and Research Section		
CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Research Proposal	Initial review the completeness and technicalities based on standards	None	3 mins.	SDRC-Secretariat
	Log initially reviewed research	None	1 min.	SDRC-Secretariat
	Endorse the research paper to SDRC members	None	1 working day	
	Evaluate the research paper as to cohesiveness (ie. Content, Tools, Research Design, Treatments, Method, etc.)	None	15 working 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 -	None	1 working day	SDRC-Secretariat



	Education Program Supervisor (EPS), if the 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 working day	SDRC-Secretariat
	Submit the research paper for BERF to the Regional Office through the Records office.			SDRC-Secretariat
TOTAL		None	18 working days & 4 minutes	

D. SECURING PERMIT TO CONDUCT STUDY FROM OUTSIDE RESEARCHERS

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 	Crafted by the client

CLIENT STEPS	SDO ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits the requirements	Receives the requirements	None	1 min.	SDRC-Secretariat
	Review the completeness required documents	None	3 mins.	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 min.	SDRC-Secretariat
	Forward to the SDS office for approval of the permit letter	None	3 working days	SDRC-Secretariat
	Receive the approved permit to conduct study letter from the SDS office	None	1 min.	SDRC-Secretariat
	Log the details and assign tracking number and notify the outside researcher for the	None	2 mins.	SDRC-Secretariat



	approved permit to conduct study			
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 working day	SDRC-Secretariat
TOTAL		None	4 working days and 8 minutes	

2. School Health and Nutrition Services

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.

Office or Division:	Medical Unit			
Classification:	Government to Government (G2G)			
Type of Transaction	Highly Technical			
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
MEDICAL CERTIFICATE				
1. Proceed to the medical clinic and fill up required form/s.	1.1. Receive and log duly accomplished form/s.	None	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	10 mins.	Nurse II/ Medical Officer III
3. Patient submit himself/herself for physical examination.	3.1. Physical examination of the patient.	None	20 mins.	Nurse II/ Medical Officer III
4. Wait while the requested certification/	4.1. Prepare, sign and release the certifications/forms	None	10 mins.	Medical Officer III



form is being processed.	requested by the patient.			
TOTAL		None	45 minutes	
CONSULTATION				
1. Proceed to the clinic for registration	The health personnel records the client's name, time of arrival, symptoms, and purpose of visit. For learners, class and section may also be logged.	none	5 mins.	Nurses, Medical Officers
2. Initial Assessment	The health personnel checks the following : medical history, vital signs, etc.	none	10-15 mins.	Nurses, Medical Officers
3 .Diagnosis and provision of appropriate management	The health personnel provides first aid, issue or prescribe medications and accomplish referral forms if needed	none	10 mins.	Nurses, Medical Officers
TOTAL		None	30 minutes	

3. 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	Highly Technical			
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		
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	5 mins.	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		Dentist/ Dental Aide
2. Line up for oral examination.	2.1. Conduct oral examination,	None	At least 1 hr.	Dentist/ Dental Aide



	counseling, and recording.	None	Depends on the procedure/ treatment to be done	Dentist/ Dental Aide
	2.2. Conduct dental procedures/ treatments.	None	10 mins.	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 mins.	Dentist/ Dental Aide
TOTAL		None	1 working day	

C. CURRICULUM AND IMPLEMENTATION DIVISION (CID)

1. Issuance of A&E Test Passer or ALS Program Completer's Diploma/ Certificate of Rating (COR)/ Certificate of Completion (COC)

This service issues diplomas or certificates to ALS program completers and A&E test passers. Applicants or their representatives need to present a valid ID and required documents. The ALS office will verify, reproduce, and certify the records. The process is free and takes around 25 minutes to finish.

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 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A & E Test Passer/ALS Program Completters - valid ID - A&E registration slip (examinee's copy)		<ul style="list-style-type: none"> • Previous or current school/ any government agency issuing valid ID • ALS 		
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 • 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. Retrieve the needed document.	None	5 mins.	EPSA/ALS Teacher/ 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	10 mins.	EPSA/ALS Teacher/ Administrative Aide/Division ALS Focal Person
	2.2. Seal and certify one copy as <i>certified true copy</i>	None	5 mins.	EPSA/ALS Teacher/



	to be signed by the Division ALS Focal Person.			Administrative Aide/Division ALS Focal Person
3. Receive documents and sign the office copy for future reference.	3. Release the original copy and the certified true copy.	None	5 mins.	EPSA/ALS Teacher/ Administrative Aide/Division ALS Focal Person
TOTAL		None	At least 25 mins.	



VI. CONTACT INFORMATION

ANTI RED TAPE AUTHORITY (ARTA)

Website: arta.gov.ph

Email: complaints@arta.gov.ph

Call: 8478-5091 / 8478-5099 / 0969-257-7242 or 0928-690-4080

CONTACT CENTER NG BAYAN (CCB)

Website: contactcenterngbayan.gov.ph

Email: email@contactcenterngbayan.gov.ph

Call: 1-6565

Text: 0908-881-6565

PRESIDENTIAL COMPLAINT CENTER (PCC)

Email: pcc@malacanang.gov.ph

Call: 8736-8645

8736-8603

8736-8629

8736-8621

Fax: 8736-8621

8888 CITIZENS' COMPLAINT CENTER

Call/Text: 8888

Visit <https://8888.gov.ph/>

SCHOOLS DIVISION OF BAGUIO CITY

Call: (074) 442-7819

Email: baguio.city@deped.gov.ph

VII. LIST OF OFFICES as of August 8, 2025

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT	
OFFICE/SECTION/UNIT	NAME and POSITION
Office of the Schools Division Superintendent	SORAYA T. FACULO PhD, CESO VI <i>Schools Division Superintendent</i>
Office of the Assistant Schools Division Superintendent	CARMEL F. MERIS <i>Assistant Schools Division Superintendent Officer-In-Charge</i>
1. Legal Section	ATTY. ANNETTE L. DOYAOEN <i>Attorney III</i>
2. ICT Section	HARRIS G. DIZON JR. <i>Information Technology Officer I</i>
3. Administrative Services Section	NIEVES D. EBANIO <i>Administrative Officer V</i>
a. Cash Unit	MARIA MILAGROSA A. GALERA <i>Administrative Officer IV – Cashier</i>
b. Personnel Unit	MA. LOUELLA C. MONCADA <i>Administrative Officer IV – HRMO</i>



c. Property and Supply Unit	VIMA G. CADUNOG <i>Administrative Officer IV – Supply Officer</i>
d. Records Unit	ARIAN C. BANGSE-IL <i>Administrative Officer IV – Records Officer</i>
e. General Services	
4. Accounting Section	LILIBETH G. DEGSI <i>Accountant III</i>
5. Budget Section	BELEN R. TOMIN <i>Administrative Officer V – Budget Officer</i>
CURRICULUM IMPLEMENTATION DIVISION	
Office of the CID Chief	JULIET C. SANNAD EdD <i>Chief Education Supervisor</i>
1. Instructional Management	
a. Filipino	MARILYN S. API-IT <i>Education Program Supervisor</i>
b. Mathematics	FRANCISCO C. COPSIYAN <i>Education Program Supervisor</i>
c. Values Education	NORA D. DALAPNAS <i>Education Program Supervisor</i>
d. TLE	MARY JANE N. MALIHOD <i>Education Program Supervisor</i>
e. English	ARMI VICTORIA A. FIANGAAN <i>Education Program Supervisor</i>
f. MAPEH	LOLITA A. MANZANO <i>Education Program Supervisor</i>
g. Araling Panlipunan	MARINA D. TABANGCURA <i>Education Program Supervisor</i>
h. Inclusive Education	SYDNEY SHAN M. CARIÑO <i>Education Program Supervisor</i>
i. Science	VIRGINIA C. ALINDAYO <i>Education Program Supervisor</i>
2. District Instructional Supervision	
a. District 1	NIXON C. ELAHE <i>Public Schools District Supervisor</i>
b. District 2	ROSANNA D. DIZON <i>Public Schools District Supervisor</i>
c. District 3	REY D. GAPASIN <i>Public Schools District Supervisor</i>
d. District 4	NANCY B. DUMALILI <i>Public Schools District Supervisor</i>



e. District 5	ROSIE BEEL A. MARZO <i>Public Schools District Supervisor</i>
f. District 6	LOURDES B. LOMAS-E <i>Public Schools District Supervisor</i>
g. District 7	JAYRE ROSE S. GUEVARA <i>Public Schools District Supervisor</i>
h. District 8	BRENDA LEE C. AWINGAN <i>Public Schools District Supervisor</i>
i. District 9	MARILYN S. TAMI-ING <i>Public Schools District Supervisor</i>
j. District 10	SANTIAGO L. BUGTONG <i>Public Schools District Supervisor</i>
3. Learning Resources Management	LOIDA C. MANGANGEY <i>Education Program Supervisor</i>
4. Alternative Learning System	JOJO S. AMBROS <i>Education Program Specialist II</i> RHEINECK M. CAPARAS <i>Education Program Specialist II</i>
SCHOOL GOVERNANCE AND OPERATIONS DIVISION	
Office of the SGOD Chief	NIÑO M. TIBANGAY PhD <i>Chief Education Supervisor</i>
Office of the SGOD EPS	JERRY YMSON <i>Education Program Supervisor</i>
1. School Management M&E Section	ASUNCION C. SAGUID <i>Senior Education Program Specialist</i>
2. Social Mobilization and Networking Section	JULIET D. PIOK <i>Senior Education Program Specialist</i>
a. Disaster Risk Reduction and Management	CLIF TONE K. BANGSE-IL <i>Project Development Officer II</i>
3. School Health and Nutrition Section	ARLENE AWING <i>Medication Officer III</i>
4. Education Facilities Section	JORDAN GAS-IB <i>Engineer III</i>
5. Human Resource Development Section	JOVELYN PETRA T. BALANTIN <i>Senior Education Program Specialist</i>
6. Planning and Research Section	JIMMY S. SANTOS <i>Senior Education Program Specialist</i>
• Youth Formation Unit	AUGIE PERL A. SIMANGAN <i>Project Development Officer I</i> ARLANI B. BUCCAT <i>Project Development Officer I</i>

