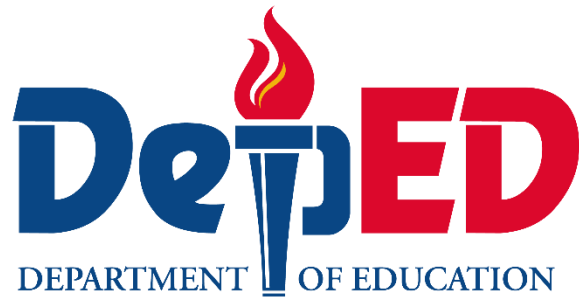




DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER
2026 (1st Edition)

I. Brief History of the Philippine Education System

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of society, education serves as a focal point of the leadership's priorities at certain periods/epochs in our national journey as a race.

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department of Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23, 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by the Japanese-Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese-Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984 – 1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 –	Department of	Secretary	RA 7722 and RA 7796,

2001	Education, Culture and Sports		1994 Trifocalization of Education Management
2001 – Present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created, and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and non-formal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. 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.

III. 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.

IV. 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.

V. 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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SCHOOLS DIVISION OFFICE

EXTERNAL SERVICES

Curriculum and Instruction Division

1. Borrowing and Returning of Supplementary Learning Resources from Library Hub

The Library Hub is a component of DepEd's Learning Resource Management and Development System (LRMDS) implementation at school or division levels, providing a physical or hybrid service for borrowing educational materials to support teaching and learning activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Schools, Teachers, Learners, School Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly accomplished Request Form/ List of Supplementary Learning Resources (SLRs) from to be borrowed		Client/ Requesting School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of Learning Materials				
1. Submit the duly accomplished Request Form, indicating the list of Supplementary Learning Resources (SLRs) to be borrowed	1.1 Receive, review, and verify the availability of the SLRs in the library hub.	None	20 minutes	Librarian II (CID-LRMS)
	1.2 Record the SLRs in the Borrowing Logbook.	None	15 minutes	Librarian II (CID-LRMS)
	1.3 Sort and pack the SLRs	None	2 hours	Librarian II (CID-LRMS)
	1.4 Release the approved SLRs to the client.	None	10 minutes	Librarian II (CID-LRMS)
	1.4 Require the client to sign the Acknowledgment Receipt (AR) and file the signed document in the Borrowing Records.	None	5 minutes	Librarian II (CID-LRMS)
Returning borrowed Learning Materials				
1. Return the borrowed learning materials on or before the agreed due date to the Library Hub	1.1 Inspect and conduct an inventory of the returned SLRs	None	1 hour	Librarian II (CID-LRMS)
	1.2 Update the Borrowing Logbook by recording the date of return and affixing the stamp "RETURNED".	None	30 minutes	Librarian II (CID-LRMS)
TOTAL (Borrowing):		None	2 hours, 50 minutes	

TOTAL (Returning):	None	1 hour, 30 minutes
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2. Registration for an Account in the LRMDs Portal

The Learning Resource Management and Development System (LRMDS) Portal is the Department of Education's official platform for accessing quality-assured learning resources, teaching resources and professional development materials. Authorized DepEd personnel must first register and secure approval from the Schools Division Office (SDO). Once approved, users may log in to search, view, and download available learning resources for instructional and to be used for teaching and learning process or other school related activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	District Supervisors, School Heads, Teachers, and DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Active DepEd email account		Client		
Accomplished Online Registration Form		Client		
Laptop / Desktop or mobile device with internet access and updated web browser		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration for the LRMDs Portal				
1. Access/visit the official LRMDs Portal https://lrmds.deped.gov.ph , click “Register”, and fill out the online form using DepEd email address	1.1 Check the registration, review, and validate the applicant’s identity, position, and affiliation	None	1 day	Project Development Officer II, CID
	1.2 Approve or disapprove the registration request based on verification results	None	4 hours	Project Development Officer II, CID
	1.3 Send system-generated notification to the applicant's email. Process the account request as follows: a. If approved, users can access the LRMDs Portal. b. If disapproved, a notification	None	10 minutes	Project Development Officer II, CID

	regarding the disapproval of the account shall be sent.			
TOTAL (Registration):		None	1 day, 4 hours, 10 minutes	

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Claiming of Checks for Payment of Obligation (made through Checks)

Payment of obligations of the Schools Division Office (SDO) is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA).

The Cash Section of the SDO's Administrative Unit issues checks to Clients for payments of obligation that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks.

Office or Division:	Office of the Schools Division Superintendent – Administrative Service – Cash Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Any Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - Unified Multi-Purpose Identification (UMID)		Client		
For an authorized representative				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person’s valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person’s valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section

	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
TOTAL:		None	30 minutes	

Office of the Schools Division Superintendent – Legal Unit

1. Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any graduate of public and private schools, including the Alternative Learning System, whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

**Corrections of learner information for currently enrolled learners may be processed through the school using the Learner Reference Number (LRN). The school shall validate the request and initiate the necessary correction following prescribed DepEd procedures.*

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Graduates of Public or Private School, including ALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter indicating the entry/entries to be corrected – one (1) original copy		Client		
School records to be corrected: Diploma or Form 137 or SF 10, whichever is applicable – one (1) original, one (1) photocopy		School		
Certification or Endorsement from the School Head – one (1) photocopy		School		
Certificate of Live Birth issued by the Philippine Statistics Authority – one (1) original, one (1) photocopy		Philippine Statistics Authority		
Affidavit of Discrepancy – one (1) original copy		Client		
Affidavit of Two Disinterested Persons – one (1) original, one (1) photocopy		Affiants		
Valid ID of the requesting party showing photo and signature; if filed by a representative, include an Authorization Letter/or Special Power of Attorney and valid ID of both parties		Client		
Data Privacy Consent Form -One (1) original copy		Legal Unit		
If the Client is a graduate of a private school				
Special Order of Graduation (<i>required only for graduates of private schools</i>) – one (1) original		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the SDO through	1.1 Receive and record to logbook	None	10 minutes	Administrative Officer IV, Records Section

the Records Section.	<i>Note: Inform Client that s/he will be notified once document is available</i>			
	1.2 Refer the documents to Legal Unit	None	10 minutes	Administrative Officer IV, Records Section
	1.3 Evaluate submitted documents for completeness and legal sufficiency <i>Note: If there is any requirement that is lacking, inform the client that request will only be processed upon submission of lacking requirement/s</i>	None	20 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.4 Draft Resolution/Order then forward to Schools Division Superintendent for signature	None	1 day	Attorney III, OSDS-Legal Unit
	1.5 Review and sign the Resolution/Order, then forward to Records Section for releasing of document	None	1 day	Schools Division Superintendent <i>Note: In the absence of the SDS, the Officer-in-Charge or authorized representative may sign on his/her behalf</i>
	1.6 Notify the client that the approved Resolution/Order is available for release	None	10 minutes	Legal Assistant I, OSDS-Legal Unit
2. Receive the signed Resolution	2.1 Release the signed Resolution to the Client	None	10 minutes	Admin Officer IV, Records Section
TOTAL:		None	2 days and 1 hour	

2. Legal Assistance to Walk-in Clients

This process is intended to establish the conduct, management, and treatment of legal queries and/or concerns of internal and external clients.

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	School Personnel, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
A copy of written query/concern (if applicable)		Client		
Identification Card - Any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 Instruct the Client to register in the Visitor's Logbook then refer to the Legal Officer.	None	5 minutes	Legal Assistant I, OSDS-Legal Unit
	1.2 Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Attorney III, OSDS-Legal Unit
	1.3 Provide appropriate legal assistance based on the information and documents submitted. <i>Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>	None	1 hour	Attorney III, OSDS-Legal Unit
TOTAL:		None	2 hour, 5 minutes	

Office of the Schools Division Superintendent – Personnel Unit

1. Acceptance of Application for Reclassification of Teaching Positions

This service is to validate the classification level of teachers applying for reclassification. The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval.

Office or Division:	Office the Schools Division Superintendent – Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Licensed Public School Teachers / School Principal
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Letter of intent addressed to the SDS containing the following information – one (1) original copy): i. Statement of Purpose/ Expression of interest ii. Position applied for	Applicant/Client
Duly accomplished PDS (CS Form 212, Revised 2025, with Work Experience Sheet – one (1) original copy	Civil Service Commission (CSC) Website
Valid and updated PRC License/ID – one (1) photocopy	Professional Regulatory Commission (PRC)
Certificate of Competency level issued by authorized body (if applicable) – one (1) photocopy	Technical Education and Skills Development Authority (TESDA)
Scholastic/academic record (i.e., Special Orders, Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available) – one (1) photocopy	Applicant/Client
Certificate/s of completion of National Educators Academy of the Philippines (NEAP)-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy	Public and Private Accredited Training Institution
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy	Previous/Current Employer/s
Latest appointment – one (1) photocopy	Applicant/Client
Required Performance Ratings with at least Very Satisfactory rating – one (1) photocopy	Applicant/Client

<i>(Note: The applicant must submit three (3) performance Rating depending on the performance requirements needed in particular position they applied for; and the latest performance rating shall cover one (1) complete performance rating period in the current position)</i>				
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the attached form (Annex C-2) – one (1) original copy		DepEd Order No. 7, s. 2023 / Personnel Section		
Other documents as may be required by the HRMPSB including but not limited portfolio for the assessment of identified PPST non-classroom observable indicators – one (1) photocopy		Applicant/Client		
Duly accomplished Reclassification Form for Teachers Position (RFTP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Reclassification Form for School Principal Position (RFSP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Commitment Form, if applicable – one (1) original copy		DepEd Order No. 34, s. 2025 / Applicant		
TESDA National Certificate/s / Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational-Livelihood (TVL) track only)		Technical Education and Skills Development Authority (TESDA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Division's online system for the assignment of an application code	1.1 Issue the application code to the Applicant	None	15 minutes	Administrative Assistant III, OSDS-Personnel Section
2. Submit the complete pertinent documents to the applicant's incumbent school/district station	2.1 Receive, stamp and check the completeness of the submitted documents vis-as-vis application code	None	1 hour	School or District Sub-Committee
TOTAL:		None	1 hour, 15 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified

accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

2. Acceptance of Employment (Non-Teaching and Teaching Related Positions)

Any individual with an interest in applying for a position in the Department of Education may submit his/her credentials and other requirements.

This service charter outlines the procedures on accepting employment applications for non-teaching and teaching-related positions through online and walk-in applications.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Head of Office – one (1) original copy		Applicant/Client	
Duly accomplished CSC Form 212 or Personal Data Sheet (Revised 2025) with the latest passport size ID picture and, if applicable, Work Experience Sheet – one (1) original copy		Civil Service Commission (CSC) Website	
Valid and updated PRC License/ID, if applicable – one (1) photocopy		Professional Regulatory Commission (PRC)	
Certificate of Eligibility/Rating – one (1) photocopy		CSC/PRC	
Scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees – one (1) photocopy		School/s attended	
Certificate/s of Training – one (1) photocopy		Applicant/Client	
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy		Previous/Current Employer/s	
Latest appointment, if applicable – one (1) photocopy		Previous/Current Employer	
Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable – one (1) photocopy		Previous/Current Employer	
Other Documents as may be required for comparative assessment, including but not limited to:		Applicant/ Previous/Current Employer	

i. Means of Verification showing Outstanding Accomplishment, Application of Education, and Application of Learning and Development ii. Photocopy of Performance Rating obtained from the relevant work experience				
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form – one (1) original copy		DepEd Order No. 7, s. 2023, Annex C / Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Application				
1. Submit complete pertinent documents to the official email address/online portal of the SDO	1.1 Acknowledge receipt of email for online submission	None	10 minutes	Administrative Assistant III/ HRMO Staff
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
Walk-in Application				
1. Submit the complete pertinent documents to the Records Section	1.1 Stamp Receive, issue a receiving copy, and transmit the documents submitted to the Personnel Unit <i>Note: Inform Client that s/he will be notified of the progress of his/her application</i>	None	30 minutes	Administrative Officer IV/Records Officer, OSDS-Records Section
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
TOTAL (Online Application):		None	1 hour, 10 minutes	
TOTAL (Walk-in Application):		None	1 hour, 30 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated on the basis of applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

3. Issuance of Certificate of Employment (COE)

Certificate of employment is issued upon request of previous and current DepEd employee/s which shall serve as proof of evidence to verify employment history with Department of Education.

Office or Division:	Office of the Schools Division Superintendent – Personnel Section			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government			
Who may avail:	Former employees of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, and check and obtain the employment records of the client. <i>Note: In cases where records require retrieval from archives, processing time may be extended.</i>	None	30 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.3. Encode and print COE, affix initial before forwarding the document for signature of the HRMO	None	5 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.4 Review the accuracy of the	None	10 minutes	Administrative Officer IV /

	information and sign the document			Administrative Officer V, OSDS-Personnel Section
	1.5 Release COE and file the request for reference/records purposes.	None	3 minutes	Administrative Officer IV, OSDS-Records Section
TOTAL:		None	58 minutes	

4. Issuance of Service Record (SR)

Service Record is issued upon request of previous and current DepEd employee/s for purposes of employment verification, application, appointment and/or reclassification, availing of loans, PAGIBIG/GSIS reconciliation of government service, and other matters thereof.

Office or Division:	Office of the Schools Division Superintendent – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Former Employee of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, then prepare the Service Record	None	30 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.3 Ensure authenticity and correctness of the Service Record and affix signature	None	10 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section

	1.4 Release the Service Record to Client	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section
2. Claim the Service Record and affix signature in the logbook	2.1 Review the correctness of Client's entry in the logbook	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section
TOTAL:		None	56 minutes	

Office of the Schools Division Superintendent – Property and Supply Unit

1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured with Logistics Services

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Specifically, this service covers the re-inspection of items procured by the Central Office through a third-party service provider and delivered to the Schools Division Office. It includes the conduct of a pre-inspection prior to the signing of the Delivery Receipt and the subsequent physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies		DepEd Central Office		
Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team

	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of TMO.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Items procured by the Central Office and delivered to the Schools Division Office must be re-inspected through the conduct of pre-inspection before the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Central Office – Asset Management Division
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)	Client

Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	4 hours	Inspectorate Team
	1.6 Sign the inspection portion of the IAR and forward to the Supply	None	10 minutes	Inspectorate Team

	Officer to sign the acceptance portion. <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>			
	1.7 Sign the acceptance portion of the IAR	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.8 Release a copy of the signed DR to the Client.	None	10 minutes	OSDS-PSU – AO IV (Supply Officer)
TOTAL (Returning):		None	1 day, 45 Minutes	

4. Request for Certificate of Final Acceptance or Certificate of Completion

This form is requested by the supplier upon completion of the delivery.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	1.2 Receive submitted documents and forward to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	10 minutes	Administrative Assistant III, OSDS
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to SDS office for signature.	None	15 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	Schools Division Superintendent
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Administrative Assistant III, OSDS
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp "RELEASED"	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	2 Hours, 5 Minutes	

5. Request for Supplier's Performance Evaluation

The Performance Evaluation Form is requested upon completion of the delivery to assess and monitor a supplier's performance over a defined period.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp "Received" with Date and Signature and forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Receive submitted documents and forwards to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	5 minutes	Administrative Assistant III, OSDS
	1.5 Receive documents for proper verification.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare Supplier's Performance	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU

2. Claim the signed Supplier's Performance Evaluation Form	Evaluation Form and forwards two (2) copies for SDS's signature			
	1.7 Receive documents and forward to SDS for signature.	None	5 minutes	Administrative Assistant III, OSDS
	1.8 Sign the Supplier's Performance Evaluation Form and release one (1) copy to PSU for filing and one (1) copy to Records Unit for release to the client.	None	10 minutes	Schools Division Superintendent
	1.9 Notify the client that the document is ready for pick-up at the Records Unit	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	1 Hour, 50 Minutes	

Office of the Schools Division Superintendent – Records Unit

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)

This service provides the process of issuing the available academic school records of learners/graduates endorsed by the school with no available academic school records in accordance with DepEd Order No. 048, s.2017 (Policy and Procedural Guidelines on the CAV of Basic Education School Records).

Office or Division:	Records Unit, Office of the Schools Division Superintendent	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	Learners/Graduates, Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
School Referral Form (CAV Form 2) – one (1) original copy		School attended
Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client
Additional Requirement if data of learner is with discrepancy/ies		
PSA Birth Certificate- one (1) original copy		PSA
For Authorized Representative		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Authorized Representative
Authorization Letter (if representative is an immediate family) one (1) original copy		Client

Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				
A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Officer IV/ Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement to Records Unit for releasing	None	1 hour	Schools Division Superintendent

	A.2.7 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit/ Administrative Officer V
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	

2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers

This service provides the process of issuing the available academic school records of ALS learners and PEPT completers/passers for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	ALS & PEPT Passers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Request Form – one (1) copy	Records Unit
Certificate of Rating - one (1) original copy and two (2) photocopy, or ALS Learner's	Bureau of Education Assessment (BEA)/ EPS-ALS

Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies				
Diploma – One (1) original copy and two (2) certified true copies		Bureau of Educational Assessment (BEA)/ EPS- ALS		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Applicant/Client		
Birth Certificate* - one (1) photocopy or Passport*- One (1) photocopy * <i>for validation purposes only</i>		PSA/DFA		
Long Brown Envelope - one (1) piece		Applicant/Client		
Latest photo w/ white background (Passport Size) – Two (2) pieces (Regional Requirement)		Applicant/Client		
Documentary Stamp (if available) or Documentary Stamp Fee at the Regional Cashier (Regional Requirement)		Regional Cashier		
Additional Requirement if data of learner is with discrepancy/ies				
PSA Birth Certificate one (1) original (if data of learner is with discrepancy/ies)		PSA		
For Authorized Representative				
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID		Authorized Representative of the Client		
Authorization Letter (for immediate family) one (1) original copy OR Valid Special Power of Attorney (SPA) (for non-immediate family) one (1) original copy		Authorized Representative of the Client / Client/Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If A&E / PEPT Results are available in the SDO				
A.1. Ask request form	A.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
A.2. Accomplish the request form (RF) and submit all other required documents.	A.2.1 Receive and check the completeness of information and requirements required in Request Form	None	10 minutes	Administrative Aide VI, OSDS-Records Unit

	<i>Note: Inform Client that process will not proceed should there be any lacking document</i>			
	A.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.3 Prepare the following: 1. Division Office Transmittal to the Regional Office (CAV Form 13) 2. Academic School Records 3. Certification of Rating-A&E/PEPT (CAV Form 12) 4. Certification of English as a Medium of Instruction (CAV Form 17, if applicable) and affix his/her initials, then forward to the Schools Division Superintendent for signature	None	1 hour	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.4 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	30 minutes	Schools Division Superintendent
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS/ Administrative Officer IV, OSDS-Records Unit
	A.2.6 Inform Client that requested	None	5 minutes	EPS-ALS, CID/

	documents are available for pick up			Administrative Aide VI, OSDS-Records Unit
A.3.1 Claim the requested document and transmit it to the Regional Office	A.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
B. If A&E / PEPT Results are not available in the SDO				
B.1. Ask request form	B.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
B.2. Accomplish the request form (RF) and submit all other required documents.	B.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	B.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.3 Inform client the non-availability of results and verification will be made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO	None	10 minutes	Administrative Aide VI/ Administrative Officer IV, OSDS-Records Unit
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO <i>Note: If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating</i>	None	2 hours	EPS-ALS, CID

	B.2.5 Prepare the Endorsement to the Regional Office, Academic School Records and Certification and affix initials, then forward to the Schools Division Superintendent for signature	None	40 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.6 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	15 minutes	Schools Division Superintendent
	B.2.7 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.8 Inform Client that requested document is available for pick up	None	5 minutes	EPS-ALS, CID
B.3.1 Claim the requested document and transmit it to the Regional Office	B.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	3 hours	
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	4 hours and 35 minutes	

**Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on "Certification, Verification and Authentication (CAV)" at the Regional Office.*

3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools

This service provides the process of issuing the academic school records of learners/graduates of closed Private Schools available in the Schools Division Office for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	Learners/Graduates from closed private schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
1.Request Form – one (1) original copy		Records Unit
2.Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client
3.Latest Photo w/ white background (Passport size) – Two (2) pieces		Client
Additional Requirement if data of learner is with discrepancy/ies		
5.PSA Birth Certificate- one (1) original copy		PSA
For Authorized Representative		
1.Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client
2.Authorization Letter (if representative is an immediate family) one (1) original copy		Authorized Representative of the Applicant / Client
3.Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Authorized Representative of the Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Records are present in the SDO				
A.1 Ask for Request Form (RF).	A.1.1 Provide the client with the Request Form (CAV Form 1)	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
A.2. Accomplish the Request Form (RF) and submit with all other required documents	A.2.1 Receive the accomplished form and other documents and forward to the records custodian. <i>Note: Inform Client that he/she will be notified once the requested document/s is/are available for release.</i>	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records a. If the records are available, proceed to A.2.3. b. If records are not available*, inform the client accordingly and issue Certification of Non-Availability of Academic School Records in the Division Office (CAV Form 7) <i>*Note: Client must still secure a supporting document by doing any of the following:</i> i) Go to the Regional Office and request for a copy of the Special Order of Graduation; or, ii) Produce a sworn statement of any two (2) of the applicant's classmates,	None	1 hour	Administrative Officer IV, OSDS-Records Unit

	<i>principals, or teachers, and supported by either the school graduation photos, souvenir program, or graduation program or duly certified copy of either Form 137 of Form 138 of the learner on file in any Tertiary Learning Institutions. Once the required document from (i) or (ii) is secured, proceed to Step B.1.</i>			
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and endorsement letter (CAV Form 13) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement letter (CAV Form 13), and forward signed endorsement letter (CAV Form 13) to	None	1 hour	Schools Division Superintendent

	Records Unit for releasing			
	A.2.7 Receive signed endorsement letter and prepare Validated ASR, and release to Client.**	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Records is not present in the SDO				
B.1. Submit copy of Special Order or Sworn Statement	B.1.1 Receive and validate documents, and endorse to SGOD for the preparation of the Certificate of Graduation and Closure	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Prepare Certificate of Graduation and Closure and forward to SDS for signature	None	1 hour	Private School Focal, SGOD
	B.1.3 Review and affix signature on the Certificate of Graduation and Closure, and forward the signed Certificate to Records Unit for releasing	None	1 hour	Schools Division Superintendent
	B.1.4 Receive signed Certificate and release to Client.**	None	5 minutes	Administrative Staff (Records)
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 45 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	3 hours and 30 minutes	

****Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on “Certification, Verification and Authentication (CAV)” at the Regional Office.**

4. Issuance of Requested Documents – Walk-In

This service provides walk-in clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Office of the Schools Division Superintendent – Records Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Requisition Slip - One (1) original copy		Records Unit		
Identification Card - One (1) original copy and one (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
For an authorized representative				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI.

with the accomplished Requisition Slip				OSDS-Records Unit
	1.2 Search for the document being requested and print or photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI OSDS-Records Unit
	1.3 Forward to Administrative Officer IV or Administrative Officer V for certification or authentication	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.4 Certify or authenticate the requested document	None	1 hour	Administrative Officer IV OSDS-Records Unit/ Administrative Officer V
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI OSDS-Records Unit
TOTAL:		None	5 hours and 30 minutes	

5. Issuance of Requested Documents (Online)

This service provides clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request through/via official email, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Office of the Schools Division Superintendent – Records Unit	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter Request - One (1) original copy indicating the following: - Document being requested - Full name of requesting person		Client

Purpose of request				
Valid identification card- One (1) scanned copy of any government-issued valid ID of the requesting person, which may include, but is limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.2 Search the document being requested and forward to AO IV for review and approval <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, OSDS-Records Unit
	1.3 Review the document and approve the release of the requested document	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL:		None	4 hours and 50 minutes	

6. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Schools Division Office through walk-in or e-mail.

Office or Division:		Office of the Schools Division Superintendent – Records Unit		
Classification:		Simple		
Type of Transaction:		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communications addressed to the Schools Division Superintendent – two (2) original copies			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-In				
1. Submit official Communication	1.1 Receive and check completeness of communication as to: • Addressee • Date of document • Subject Matter • Sender/Signatory	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.3 Return the receiving copy to the client.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
Via E-mail				
1. Send communication through the Schools Division Office official email address	1.1 Open and read the communication	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Print the emailed communication	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit

	1.3 Stamp the communication with "RECEIVED", indicating the date, time, name and signature	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	

School Governance and Operations Division

1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels)

This service facilitates applications for formal Government Recognition from the Department of Education to private basic education institutions (Kindergarten, Elementary, and Junior High School) that demonstrate sustained, compliant, and satisfactory operation. Recognition confirms that a school's curriculum, facilities, faculty qualifications, governance, and learner outcomes meet national standards and allows the school to issue official, nationally recognized academic credits and diplomas.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Recognition.

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client	
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy		Applicant/Client	
School Site/Documents of Ownership – one (1) original copy		Applicant/Client	
Occupancy Permit – one (1) certified true copy		Applicant/Client	
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy		Applicant/Client	
Inventory/List of library holdings classified per subject area or category – one (1) original copy		Applicant/Client	

Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy		Applicant/Client		
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client		
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client		
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)		Applicant/Client		
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank		
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy		Applicant/Client		
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client		
School Initiated Retirement Plan registered with the BIR – one (1) original copy		Applicant/Client		
School Calendar – one (1) original copy		Applicant/Client		
Student/ School Manual – one (1) original copy		Applicant/Client		
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office		
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and	None	1 hour	Chief Education Supervisor, SGOD

	Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection	9 days, 1 hour, 20 minutes	

	n Fee - Php 2,035.00 (per program/ course)	
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2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools

This service facilitates applications of private schools to secure a Government Permit to Operate, that authorizes a private school to open or establish a new Kindergarten, Elementary (Grades 1–6) or Junior High School (Grades 7–10) program—or to offer additional grade levels—for one school year. The permit certifies that the proposed school/program meets Department of Education (DepEd) minimum standards for curriculum, personnel, facilities, health and safety, and governance. Issuance is contingent on submission of required documents, satisfactory documentary review, and any required on-site verification.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Permit to Operate.

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Private Schools within the Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client	
Certified true copy of latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy		Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy		Applicant/Client	
School Site/Documents of Ownership – one (1) original copy		Applicant/Client	

Occupancy Permit – one (1) certified true copy	Applicant/Client
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	Applicant/Client
Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses Capital Expenditures (Building, Property and Equipment)	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)	Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client
School Calendar – one (1) original copy	Applicant/Client
Student/ School Manual – one (1) original copy	Applicant/Client
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office

Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
Notarized Feasibility Study		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD)	None	1 hour	Schools Division Superintendent

	for appropriate action			
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD

	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection Fee - Php 2,035.00 (per program/ course)	9 days, 1 hour, 20 minutes	

3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners

Private schools with a provisional permit to operate within a certain school year (SY) or prior to that school year must request the issuance of a special order to authorize the graduation of their qualified Grade 12 learners.

This charter covers the procedures from the school's submission of the application to the Schools Division Office (SDO) to the SDO's processing of the application and subsequent endorsement to the Regional Office.

Office or Division:	School Governance and Operations Division
Classification:	Complex
Type of Transaction:	G2B (Government to Business)
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Letter of Intent - One (1) Original Copy	Applicant / Client

Note: Letter must be addressed to the Regional Director thru the Schools Division Superintendent				
List of Qualified Graduates (per track/strand/ specialization) - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Junior High School - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Senior High School - One (1) Original Copy		Applicant / Client		
Form 9 (Senior High School Graduation Form) - One (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office through the Records Unit	1.1. Receive the application and forward to the to the Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.3 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.4 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation Note: Inform Client should there be any discrepancies.	None	3 days	Education Program Specialist II, SGOD-SMME

	1.5 Validate evaluated documentary requirements and prepare Indorsement Letter and Attestation of Document for SGOD Chief's initials	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.6 Affix initials to the Indorsement Letter and Attestation, and forward to Assistant Schools Division Superintendent for review	None	1 hour	Chief Education Supervisor, SGOD
	1.7 Review the Indorsement Letter and Attestation of Document, and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintende nt
	1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	1 hour	Schools Division Superintende nt
	1.9 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	3 days, 7 hours, 30 minutes	

4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools

This service enables private schools to apply for a DepEd Provisional Permit to open a Senior High School (Grades 11–12) program or to add new SHS tracks/strands. It streamlines initial assessment and approval for schools that meet DepEd's minimum standards for facilities, staffing, curriculum, learning resources, and learner support, ensuring safe, compliant, and high-quality Senior High offerings.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)

Who may avail:	Private Schools within the Schools Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Certified true copy of latest Security and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Security and Exchange Commission (SEC)
Board Resolution certified by the secretary and approved by the Board of Directors/Board of Trustees – one (1) original copy A. Purpose B. School year of intended operation	Applicant/Client
SHS Curriculum for the track/s and strand/s to be offered – one (1) original copy	Department of Education Website
Certificate of Recognition – one (1) original copy	Applicant/Client
Certified true copy of Occupancy Permit – one (1) original copy	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy Proposed Tuition and Other School Fees must indicate the following: • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	Applicant/Client
Curriculum Offering – one (1) copy Class Program for the course/s applied for, including the Time Allotment per Grade Level and Subject Area	Applicant/Client
Proposed list of academic and non-academic personnel which includes the following information – one (1) original copy: A. Qualifications B. Job Descriptions C. Teaching Load D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ ABA, and others)	Applicant/Client
Memorandum/Memoranda of Agreement/Memorandum of Understanding for Partnership Arrangements Relative to the SHS Program Implementation – one (1) photocopy	Applicant/Client
Proposed School Calendar – one (1) original copy	Applicant/Client
Minimum Program Requirements for the SHS Tracks/Strands – one (1) original copy	Applicant/Client

Attestation – one (1) original copy)		Applicant		
Fire Exit and Emergency Signages		Applicant		
For TVIs and Stand-Alone Schools				
Articles of Incorporation and by-laws for private schools only – one (1) photocopy		Applicant/Client		
Documents of ownership of school sites under the name of the school, or deed of usufruct – on (1) photocopy		Applicant/Client		
Proposed annual budget and annual expenditures – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	3 days	Education Program Specialist II, SGOD-SMME
	<i>Note: Inform Client should there be any discrepancies.</i>			
	1.6 Validate evaluated	None	2 days	Senior Education Program

	documentary requirements			Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	1.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	6 days, 35 minutes	

5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools

This service facilitates the application of private schools for the renewal of a Government Permit by the Department of Education, authorizing a private school to continue operation for Kinder, Elementary (Grades 1 to 6), and Junior High School (Grades 7 to 10) levels), or program, subject to submission of required documents and compliance with DepEd standards.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Renewal of Government Permit.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)

Who may avail:	Private Schools within the Division that were granted Government Permit to Operate in the last School Year	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)
School Site/Documents of Ownership – one (1) original copy		Applicant/Client
Occupancy Permit – one (1) certified true copy		Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)		Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank
Proposed Curriculum and Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy		Applicant/Client
Updated List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client
School Calendar – one (1) original copy		Applicant/Client
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client

Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and	None	1 hour	Chief Education Supervisor, SGOD

	Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection Fee - Php 2,035.00 (per	9 days, 1 hour, 20 minutes	

	program/ course)	
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6. Application of Summer Permit for Private Schools

This service involves the application of private schools for a Summer Permit from the Department of Education, authorizing the conduct of summer classes or programs subject to compliance with prescribed policies, standards, and requirements.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request to offer remedial or advancement classes during summer to the Schools Division Office – One (1) original copy		Applicant		
List of students who will take up remedial or advancement classes during summer – One (1) original copy		Applicant		
List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes – One (1) original copy		Applicant		
Tentative list of learning area/s to be offered and schedule of classes approved by the School Head – One (1) original copy		Applicant		
Written consent of parents/guardians whose learners will attend summer classes – One (1) original copy		Parent		
List of teachers and the subjects that they will teach during summer classes – One (1) original copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1 Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Route to designated/in- charge for Private School	None	10 minutes	Chief Education Supervisor, SGOD
	1.3 Process, evaluate the documentary requirements and	None	1 day	Private School Focal, SGOD-SMME

	prepares indorsements, then submit to the SGOD Chief for review and signature			
	1.4 Review evaluation results, and forward Indorsement to SDS for approval	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Signs and approve the Indorsement	None	1 day	Schools Division Superintendent
	1.6 Inform Client the document is ready for release	None	10 minutes	Private School Focal, SGOD-SMME
2. Claim the Indorsement	2.1 Release of the approved indorsement to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 1 hour, 10 minutes	

7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools

This service facilitates the application process for private schools seeking approval for Tuition and Other School Fees (TOSF), whether for cases of no increase, an increase, or new fee proposals. It ensures compliance with the Department of Education's (DepEd) policies and guidelines, streamlining the evaluation and validation process for stakeholders.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Basic Education Schools within the Region
CHECKLIST OF REQUIREMENTS	
With NO Increase	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent (SDS), signed by the School Head/Administrator, indicating the school's intention not to increase the Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Latest approved fees – one (1) original copy	Applicant/Client
With Increase	
Letter of Intent addressed to the Regional Director through the SDS signed by the School Head/Administrator, indicating among others the school's intention to increase Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client

Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	Applicant/Client
Statement Under Oath signed by the School Head – one (1) original copy	Applicant/Client
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	Applicant/Client
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	Applicant/Client
Schedule of Fees/Proposed New Fees	
Letter of Intent addressed to the Regional Director indicating among others the school's intention for such schedule of fees/Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client

Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy		Applicant/Client		
Statement Under Oath signed by the School Head – one (1) original copy		Applicant/Client		
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy		Applicant/Client		
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	2 days	Education Program Specialist II, SGOD-SMME

	<i>Note: Inform Client should there be any discrepancies.</i>			
	1.6 Validate evaluated documentary requirements	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release to the Regional Office	None	1 hour	Schools Division Superintendent
TOTAL:		None	3 days, 6 hours, 20 minutes	

8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service charter outlines the procedures in which a private school will apply for temporary or permanent closure of all or part of its programs or operations.

This service is connected to the external service on “Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools”.

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Private Basic Education Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Notarized Letter of Intent stating the following in Two (2) original copies: 1. Program/s to close 2. Effectivity of the closure 3. Reason for closure 4. Statement of Undertaking: 4.1. that the parents, learners, and school personnel were notified of the intent for voluntary closure two months before the submission of this letter of intent; 4.2. that the school will facilitate the smooth transfer of learners including issuance of transfer credentials.		Applicant/Client		
Proof of publication (posting on school website or official FB page and school bulletin board) of the notification of voluntary closure done two months prior submission of letter of intent to the Schools Division Office – one (1) original copy		Applicant/Client		
Proof of acknowledgment of the Department of Labor of the notification for voluntary closure – one (1) original copy		Department of Labor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Schools Division Office through the Records Unit through walk-in two months before the end of the School Year	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent

	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.6 Prepare the acknowledgment letter stating strict compliance of the school to the listed requirements	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.7 Review the Acknowledgment Letter and forward to ASDS for his/her recommendation	None	1 hour	Chief Education Supervisor, SGOD
	1.8. Review the Acknowledgment Letter and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent
	1.9. Review and sign the acknowledgment letter then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.10 Inform the Client on the availability that the Acknowledgment Letter is ready for release	None	10 minutes	Senior Education Program Specialist, SGOD-SMME
	2. Claim the Acknowledgment Letter from the Records Unit	2.1 Release the document/s to the Client	None	10 minutes
TOTAL:		None	2 days, 40 minutes	

9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service outlines the succeeding procedures from the Client's receipt of the Acknowledgment Letter in relation to its application, to the Client's turn-over of necessary documentary requirements which will trigger the onward endorsement of the Schools Division Office of the voluntary closure to the Regional Office.

Private Schools must provide learners affected by the closure with the necessary transfer credentials at the end of the School Year.

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation				
Classification:	Simple				
Type of Transaction:	G2B (Government to Business)				
Who may avail:	Private Basic Education Schools within the Region				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Standard Requirement					
Credentials of the Former and Current Learners - Original Copies (<i>At the end of current school year</i>) - School Form 9 (formerly Form 138/Learners Report Card) - School Form 10 (formerly Form 137/Learners Permanent Record) - Anecdotal Records (For SNED Learners) - Unclaimed Diploma (if any) Unclaimed Certificate of Good Moral (if any)			Applicant/Client		
Current Learners' Transfer Credentials - Original Copies (<i>At the end of current school year</i>) - School Form 9 (formerly Form 138/Learners Report Card) - Certificate of Good Moral			Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Turn-over the learners' records/credentials to the Schools Division Office through the	1.1 Receive and record the documents/requirements, and forward to the SGOD for review	None	15 minutes	Administrative Officer IV, OSDS-Records Unit	

Records Section at the end of School Year	1.2 Check the correctness and completeness of the documents	None	4 hours	Planning Officer III, SGOD-PRS
	1.3 Prepare Certification of Compliance and Endorsement addressed to the Regional Director, and forward to Chief, SGOD for review	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.4 Review the drafted Certification of Compliance and Endorsement and forward to ASDS for his/her recommendation	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Review the Certification of Compliance and Endorsement, and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent
	1.6 Review and sign the Certification of Compliance and Endorsement then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.7 Release and forward the endorsement and Certification of Compliance to the Regional Office	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	1 day, 2 hours, 15 minutes	

10. Recognition of Professional Development (PD) Programs – SDO Level

The Schools Division Office (SDO), through the Human Resource Development Section (HRDS) and the Division Recognition Evaluation Committee (DREC), evaluates and recognizes professional development programs and courses proposed by schools and learning centers. This ensures alignment with the Philippine Professional Standards (PPST, PPSSH, PPSS) and NEAP quality standards.

Office or Division:	Human Resource Development Section (HRDS), Schools Governance and Operations Division (SGOD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)

Who may avail:	Public Schools (Elementary and Secondary), Community Learning Centers (CLCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Recognition Application Form – One (1) original Copy		DepEd Website / SDO HRD Section		
PD Program Profile (Includes: Title, Rationale, Program Description, Target Participants, Delivery Platform, and Indicative Dates) – One (1) original copy		Client		
Program Design and Objectives (Includes: Terminal and Enabling Objectives aligned with Professional Standards; Session Guide/Matrix.) – One (1) original copy		Client		
Resource Speakers/Learning Facilitators Profile (Curriculum Vitae (CV) highlighting relevant expertise) – One (1) original copy		Client		
Assessment Strategies and Tools (Includes: Pre-test/Post-test, Outputs/Rubrics, Satisfaction Survey/QAME Tool, etc) – One (1) original copy		Client		
Budget Estimate / Financial Plan (Itemized breakdown of expenses) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Recognition Application Form and supporting documents to the SDO Records Section to HRD Section.	1.1 Receive documents, stamp "Received" with date and time, and route to the HRD Section	None	30 minutes	Administrative Assistant VI, OSDS-Records Section
	1.2 Verify the completeness of submitted documents against the prescribed checklist. <i>Note: Inform Client that application will only be processed if documents are complete. Client shall be informed in writing of the lacking requirements. Complete applications shall be accepted and endorsed to the Division Recognition Evaluation Committee for further evaluation.</i>	None	1 day	Education Program Specialist II, SGOD-HRDS
	1.3 Review the technical specifications	None	2 days	Senior Education Program

	(formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)			Specialist, SGOD-HRDS
	1.4 Evaluate for its alignment with Professional Standards (PPST/ PPSSH/ PPSS), congruence of content, pedagogy, and assessment, and competence of Resource Speakers	None	5 days	Division Recognition Evaluation Committee (DREC)
	1.5 Consolidate evaluation scores and deliberate on the status (Recognized, Recognized with Recommendations, or Deferred)	None	2 days	Division Recognition Evaluation Committee (DREC)
	1.6 Prepare the Evaluation Report and Resolution recommending approval (or disapproval) for the Superintendent.	None	1 day	Education Program Specialist II / Senior Education Program, SGOD-HRDS
	1.7 Review and approve the Certificate of Recognition (or Notice of Deferral).	None	1 day	Schools Division Superintendent
	1.8 Inform Client that the Certificate is available for release	None	5 minutes	Education Program Specialist II, SGOD-HRDS
2. Claim the Certificate of Recognition or Notice of Deferral.	2.1 Record the recognized program in the Division PD Information System and release the signed Certificate to the client	None	5 minutes	Senior Education Program Specialist, SGOD-HRDS
TOTAL:		None	12 days and 40 minutes	

11. Request for Basic Education Data

This service provides official access to DepEd basic education data — including enrollment certifications; district-level master lists of schools and school heads with contact details; teacher inventories; and key performance indicators — for legitimate use by school districts, public/private schools, researchers, and other authorized requestors. Requests must state purpose and be submitted through prescribed channels. Release of data follows the Data Privacy Act of 2012, its IRR, and FOI rules to ensure lawful, secure, and appropriate disclosure.

Office or Division:	School Governance and Operations Division - Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	Stakeholders requesting basic education data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – One (1) original and one (1) photocopy		Client		
For researchers				
Endorsement Letter from the Thesis Adviser or Dean of College/Principal - 1 Copy photocopy		Originating school		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • Recent School ID (<i>for student</i>)		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or through the SDO's official email address	1.1 Receive and acknowledge the letter request from the client (walk in or via email) <i>Note: Inform the Client that s/he will be notified once the requested data is available</i>	None	10 minutes	Administrative Officer IV-Records Unit
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV-Records Unit
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief, School Governance and Operations Division
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer, School Governance and Operations Division
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer, School Governance and Operations Division
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief, School Governance and Operations Division
	1.8 Sign the document, then refer to Record Section for release	None	1 hour	Schools Division Superintendent

	1.9 Inform the Client on the availability of requested data	None	10 minutes	Planning Officer, SGOD
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV-Records Unit
TOTAL:		None	2 days, 6 hours, 17 minutes	

SCHOOLS DIVISION OFFICE

INTERNAL SERVICES

Curriculum and Instruction Division

1. Quality Assurance of Supplementary Learning Resource

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

Office or Division:		Curriculum Implementation Division		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed Lesson Plan		Employee		
School Quality Assurance Team(SQAT) Certification				
Supplementary Learning Resources(Soft and hard copy)				
Teacher User's Guide (For Manipulative Materials Only)				
Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendations as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final	5.1 Review and			

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

2. Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor

Reports				
	1.2. Prepare Documents for capacity building	None	1 day	School Head, Division LR
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review			
	if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit revised LR to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and soft copy to the Regional Office	None	5 days	Division LR Supervisor
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor

	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days⁷	

⁷ Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Handling of Cash Advances

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

Office or Division:		Cash unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to Cash Advance (1 Original Copy)		Accounting Unit		
Certification of No Liquidated CA's		Respective office/bureau/service		
Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVL)	None	2 hours	Cash Personnel

	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
TOTAL:		None	1 day, 6 hours	

Office of the Schools Division Superintendent – Finance Unit – Budget

1. Posting/Updating of Disbursement

Updating of status of disbursement requests.

Office or Division:		Budget Unit		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:		Learners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports (RCI and RADAI)	1.1 Receive the reports	None	3 minutes	Receiving personnel
	1.2 Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
TOTAL:		None	8 minutes	

2. Processing of Obligation Request and Status (ORS)

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

Office or Division:		Budget Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ORS (1 Original Copies, 2 Photocopy)		Accounting Unit		
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)		Accounting Unit		
Purchase Orders (pre-audited)				
1. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		

2. Other supporting documents (1 Original Copies, 2 Photocopy)		Requesting Unit		
Biddings				
1. Notice of Award (1 Original Copies, 2 Photocopy)		BAC Secretariat		
2. Signed Contract (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Sub-AROs (1 Original Copies, 2 Photocopy)		Requesting Unit/Budget		
4. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for Travels				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
4. AR/ATC (1 Original Copies, 2 Photocopy)				
Reimbursement of Travels				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS

	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/ Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate print-out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Budget Officer III
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:		None	30 minutes	

Office of the Schools Division Superintendent – ICT Unit

1. User Account Management for Centrally Managed Systems

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

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance Form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 minutes	

2. Troubleshooting of ICT Equipment

Evaluation, assessment and troubleshooting of government-procured ICT equipment of SDO.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEESTO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit

TOTAL	None	2 hours and 7 minutes
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3. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s		ICT Unit		
3. Request Sheet 4. Announcements 5. Articles		Records Unit		
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
TOTAL		None	16 minutes	

Office of the Schools Division Superintendent – Legal Unit

1. Issuance of Certificate of No Pending Case

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

Office or Division:		Legal Services Unit			
Classification:		Simple			
Type of Transaction:		Government to Government (G2G)			
Who may avail:		Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Government issued ID			Requesting Entity		
2. Division Clearance					
3. Authorization letter					
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements		1.1 Review and check requirement/s & verify from the list offormally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at thelog sheet provided if issued a certification		2.1 If employee does nothave a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee thathe/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.		3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL			None	15 minutes	

Office of the Schools Division Superintendent – Personnel Unit

1. Application for Equivalent Record Form (ERF)

This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deped Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records –Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –(5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –(1Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO

	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2. Furnish the teacher with the endorsement of the ERF to the Regional Office	2.1 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
TOTAL:		None	1 hour, 50 minutes	

2. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client Client

Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)		Personnel Unit Client Client		
Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies)		Personnel Unit Client Front/ Information desk		
Solo Parent Leave 1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)		CSC website/ Front/ Information desk		
Special Privilege Leave CS Form 6 (3 original copies)		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted completed document and provide appropriate action	None	30 minutes	Personnel Unit

	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	PersonnelUnit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
TOTAL		None	3 hours. 55 minutes	

3. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

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

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

4. Issuance of Certificate of Employment (COE)

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

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

5. Issuance of Foreign Official Travel Authority

Issuance of Foreign Travel Authority

Travel Authority (TA) refers to an Order in writing issued by the approving authority allowing an official or employee to proceed to a specific place or location (the regular place of work and where the official/employee is expected to stay most of the time as required by the nature, duties and responsibilities of the position) outside of their permanent official station for a specific period of time to perform a given assignment or accomplish a personal purpose.

Based on the *Omnibus Travel Guidelines for All Personnel of the Department of Education*

(DepEd Orders No. 043 and 046, s. 2022) DepEd officials or employees may request TA for either of the following:

- Official Travel – trips pursuant to a legitimate function or interest. These may either be official business (where transportation, miscellaneous, and daily travel expenses aside from salaries and benefits, are incurred and funded by the Department) or official time (where no government expenses are incurred/spent aside from the payment of salaries/benefits).
- Personal Travel – private trips for personal purpose and undertaken without cost to the government.

Official or Personal Travel may be further categorized into **foreign** (trips outside the Philippines) or local (trips outside the permanent official station).

The minimum conditions for a trip to be considered official travel are the following:

- a. Highly relevant to basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
- b. Essential to the effective performance of official/employee mandate of functions.
- c. Projected expenses involve minimum expenditure or are not excessive.
- d. Presence is critical to the outcome of the activity to be undertaken.
- e. Absence from the permanent official station will not hamper the operational efficiency of the office.
- f. Expenses to be incurred is included on the approved Work and Financial Plan of the office/unit concerned.

Issuance of Foreign Official Travel Authority

DepEd officials and employees may apply for travel authority for the these foreign official travels:

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

Note that travel authority shall not be issued for the following officials and employees:

- With pending administrative case;
- Will retire within one year from the date of the foreign official travel;
- Whose previous travel has not been liquidated and cleared;
- Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School

	Head - School Heads - Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf		
2.	One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization		
3.	One (1) original copy of Itinerary of Travel			
4.	One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ⁸ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client		
5.	One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client		
6.	One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client		
7.	One (1) copy of Estimated Travel Cost			
8.	One (1) copy of Work and Financial Plan	Client's office		
Optional requirements:				
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client		
- For Teachers in the Exchange Visitor Program of the US Government:		Office of the Secretary Regional Office Commission on Filipino Overseas		
a. TA signed by the Secretary				
b. Clearance Certificate				
c. Copy of the Registration Sticker				
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

⁸ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

1. Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS
	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
3. Submit post-travel report addressed to the Office of the Secretary ⁹	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
TOTAL		None	7 days	

6. Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study abroad may be required to comply with the required service obligation after the period of their leave.

⁹ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

Note that those who have pending administrative case/s, unliquidated / no clearance / non-compliance to reportorial requirement for any previous travel shall not be granted foreign personal TA.

Office or Division:	Office of the Schools Division Superintendent (OSDS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)		Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf		
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office		Client		
Certificate of No Pending Case		Legal unit with jurisdiction over the client		
CSC Form No. 6, s. 2020 (Leave Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
Optional requirements: - Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
- Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client		
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit
a. School Head				
b. Office of the School Head – for Teaching and Non-Teaching	1.2 Check documents for completeness and accuracy.	None	2 hours	Personnel Unit

Personnel in Schools	If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.			
c. Division Chiefs and below, including PSDS in SDOs	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit
	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
	2. Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes
TOTAL		None	5 days	

7. Issuance of Service Record (SR)

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

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

8. Loan Approval and Verification

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan			Requesting Entity Legal Unit School Head	
For Private Lending Institutions: 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
TOTAL:		None	55 minutes	

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

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

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	New entrants SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Acknowledgement of published Items (1photocopy)		Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit	
3. Checklist of Common Requirements (1original)		Personnel Unit	
4. Appointments Processing Checklist (1 original)		Personnel Unit	
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit	
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
8. 5. Certificate of Assumption to Duty – CSForm No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit	
9. Clearance-CS Form 7 (3 original, 1photocopy) except for original and reemployment		Personnel Unit	
10. Position Description Form-DBM-CSCForm No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))		Personnel Unit	
11. Approved Rank list (3 photocopy) -except for Reappointment as Provisional, Permanent and transfer		Personnel Unit	
12. Summary Profile and Evaluation Reportof Candidate (3 photocopy) - except forReappointment as Provisional, Permanent and transfer		Personnel Unit	
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)		Appointee	

14. Work Experience Sheet (3 original)	Appointee			
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School			
16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC			
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC			
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee			
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee			
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility			
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility			
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI			
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer	PSA			
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer	PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments	None	30 minutes	

	Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items			
	1.3 Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4 Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5 Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6 Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
TOTAL:		None	1 hour, 15 minutes	

10. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. GSIS Retirement Voucher (1original copy)		Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
5. Certificate of Last Payment (1 original copy)		Accounting Unit		
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit		
8. Certification of Accumulated LeaveCredits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave Cards-(1 original copy)				
10. Certification of Leave Credits Earned- (1 original copy)				
11. Fiscal Clearance (1 OriginalCopy)				
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TOBE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Submit all documentary requirements within the prescribed timeline from the	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge

concerned office	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person-In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

11. Request for Correction of Name and Change of Status

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of Republic Act(R.A.) No. 10172 and updating or changing the marital status.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Form 1905 (duly received byBIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1photocopy)		Employee/ BIR		
PSA Birth Certificate (for Correction of Name) (1 originaland 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
TOTAL		None	1 day and 3 minutes	

Office of the Schools Division Superintendent – Property and Supply Unit

1. Requisition and Issuance of Supplies

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

Office or Division:		Property and Supply Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
2. Receive the supplies and the copy of approved RIS Form	2.1 Release of supplies	None	3 minutes	
TOTAL		None	21 minutes	

2. Property and Equipment Clearance Signing

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

Office or Division:		Property and Supply Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property and Equipment Clearance Form		Supply Unit		

(PECF) – 3 original copies and 1 photocopy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and check if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
TOTAL		None	15 minutes	

School Governance and Operations Division – Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholder)

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Office or Division:	Planning Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ADA
TOTAL:		None	2 days, 4 hours, 32 minutes	

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

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

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

FEEDBACK AND COMPLAINTS MECHANISM

The mechanism applicable to the governance level shall be posted at the main entrance or most conspicuous place of service as a poster or tarpaulin at the CO/RO/SDO (onsite) or in the “Contact Us” tab in the RO/SDO website (online).

	Central Office	Regional Office	Schools Division Office
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email (<u>insert email address</u>) or fill out the RO online feedback form at (<u>insert CSM link or QR code</u>)	Online: Email (<u>insert email address</u>) or fill out the SDO online feedback form at (<u>insert CSM link or QR code</u>)
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (<u>insert phone no. here</u>)	Phone: Call the (specify office if OSDS or DPAC) at (<u>insert phone no. here</u>)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (specify if PAU or RPAC) at (<u>insert phone no. here</u>)	SMS: Send a text message to (specify if OSDS or DPAC) at (<u>insert phone no. here</u>)
How feedback is processed	For feedback coursed through PAAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if PAU or RPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>

	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888 Text 8888 Visit https://8888.gov.ph/ ARTA: Call 0969-257-7242 or 0928-690-4080 Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 Text 0908-881-6565 Visit https://contactcenterngbayan.gov.ph/contact-us		

LIST OF OFFICES

Central Office

Office	Address	Contact Information
Administrative Service – Cash Division	1F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-2408/ 8633-7220/ as.cd@deped.gov.ph
Administrative Service - Records Division (AS-RD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7218 / 8687-1449 as.rd@deped.gov.ph
Bureau of Curriculum Development – Special Curricular Programs Division	18 th Floor TechZone, Gil Puyat Avenue, Makati City	8632-7586/ 8632-0170
Bureau of Education Assessment - Education Assessment Division (BEA-EAD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-2589/ 8631-2571
Bureau of Human Resource and Organizational Development – Personnel Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9345/ 8633-6682/ bhrod.pd@deped.gov.ph
Education Facilities Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8638-7110/ efd.od@deped.gov.ph / efd@deped.gov.ph
Finance Service – Accounting Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Finance Service – Budget Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Finance Service – Employee Account Management Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-7248/ 8638-8640/ fs.eamd@deped.gov.ph
Information and Communications Technology Service – Technology Infrastructure Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2363/ icts.tid@deped.gov.ph
Information and Communications Technology Service – Solutions Development Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2092/ icts.sdd@deped.gov.ph

Information and Communications Technology Service – User Support Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8635-7369/ icts.usd@deped.gov.ph
Legal Service – Investigation Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-5773/ ls.id@deped.gov.ph
Legal Service – Legal Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-6206/ ls.id@deped.gov.ph
National Educators' Academy of the Philippines.- Professional Development Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8715-9919 neap.pdd@deped.gov.ph
National Educators' Academy of the Philippines.- Quality Assurance Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7207/ neap.qad@deped.gov.ph
Public Affairs Service - Public Assistance Action Center (PAS-PAAC)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8638-8641/8638-7530/ depedactioncenter@deped.gov.ph
Public Affairs Service – Publications Division	18 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9341/ pas.pd@deped.gov.ph

Regional Offices

	Address	Contact Information
Region I	Flores St., Catbangan, San Fernando City, La Union	(072) 682-2324 loc. 101, 102, 104, 106, 107 region1@deped.gov.ph
Region II	Regional Government Center, Carig Sur, Tuguegarao City	(078) 304-3855 loc 122 region2@deped.gov.ph
Region III	Matalino St., D.M. Government Center, Maimpis, City of San Fernando	(045) 598-8580 to 89; 402-7003 to 05 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 region4a@deped.gov.ph
Region IV-B	Meralco Ave. corner St. Paul Road, Pasig City	(02) 631-4070 mimaropa.region@deped.gov.ph
Region V	Rawis, Legazpi City	(052) 482-0046 (f); 820-8404; 482-0373 820-2663; 820-4045; 482-0523*

		region5@deped.gov.ph
Region VI	Duran St., Iloilo City	(033) 337-0149 loc 1014 region6@deped.gov.ph
Region VII	Sudlon, Lahug, Cebu City	(032) 231-13-09; 414-73-99 255-45-42; 255-13-13*; 414-73-26* region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 323-7031; 524-9120 323-3156 (f); 323-6075*; region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-37-53; 215-37-51 991-19-07; 215-37-89*; region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	088) 8807071; 880-70-72; 880-20-87 852-20-23 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-93-42; 227-11-02; 291-16-65 221-61-47; 221-84-59* region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228-8824 228-9753* region12@deped.gov.ph
Region XIII – CARAGA	Km. 3, Libertad St. Butuan City	(085) 342-62-67; 342-82-07; 342-03-02; 342-59-69 342-21-98; 815-20-21; 342-62-67 region12@deped.gov.ph
Cordillera Administrative Region	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 car@deped.gov.ph
National Capital Region	Misamis St., Bago Bantay, Quezon City	8522-9412, 8522-9372 ncr@deped.gov.ph
Negros Island Region	Dumaguete City, Negros Oriental	nir@deped.gov.ph