DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER

2026 (2nd 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.

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

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). *Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.*	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 – Admin Unit – Personnel

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 – Admin Unit - Personnel
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 *(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)*	Applicant/Client
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 (RFSPP) – 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 the Schools Division Superintendent – Admin Unit - Personnel
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: 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	Applicant/ Previous/Current Employer
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 *Note: Inform Client that s/he will be notified of the progress of his/her application*	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 the Schools Division Superintendent – Admin Unit - Personnel
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. *Note: In cases where records require retrieval from archives, processing time may be extended.*	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 information and sign the document	None	10 minutes	Administrative Officer IV / 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 the Schools Division Superintendent – Admin Unit - Personnel
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	None	10 minutes	Administrative Officer IV /

	correctness of the Service Record and affix signature			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 – Admin Unit – Property and Supply

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 – Admin Unit – Property and Supply
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	None	4 hours	Inspectorate Team

	condition and quantity.			
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. *Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.*	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 – Admin Unit – Property and Supply
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	None	4 hours	Inspectorate Team

	items to the Supply Officer. *Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.*			
	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 – Admin Unit – Property and Supply
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	None	10 minutes	Administrative Officer IV

	the actual date of delivery.			(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 Officer to sign the acceptance portion. *Note: Rejected goods shall be returned to the supplier for rectification or replacement.*	None	10 minutes	Inspectorate Team
	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 – Admin Unit – Property and Supply
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. *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.*	None	5 minutes	Administrative Officer IV, 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	None	15 minutes	Administrative Officer IV

	Acceptance/Certificate of Completion and forward to SDS office for signature.			(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. Claim the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	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 – Admin Unit – Property and Supply
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.	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

	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.			
	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 Evaluation Form and forwards two (2) copies for SDS's signature	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	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. Claim the signed Supplier's Performance Evaluation Form	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 – Admin Unit – Records

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:	Office of the Schools Division Superintendent – Admin Unit – Records
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	None	1 hour	Schools Division Superintendent

	to Records Unit for releasing			
	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:	Office of the Schools Division Superintendent – Admin Unit – Records
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 Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies	Bureau of Education Assessment (BEA)/ EPS-ALS
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 * *for validation purposes only*	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	Authorized Representative of the Client / Client/Notary Public

Power of Attorney (SPA) (for non-immediate family) one (1) original copy				
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 *Note: Inform Client that process will not proceed should there be any lacking document*	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	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	None	30 minutes	Schools Division Superintendent

	Request Form, and affix signature			
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release *Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records*	None	35 minutes	EPS-ALS/ Administrative Officer IV, OSDS-Records Unit
	A.2.6 Inform Client that requested documents are available for pick up	None	5 minutes	EPS-ALS, CID/ 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 *Note: Inform Client that process will not proceed should there be any lacking document*	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	None	10 minutes	Administrative Aide VI/ Administrative Officer IV,

	made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO			OSDS-Records Unit
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO *Note: If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating*	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 *Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records*	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	B.3.1 Release the requested documents	None	5 minutes	Administrative Aide VI,

document and transmit it to the Regional Office	in a sealed brown envelope*			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:	Office of the Schools Division Superintendent – Admin Unit – Records
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	Client

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	
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. *Note: Inform Client that he/she will be notified once the requested document/s is/are available for release.*	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)	None	1 hour	Administrative Officer IV, OSDS-Records Unit

	**Note: Client must still secure a supporting document by doing any of the following:* *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, 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.*			
	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	None	10 minutes	Administrative Aide VI, OSDS-Records Unit

	on the correction of school entries			
	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 Records Unit for releasing	None	1 hour	Schools Division Superintendent
	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 – Admin Unit – Records
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 with the accomplished Requisition Slip	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.2 Search for the document being requested and print or photocopy the requested document *Note: Inform the Client in case the document being requested is not available.*	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 – Admin Unit – Records
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 • Purpose of request	Client
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 *Note: Inform the Client in case the document being requested is not available.*	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**	

Office of the Schools Division Superintendent – Information and Communications Technology Unit

1. User Account Management for Central and Locally Managed Systems

Creation, updating, renaming, suspension, deletion, reactivation, and password reset of user accounts for centrally managed ICT systems administered by, or delegated to, the ICT Unit. This includes central and locally managed services such as DepEd Google Workspace for Education and Microsoft 365 accounts, except where a separate service charter specifically applies.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools under the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
ICT Technical Assistance Form (physical or digital version) – one (1) original copy	OSDS – ICT Unit
Identification Card (preferably DepEd ID) – one (1) photocopy or digital copy	Applicant / Client
For new personnel	
Appointment Paper / Document or Endorsement from the HRMO – one (1) original or photocopy or digital copy	Applicant / Client
For special requests	
Endorsement from the Head of Office – one (1) original or digital copy	Applicant / Client
For suspended/blocked account	
Incident Report – one (1) original or digital copy	Applicant / Client
For requests of name change	
Any supporting document – one (1) photocopy or digital copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive and evaluate the submitted requirements	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.2 Interview Client (for verification of user identity within the ecosystem) and identify if escalation to Central Office is required	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.3 Process Request	None	30 minutes	Information Technology

	*Note: Escalate / transmit the request to DepEd ICTS (Central Office), if necessary**			Officer I, OSDS-ICT Unit
	1.4 Provide Client the credentials, and short orientation on the use of DepEd account	None	1 hour	Information Technology Officer I, OSDS-ICT Unit
	TOTAL:	**None**	**2 hours, 30 minutes**	

**Note: Concerns regarding Microsoft accounts that require escalation to the Information and Communications Technology Service at the DepEd Central Office may affect processing time.*

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 *(required only for graduates of private schools) – 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.	*Note: Inform Client that s/he will be notified once document is available*			
	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 *Note: If there is any requirement that is lacking, inform the client that request will only be processed upon submission of lacking requirement/s*	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 *Note: In the absence of the SDS, the Officer-in-Charge or authorized representative may sign on his/her behalf*
	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. *Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.*	None	1 hour	Attorney III, OSDS-Legal Unit
	TOTAL:	**None**	**2 hour, 5 minutes**	

School Governance and Operations Division

1. Application for the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes

This DepEd service refers to the formal administrative process by which the Department of Education evaluates, approves, and authorizes proposals to establish new public schools, merge or convert existing public schools, and separate public school annexes into independent schools. The service ensures that changes in the public school system are aligned with national education policies, standards, and planning criteria, and are responsive to community needs, enrollment demands, and resource availability. Through this service, DepEd regulates the legal identity, organizational structure, and operational status of public schools to promote accessible, efficient, and quality basic education delivery.

The process involves technical review, feasibility assessment, and site validation, as well as coordination among the Schools Division Office, Regional Office, Local Government Units, and other stakeholders. All applications are evaluated in accordance with existing policies, particularly DepEd Order No. 40, s. 2014, along with earlier guidelines such as DepEd Order No. 71, s. 2003 and DepEd Order No. 91, s. 1999, and are supported by Republic Act No. 9155 and Republic Act No. 11032 to ensure efficient, transparent, and accountable service delivery.

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

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Public Schools within the Division
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Establishment of Schools – one (1) original copy of each document	
Request Letter to open a school addressed to the Schools Division Superintendent	Parent Teacher Association (PTA) or Barangay Council
Feasibility study, duly recommended/endorsed by the Schools Division Superintendent indicating the following: • Justification on the need to establish a school • Proposed Organizational Structure • School Environment (environmental scanning/situational analysis) • Proposed School Development Plan • Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources)	Client
Sangguniang Bayan/ Panglungsod Resolution supporting the establishment of a school, duly approved by the Municipal/City	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod

Mayor, indicating therein the proposed name of the school	
List of prospective enrollees per grade level, indicating their names, ages, addresses and/or school where they are currently or were enrolled	Client
Justification by the Schools Division Superintendent on the need to establish a school, if necessary	Schools Division Office
Certification from the Schools Division Superintendent that no private high school within the Municipality/ City is participating in the GASTPE Program of DepEd, or that GASTPE participating high school has reached its allocation or number of available slots **or** Justification by the Schools Division Superintendent on the need to establish a public school to cater to the elementary school graduates/students who cannot afford to enroll in a private high school	Schools Division Office
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer	Office of the Municipal / City Engineer
Certification that the proposed school is nor within 2-km radius (for rural areas) and 1 km radius (for urban areas) from any existing public elementary/high school	Schools Division Office
Justification by the Schools Division Superintendent for the waiver on the 2 or 1 km radius requirement	Schools Division Office
Any document such as, but not limited to, Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
Justification from the Schools Division Superintendent in case the required size of school site cannot be met	Schools Division Office
Clearance/permit stating that the proposed school site is not a high risk area	Mines and Geosciences Bureau (MGB) and Regional Office of the Department of Environment and Natural Resources (DENR)
School site development plan	Client
School building plan indicating the number and technical specifications of the classrooms to be built	Client
School building design duly approved by DepEd Education Facilities Division	Client
School building permit	Municipal / City Engineer
Bureau of Fire Protection Certificate	Bureau of Fire Protection

Inspection Report from Division In-Charge of Facilities Section, in case classrooms are already constructed	Schools Division Office – School Governance and Operations Division
Duly Notarized MOA by and between DepEd represented by SDS, and LGU, represented by the Municipal/City Mayor or Provincial Governor, as the case may be, where the LGU shall provide funds among others, the following: • construction of the new school building • procurement of educational facilities, furniture, and instructional materials; • operation and maintenance for at least five (5) years or until such time when funds for the purpose are incorporated in the national budget; and • salaries of teaching and non-teaching personnel, preferably at par with national salary rates	Client
Sangguniang Bayan/ Panlalawigan/ Panglungsod Resolution for the purpose	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod
Certification from the Schools Division Superintendent that the SDO has sufficient fund to cover resulting expenses	Schools Division Office
List of teaching and non- teaching personnel to be borrowed from the existing nearby school(s), duly identified by the respective Item Number per PSIPOP and name of school, if any	Client
Separation of School Annex – one (1) original copy of each document	
Certification of DepEd School ID	Schools Division Office
Sangguniang Bayan / Panglungsod Resolution supporting the separation of the school annex, duly approved by the Municipal / City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod
Feasibility study indicating the following: • justification on the need to separate a school annex • proposed Organizational Structure • school environment (environmental scanning/ situational analysis) • proposed School Development Plan • proposed Budget/ Budgetary Requirements	Client
Inventory of crucial resources to be transferred to the proposed school to be separated, duly signed by the mother school's Property Custodian	Client
Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother	Client

school and OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: • Teaching and non-teaching items, pursuant to the existing DepEd-DBM staffing standards for school; • Funds for Personnel Services based on the actual salaries of the school personnel (both teaching and non-teaching) to be transferred; • Funds for Maintenance and Other Operating Expenses (MOOE); • Facilities, furniture, equipment, and textbooks in all subject areas; and • Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA)	
Justification from the School Head or Schools Division Superintendent in case the required MOA cannot be met	School / Schools Division Office
Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel	Schools Division Office
List of enrollees by grade level, duly signed by the School Head/OIC and attested by the Schools Division Superintendent **or** Justification from the Schools Division Superintendent in case the criterion *(i.e. school annex has an enrolment from Kinder to Grade 6 or Grades 7 to 10 for the current school year, with a total enrolment of at least 400 pupils/students)* cannot be met	Client
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site **or** Justification from the Schools Division Superintendent in case the criterion *(i.e. existence and availability of a school site of at least 5,000 sqm or ½ hectare for rural areas; 2,500 sqm for highly urbanized cities)* cannot be met	Client
Merging of Schools – one (1) original copy of each document	
DepEd Schools IDs of the schools to be merged	Schools Division Office
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school,	Client

duly certified by the Municipal/City Engineer and validated by the SDO	
Request Letter addressed to the Schools Division Superintendent on the proposed merging of schools	Client
Feasibility Study on the proposed merging of schools, duly endorsed by the Schols Division Superintendent	Client
Proposed Schools' Implementation Plan, as merged, covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level • Proposed budgetary requirements for its Personnel Services, MOOE, and Capital Outlay • Strategic Plan regarding the curriculum and instructional supervision of the proposed school • School Site Development Plan of the schools to be merged, including proposed school building, as needed	Client
Inventory of learning resources prepared by the Property Custodian of both schools to be merged	Client
Updated PSIPOP of both schools to be merged	Client
updated Status Report of the schools to be merged with regard to their existing crucial resources	Client
Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school	Client
Duly signed Designation of Order for the OIC/TIC of the merged schools	Schools Division Office
Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools	Office of the Municipal / City Mayor
Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school	Office of the Municipal / City Mayor
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client

Conversion of Schools ***Conversion of a High School Classified as Non-Implementing Unit Into a High School Classified as Implementing Unit – one (1) original copy of each document***	
School's latest and updated PSIPOP	Client
Approval of School's Agency Code by DBM	Department of Budget and Management
Designation documents duly signed by the School Head	Client
Certificates of Training attended by the designated/appointed financial staff related to financial management	Client
Certification of the School Head as to the capability of the school head to comply with the submission of financial reports to oversight agencies such as COA, DBM, NEDA, House of Representatives, etc.	Client
Copy of the current GAA where the appropriation of the school is reflected	Client
EBEIS data on enrolment per grade level for the current school year	Client
Request Letter from the School Head addressed to the Schols Division Office	Client
Conversion of Schools ***Conversion of School(s) into an Integrated School (in case of expansion of school) - one (1) original copy of each document***	
DepEd School ID	Client
Request Letter addressed to the Schools Division Superintendent for the conversion of school (thru expansion) into an Integrated School	Client
Feasibility study on the proposed expansion of school, duly recommended/endorsed by the Schools Division Superintendent	Client
Integrated School Implementation Plan covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level; • Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; • Operational Plan regarding curriculum and instructional supervision of the proposed IS; and • School Site Development Plan to include proposed schools' buildings, as needed	Client
[For elementary/secondary school which has excess classrooms of at least 4 and 7 to accommodate high school/elementary enrollees] Certification signed by the School	Client

Head, duly attested by the Schools Division Superintendent on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school	
Inventory of learning resources prepared by School's Property Custodian, as validate d by the SDO	Client
Updated PSIPOP of the concerned school	Client
Updated Status Report with regard to the school's existing crucial resources	Client
Sangguniang Bayan / Panglungsod Resolution supporting the conversion of school(s) into an IS, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlungsod
Certification from the LGU signed by the Municipal / City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal / City Mayor
Designation Order for the proposed School Head	Client
Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified as true copies by the SDO's Records Unit	Client
Justification by the Schools Division Superintendent, in case the criterion *(i.e. School Head to be designated to the IS must satisfy the DepEd-CSC QS of a School Head for secondary school)* is not met	Schools Division Office
Certification from the Schools Division Superintendent as to the school assignment of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads	Schools Division Office
Conversion of Schools ***Conversion of School(s) into an Integrated School (in case of merging or combination of existing elementary and secondary schools) - one (1) original copy of each document***	
DepEd School ID	Client
Request Letter addressed to the Schools Division Superintendent for the conversion of school into an Integrated School	Client
Feasibility study on the proposed expansion of school, duly recommended/endorsed by the Schools Division Superintendent	Client

Integrated School Implementation Plan covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level; • Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; • Operational Plan regarding curriculum and instructional supervision of the proposed IS; and School Site Development Plan to include proposed schools' buildings, as needed	Client
Inventory of learning resources prepared by School's Property Custodian, as validate d by the SDO	Client
Updated PSIPOP of both schools to be integrated	Client
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO	Municipal / City Engineer
Duly notarized MOA on merging or combination of schools, drawn up by and between School Heads of both schools indicating among others, the integration of crucial resources for proposed IS	Client
Sangguniang Bayan / Panglungsod Resolution supporting the conversion of school(s) into an IS, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlungsod
Certification from the LGU signed by the Municipal / City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal / City Mayor
Designation Order for the proposed School Head	Client
Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified as true copies by the SDO's Records Unit	Client
Justification by the Schools Division Superintendent, in case the criterion *(i.e. School Head to be designated to the IS must satisfy the DepEd-CSC QS of a School Head for secondary school)* is not met	Schools Division Office
Certification from the Schools Division Superintendent as to the school assignment	Schools Division Office

of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads	
Conversion of Schools ***Conversion of a High School to Science High School - one (1) original copy of each document unless otherwise stated***	
Certification of NAT Results for the past 3 years	National Education and Testing Research Center / Bureau of Education Assessment (DepEd Central Office)
Certification from the organizers of International / National / Regional Mathematics and Science competitions	Client
Current School Program, signed by the School Head and approved by the SDS	Client
Copy of curriculum guide and special science curriculum	Client
Transcript of Records of School Head – one (1) certified true copy	Client
Certificates of Training in Science/ Mathematics subject attended by the School Head – one (1) certified true copy of each certificate	Client
Transcript of Records of Science and Mathematics teachers – one (1) certified true copy of each transcript	Client
PRC-LET Ratings of teachers indicating their filed of specialization/ concentration (i.e. Mathematics, Physical Science, Biological Science, Chemistry, General Science, etc.) – one (1) photocopy of each PRC-LET rating	Client
Certificate of relevant training attended by the teachers (e.g. Certification Program or other related training for non-major Math & Science teachers) – one (1) certified true copy of each certificate	Client
Updated Teacher's Profile	Client
Certificate on the availability of learning resources signed by the School Head and attested by the SDS	Client
Inventory of learning resources prepared by the School's Property Custodian, and validated by the SDO	Client
Sangguniang Bayan/ Panglungsod Resolution supporting the conversion of the school, duly approved by the Municipal / City Mayor, indicating the therein the proposed name of the school	Office of the Municipal/City Mayor
Conversion of Schools ***Conversion of a High School to Technical-Vocational School - one (1) original copy of each document unless otherwise stated***	

Current School Program, signed by the School Head and approved by the SDS	Client
Technical-Vocational Curriculum Guide (Competency-Based Curriculum) and special technical-vocational curriculum	Client
Approval from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations	DepEd Central Office – Office of the Undersecretary for Programs and Projects
Certification by the School Head that the technical-vocational course being offered: • Is relevant to the needs of the community / local industry; • Has available localized curriculum in partnership with local industry/ies; and • Is based on specialization aligned with TESDA Training Regulations, for assessment and employment purposes	Client
Feasibility Study, duly recommended by the Schools Division Superintendent, indicating the following: • Need to convert into a Technical-Vocational School • Current and projected enrolment for a period of five (5) years • Demand to open a Technical-Vocational course • Organizational Structure • School Development Plan • Proposed Budget/ Budgetary Requirements	Client
Transcript of Records of School Head – one (1) certified true copy	Client
National Certificate (NC) or higher certificate for the technical-vocational course attained by the School Head as issued by TESDA – one (1) certified true copy	Client
Transcript of Records of Technical-Vocational teachers – one (1) certified true copy of each transcript	Client
NC II or higher certificate issued by TESDA of Technical-Vocational Teachers on special technical-vocational skills – one (1) certified true copy of each transcript	Client
PRC-LET Ratings of teachers indicating their filed of specialization/ concentration – one (1) photocopy of each PRC-LET rating	Client
Updated Teacher's Profile	Client
Inventory of relevant learning resources per specialization prepared by the School's	Client

Property Custodian, and validated by the SDO	
Certification from the School Head that the relevant resources of the school are adequate, duly validated by the Schools Division Superintendent	Client
Sangguniang Bayan/ Panlungsod Resolution supporting the conversion of school, duly approved by the Municipal/ City Mayor, indicating therein the proposed name of the school	Office of the Municipal/City Mayor
Certification from the LGU, duly signed by the Municipal/ City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal/City Mayor
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
Justification from the SDS in case the required size of technical-vocational school site cannot be met	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 Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Review and refer the submitted documents to the Chief of Schools Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.3 Evaluate the submitted documents then submit to Division Review and Evaluation Committee (DREC) for further evaluation *Note: Inform Client should there be any discrepancies*	None	3 days	Education Program Specialist II, SGOD-PRS

	1.4 Evaluate recommendations from SGOD-PRS and conduct on-site validation on existing school buildings / classrooms or classrooms to be constructed	None	2 days	Division Review and Evaluation Committee
	1.5 Prepare Inspection Report and submit to Chief, SGOD for review *Note: Notify the SDO if there are deficiencies identified that must be complied with by the School*	None	1 day	Division Review and Evaluation Committee
	1.6 Review and sign the Inspection Report	None	1 day	Chief Education Supervisor, SGOD
	1.7 Prepare the Endorsement Letter and forward to Chief, SGOD for review	None	1 day	Senior Education Program Specialist, SGOD-PRS
	1.8 Review and affix initial on the Endorsement Letter, and submit to the Assistant Schools Division Superintendent for review	None	4 hours	Chief Education Supervisor, SGOD
	1.9 Review and affix initial on the Endorsement Letter, and submit to the Schools Division Superintendent for approval	None	1 day	Assistant Schools Division Superintendent
	1.10 Approve and affix signature on the Endorsement Letter	None	1 day	Schools Division Superintendent
	1.11 Forward the Inspection Report and the Endorsement Letter to the Records Unit for release to SDO	None	30 minutes	Administrative Aide VI, ORD
	1.12 Stamp "released" the Inspection Report	None	30 minutes	Administrative Officer IV,

	and Endorsement Letter to the Quality Assurance Division of the Regional Office			OSDS-Records Unit
	TOTAL:	**None**	**10 days, 6 hours, 15 minutes**	

2. 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	None	1 hour	Chief Education Supervisor, SGOD

	(EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation *Note: Inform Client should there be any discrepancies.*	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 Superintende nt
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintende nt
	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 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	None	1 hour	Schools Division Superintendent

	Governance and Operations Division (SGOD) 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 *Note: Inform Client should there be any discrepancies.*	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	None	2 hours	Chief Education Supervisor, SGOD

	Superintendent for review			
	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**	

4. 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	**WHERE TO SECURE**
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 Superintendent
	1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	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**	

5. 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	Applicant/Client

D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ ABA, and others)	
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 *Note: Inform Client should there be any discrepancies.*	None	3 days	Education Program Specialist II, SGOD-SMME
	1.6 Validate evaluated documentary requirements	None	2 days	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	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**	

6. 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,	Applicant/Client

Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	
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 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 *Note: Inform Client should there be any discrepancies.*	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**	

7. 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 prepares indorsements, then submit to the SGOD Chief for review and signature	None	1 day	Private School Focal, SGOD-SMME
	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**	

8. 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	**WHERE TO SECURE**

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	None	1 hour	Chief Education Supervisor, SGOD

	Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation *Note: Inform Client should there be any discrepancies.*	None	2 days	Education Program Specialist II, SGOD-SMME
	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**	

9. 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	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV,

Division Office through the Records Unit through walk-in two months before the end of the School Year				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 *Note: Inform Client should there be any discrepancies.*	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	Administrative Officer IV, OSDS-Records Unit
	TOTAL:	**None**	**2 days, 40 minutes**	

10. 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 ***(At the end of current school year)*** • School Form 9 (formerly Form 138/Learners Report Card) • School Form 10 (formerly Form 137/Learners Permanent Record)	Applicant/Client

• Anecdotal Records (For SNED Learners) • Unclaimed Diploma (if any) Unclaimed Certificate of Good Moral (if any)				
Current Learners' Transfer Credentials - Original Copies ***(At the end of current school year)*** • 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 Records Section at the end of School Year	1.1 Receive and record the documents/ requirements, and forward to the SGOD for review	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	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**	

11. 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. *Note: Inform Client that application will only be processed if documents*	None	1 day	Education Program Specialist II, SGOD-HRDS

	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.			
	1.3 Review the technical specifications (formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)	None	2 days	Senior Education Program 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	2.1 Record the recognized program in	None	5 minutes	Senior Education Program

Recognition or Notice of Deferral.	the Division PD Information System and release the signed Certificate to the client			Specialist, SGOD-HRDS
	TOTAL:	**None**	**12 days and 40 minutes**	

12. 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 *(for student)*	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	Authorized Representative of the Client

• Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	

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) *Note: Inform the Client that s/he will be notified once the requested data is available*	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	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 Education Supervisor, SGOD
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer	None	1 hour	Schools Division

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

SCHOOLS DIVISION OFFICE

INTERNAL SERVICES

Curriculum Implementation Division

1. Quality Assurance of Contextualized Learning Resources

The Learning Resources Management Section (LRMS) is responsible for the quality assurance of all teacher-made contextualized print and non-print learning materials as stipulated in DM 82, s.2017. It 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). By systematically evaluating these resources, the LRMS ensures strict compliance with national educational standards. This includes the validation of the correctness of facts and consistency with the curriculum alignment of the content, as well as checking the accuracy of language and layout for visual accessibility and standardized formatting prior to approval and submission to LRMS.

Office or Division:	Curriculum Implementation Division – Learning Resources Management Section
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Curriculum Guide – one (1) original copy	Learning Resources Portal
Contextualized Material Submitted – one (1) original copy and one (1) digital copy	Applicant / Client
School / District Pre-Evaluation Certification – one (1) original copy	School / District
Indorsement from the Public Schools District Supervisor or District QA Team (or School Heads in the absence of PSDS) – one (1) original copy	Public Schools District Supervisor / Curriculum Implementation Division
Quality Assurance Tool – one (1) original copy	CID – LRMS
Sworn Certification / Anti-Plagiarism Declaration – one (1) original copy	CID – LRMS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents to the CID-LRMS	1.1 Receive the submitted documents	None	10 minutes	Project Development Officer II, CID-LRMS
	1.2 Evaluate the completeness of the submitted documents, and recommend for pilot testing *Note: Inform Client if necessary revision is required*	None	1 day	Education Program Supervisor, CID-LRMS

2. Conduct pilot testing	2.1 Monitor the conduct of the pilot testing	None	1 day	QA Team, Schools Division Office
3. Integrate the recommendations based on pilot testing result and/or submit revised Learning Resource to CID-LRMS	3.1 Review the revised Learning Resource and finalize	None	5 days	Education Program Supervisor, CID-LRMS
	3.2 Draft Certificate of Recognition and forward to Chief of CID for signature	None	1 day	Education Program Supervisor, CID-LRMS
	3.3 Sign the Certificate of Recognition	None	1 day	Chief Education Supervisor, Curriculum Implementation Division
	3.4 Release the Certificate of Recognition	None	15 minutes	Project Development Officer II, CID-LRMS
	TOTAL:	**None**	**9 days, 25 minutes**	

2. Submission of Quality Assured Contextualized Learning Resources

The Learning Resources Management Section (LRMS) is responsible for managing the Learning Resource Portal as a repository of the gathered and harvested contextualized LRs readily available and accessible for utilization and reproduction for classroom instruction.

Office or Division:	Curriculum Implementation Division – Learning Resources Management Section
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Schools Division Office who submitted a contextualized learning resource
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Certification of Recognition of Quality Assured Learning Resource – one (1) certified true copy	CID – LRMS
Final Learning Resource – one (1) original copy and one (1) digital copy	Applicant / Client
Writer's / Artwork Assignment Agreement – one (1) original copy	Applicant / Client
Inventory of Third Party – one (1) original copy	Learning Area Supervisor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and evaluate the	None	1 day	Education Program

1. Submit all required documents to the CID-LRMS	submitted requirements			Supervisor, CID-LRMS
	1.2 Accomplish Metadata template for cataloguing	None	1 day	Education Program Supervisor, CID-LRMS
	1.3 Provide Specialty Clearance	None	2 days	Education Program Supervisor, CID-LRMS
	1.4 Release Certificate of Utilization	None	2 days	Education Program Supervisor, CID-LRMS
	TOTAL:	**None**	**6 days**	

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Handling of Cash Advances

The Cashier is authorized to issue a cash advance to requesting DepEd offices, especially in cases where payment of cash is necessary. However, the grant of cash advances is still based on general accounting and regulations.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Offices in the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Authority to Cash Advance – one (1) original copy	OSDS-Finance Unit-Accounting
Certification of No Liquidated Cash Advances	Requesting office in the SDO
Signed ORS and DV, with necessary documents	Requesting office in the SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated Cash Advances	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated Cash Advances	None	30 minutes	Accountant III, OSDS-Finance Unit-Accounting
2. Forward the signed DV and ORS with attached documentary requirements	2.1 Receive complete, accurate and approved DV and ORS (with supporting documents)	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.2 Prepare Payroll Credit System Validation (PACSVAL) then forward to Accountant for review and signature	None	2 hours	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.3 Review and sign the PACSVAL	None	1 hour	Accountant III, OSDS-Finance Unit-Accounting
	2.4 Prepare Advice of Check Issued and Cancelled (ACIC)	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash

	2.5 Review the ADA details against ACIC, and forward to Admin Officer IV, OSDS-Admin Unit-Cash for signature	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.6 Sign the ADA, PACSVAL and ACIC	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Cash
	2.7 Submit the ADA, PACSVAL and ACIC to the bank *Note: Notify the clients once the Cash Advances are already credited to ATM*	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Cash
	TOTAL:	**None**	**6 hours, 25 minutes**	

2. Issuance of Official Receipt

Official Receipt issued to clients where transactions have a corresponding payment in acknowledgement or proof of receipt of payment made.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Order of Payment – one (1) original copy		Finance Unit-Accounting		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Order of Payment from the OSDS-Finance Unit-Accounting	1.1 Issue Order of Payment	None	10 minutes	Administrative Assistant III, OSDS-Finance Unit-Accounting
2. Present Order of Payment	2.1 Verify the nature and computation of amount due in the Order of Payment	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
3. Hand in necessary payment to the Cashier either through cash or check	3.1 Receive payment for the issuance of Official Receipt	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	3.2 Issue the Official Receipt	None	5 minutes	Administrative Aide VI, OSDS-

				Administrative Unit-Cash
	TOTAL:	**None**	**35 minutes**	

3. Payment of Obligation through Check or LDDAP-ADA to Internal / External Creditors

Payment of obligations to DepEd personnel, suppliers or contractors is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA).

This is a continuation of the service on Processing Disbursement Vouchers from the Office of the Schools Division Superintendent – Finance Unit – Accounting.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	OSDS-Finance Unit-Accounting			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Approved Disbursement Vouchers with supporting documents and LDDAP-ADA		OSDS-Finance Unit-Accounting		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the approved Disbursement Vouchers with supporting documents and LDDAP-ADA	1.1 Receive DVs with complete supporting documents and LDDAP-ADA	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.2 Prepare Payroll Credit System Validation (PACSVAL) and sign the ADA	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.3 Prepare Checks and ACIC to be paid through Checks without account numbers for MDS account and Provident Loans payment	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.4 Sign Checks with supporting advice	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Cash
	1.5 Forward Payroll Credit System Validation (PACSVAL) and checks with ACIC	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-

	to the Schools Division Superintendent			Administrative Unit-Cash
	1.6 Sign the PACSVAL, checks and ACIC	None	4 hours	Schools Division Superintendent
	1.7 Sign the PACSVAL, ACIC and ADA and deliver to AGSB *Note: Notify the Client on the availability of his/her claims*	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	TOTAL:	**None**	**6 hours, 30 minutes**	

Office of the Schools Division Superintendent – Admin Unit – Personnel

1. Application for Foreign Official 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.

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:

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

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Travel Authority for Official Travel (Annex A) – two (2) original copies	OSDS-Administrative Unit-Personnel
Signed invitation addressed to the requesting party from a foreign host – one (1) original copy	Applicant / Client
Approved Activity Request and Work Financial Plan indicating that funds are earmarked for the travel expenses to be incurred – two (2) original copies	Applicant / Client
Itinerary of travel – two (2) original copies	Applicant / Client
Written justification as required in paragraph IV.A.2 of DepEd Order No. 043, s. 2022 – two (2) original copies	Applicant / Client
Certificate of No Pending Case – two (2) original copies	OSDS-Legal Unit
If applying for cash advance, a certification from the Accounting Section concerned that the previous cash advance has been liquidated – two (2) original copies	OSDS-Finance Unit-Accounting
For Division Chiefs and higher, a draft of Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – two (2) copies	OSDS-Administrative Unit-Personnel
CSC Form 7 (Clearance) – four (4) original copies	Applicant / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents *Note: Inform Client if there are any discrepancies or incomplete requirements*	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel

	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**3 hours, 15 minutes**	

2. Application for Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purposes 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.

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

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter of Intent addressed to the Schools Division Superintendent – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance) – four (4) original copies	Applicant / Client
Provident Clearance – two (2) original copies	OSDS-Finance Unit-Accounting
Travel Authority for Personal Travel (Annex D) – three (3) original copies	OSDS-Administrative Unit-Personnel
Medical Certificate by government physician (for Sick Leave) – two (2) photocopies	OSDS-Administrative Unit-Personnel

Certification of substitute / take-over / in-charge of functions and duties – two (2) original copies	OSDS-Administrative Unit-Personnel
Certification that the services can be dispense – two (2) original copies	OSDS-Administrative Unit-Personnel
Certification that no government funds shall be used during the travel – two (2) original copies	OSDS-Administrative Unit-Personnel
CSC Form 6 – three (3) original copies	OSDS-Administrative Unit-Personnel
Certificate of Legitimate and Bona fide Official/Employee – two (2) original copies	OSDS-Administrative Unit-Personnel
Certification of No Pending Administrative Case – one (1) original copy	OSDS-Legal Unit
Request for Legal Clearance from the Region – one (1) original copy	OSDS-Administrative Unit-Records

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents *Note: Inform Client if there are any discrepancies or incomplete requirements*	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**3 hours, 15 minutes**	

3. Application for Leave

This service facilitates the filing and processing of leave applications of employees, including vacation leave, sick leave, special leave, and other authorized types of leave in accordance with existing Civil Service rules and regulations.

It covers the submission, review, and approval of leave requests to ensure proper documentation and recording of absences. The application indicates the type of leave, inclusive dates, and reason for availing, subject to approval by the authorized official.

This service ensures that employees are granted their rightful leave benefits while maintaining continuous delivery of public service through proper scheduling and monitoring of personnel attendance.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Request Letter, if necessary – two (2) original copies	Applicant / Client
Special Privilege Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Solo Parent Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
Birth Certificate of Child – one (1) photocopy	Applicant / Client
Solo Parent ID – one (1) photocopy	Applicant / Client
Sick Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Medical Certificate, if more than five (5) days sick leave – one (1) photocopy	
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Request Letter, if necessary – two (2) original copies	Applicant / Client
Maternity Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
Special Order – three (3) original copies	OSDS-Administrative Unit-Personnel

Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery – one (1) photocopy	Applicant / Client
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Notice of Allocation of Maternity Leave Credits CSC Form 6a Revised 2020, if needed – three (3) original copies	OSDS-Administrative Unit-Personnel
Paternity Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
Marriage Certificate – one (1) photocopy	Applicant / Client
Birth Certificate of Child or Medical Certificate of Wife if Miscarriage – one (1) photocopy	Applicant / Client
Wellness Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Study Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Contract between the agency head or authorized representative – two (2) original copies	OSDS-Administrative Unit-Personnel
Certificate of no pending administrative case – one (1) original copy	OSDS-Legal Unit
Performance Rating for at least two (2) rating periods prior to the application – one (1) photocopy for each document	Applicant / Client
Special Leave Benefits for Women under RA 9710	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Medical Certificate – one (1) photocopy	Applicant / Client
Request Letter – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance Form) – three (3) original copies	Applicant / Client
Special Order – three (3) original copies	OSDS-Administrative Unit-Personnel
Special Emergency Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Proof of declaration of calamity area by the proper government agency, and such other proof as maybe necessary – one (1) photocopy	Applicant / Client
Rehabilitation Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel

Medical Certificate on the nature of injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case maybe – one (1) photocopy	Applicant / Client
Request Letter – two (2) original copies	Applicant / Client
Police report/blotter – one (1) photocopy	Applicant / Client
Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of the rehabilitation – one (1) photocopy	Applicant / Client
Special Order – three (3) original copies	OSDS-Personnel Section, Schools Division Office
10-Day VAWC Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Barangay Protection Order (BPO) /Temporary/Permanent Protection Order (TPO/PPO) obtained from the court – one (1) original copy	Applicant / Client
Adoption Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
CSC Form 7 (Clearance Form) – three (3) original copies	Applicant / Client
Request Letter – two (2) original copies	Applicant / Client
Authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD or Authenticated copy of the Decree of Adoption issued by the proper court – one (1) photocopy	Applicant / Client
Special Order – three (3) original copies	OSDS-Personnel Section, Schools Division Office
Compensatory Time Off (CTO)	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Leave Application for up to 60 calendar days				
1. Submit duly filled-out Leave Application Form with complete documentary requirements	1.1 Receive and check the completeness of submitted documents	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Forward the complete document to the Personnel Section for appropriate action	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records

	1.3 Review the submitted complete document and provide appropriate action	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Forward documents for recommending approval/disapproval of Immediate Supervisor (Chief Education Supervisor)	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.5 Recommend approval/disapproval of leave application and forward to approving authority	None	30 minutes	Chief Education Supervisor / Administrative Officer V
	1.6 Review and approve/disapprove the leave application	None	1 day	Assistant Schools Division Superintendent
	1.7 Forward the approved leave application to the Personnel Section for sorting	None	10 minutes	Administrative Aide VI, OSDS
	1.8 Forward the approved leave application to the Records Section for release	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.9 Provide Client a copy of the approved leave application	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**1 day, 2 hours, 25 minutes**	

4. Application for Retirement, Survivorship, or Separation Benefits

This service facilitates the processing of applications for Retirement, Survivorship, and Separation Benefits of government employees and their qualified beneficiaries. It involves the evaluation and verification of required documents to ensure eligibility and compliance with existing laws, rules, and regulations.

Retirement benefits are granted to employees who have rendered the required years of service and have reached the appropriate age. Survivorship benefits are provided to the legal heirs or beneficiaries of a deceased employee, while separation benefits are granted to those who are involuntarily separated from the service under authorized conditions.

This service ensures that all applications are properly processed, endorsed to the concerned agencies, and monitored until the release of benefits to the rightful claimant/s.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employee of the Schools Division Office eligible for retirement and separation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Duly Accomplished - GSIS Application Form for Retirement/Separation/Life Insurance Benefits – two (2) original copies	OSDS-Administrative Unit-Personnel
Letter of Intent – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance Form) – four (4) original copies	Applicant / Client
Updated Service Record – one (1) original copy	OSDS-Administrative Unit-Personnel
Statement of Assets, Liabilities and Net Worth – one (1) original copy of annual, and one (1) original copy as of date of exit from service	OSDS-Administrative Unit-Personnel
Certificate of No Pending Administrative Case – one (1) original copy	OSDS-Legal Unit
Certificate of Last Salary Received – one (1) original copy	OSDS-Administrative Unit-Personnel
Certificate of Last Payment – one (1) original copy	OSDS-Administrative Unit-Personnel
Provident Clearance – one (1) original copy	OSDS-Finance Unit-Accounting
Certificate of Last Day of Service – one (1) original copy	OSDS-Administrative Unit-Personnel
Certificate of Leave with or without pay – one (1) original copy	OSDS-Administrative Unit-Personnel
Additional Requirements for Survivorship	
GSIS Application Form for Survivorship – two (2) original copies	OSDS-Administrative Unit-Personnel
GSIS Form for Affidavit Surviving Legal Heirs – two (2) original copies	OSDS-Administrative Unit-Personnel

PSA Death Certificate – one (1) original copy	Philippine Statistics Authority
PSA Marriage Certificate – one (1) original copy	Philippine Statistics Authority
PSA Birth Certificate – one (1) original copy	Philippine Statistics Authority
Judicial or Extra Judicial Settlement of Estate (duly notarized) – one (1) original copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records	1.1 Receive and check the completeness of submitted documents	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Forward the complete document to the Personnel Section for appropriate action	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.3 Review the submitted complete document and provide appropriate action *Note: Inform Client should there be any incomplete or discrepancies in the submitted documents*	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Authenticate complete documents and prepare Endorsement, then forward the Endorsement to the Schools Division Superintendent for signature	None	2 hours	Administrative Officer IV, OSDS-Administrative Unit-Personnel
	1.5 Affix signature on the Endorsement and other pertinent documents	None	1 day	Schools Division Superintendent
	1.6 Return the signed documents to Personnel Section	None	10 minutes	Administrative Aide VI, OSDS
	1.7 Forward signed documents to Records Section	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.8 Forward the signed and complete	None	10 minutes	Administrative Officer IV / Administrative

	documents to the Regional Office			Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**1 day, 3 hours, 25 minutes**	

5. Application for Terminal Leave Benefits

This service facilitates the processing of applications for Terminal Leave Benefits (TLB) of retiring or separating DepEd personnel in accordance with existing Civil Service rules and regulations and the Department of Education Citizen's Charter.

It involves the submission, verification, and evaluation of required documents to determine the total accumulated leave credits and eligibility of the employee for conversion to monetary value. The application ensures that all service records and leave credits are properly validated prior to computation and endorsement.

This service aims to ensure the timely and accurate processing and release of terminal leave benefits to qualified employees upon retirement or separation from government service.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
CSC Form 6 – three (3) original copies	OSDS-Administrative Unit-Personnel
Statement of Vacation & Sick Leave Credits – three (3) original copies	OSDS-Administrative Unit-Personnel
Certification of Leave Credits – three (3) original copies	OSDS-Administrative Unit-Personnel
Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Division / Unit / HRMO / AO V – three (3) original copies	OSDS-Administrative Unit-Personnel
GSIS Voucher & Clearance – one (1) photocopy	Applicant / Client
GSIS Application signed by the Schools Division Superintendent / Regional Director – one (1) photocopy	Applicant / Client
Updated Service Record – one (1) photocopy	Applicant / Client
Copy of Approved Appointments – one (1) photocopy	Applicant / Client
CSC Form 7 (Clearance) – one (1) photocopy	Applicant / Client
Certification of No Pending Administrative Case / Legal Clearance – one (1) photocopy	Applicant / Client
Declaration of Pendency/Non-Pendency of Case – one (1) photocopy	Applicant / Client

Certification of Provident Fund Loan – one (1) photocopy	Applicant / Client
Latest Notice of Salary Adjustment – one (1) photocopy	Applicant / Client
Latest Notice of Step Increment, if applicable – one (1) photocopy	Applicant / Client
Certification of Last Salary Received with payslip – one (1) photocopy	Applicant / Client
Certificate of Last Payment – one (1) photocopy	Applicant / Client
Certification of Leave of Absence without pay – one (1) photocopy	Applicant / Client
Letter of Intent – one (1) photocopy	Applicant / Client
PSA Marriage Certificate-for change of name of married woman – one (1) photocopy	Philippine Statistics Authority
Latest SALN – one (1) photocopy	Applicant / Client
Additional Requirements for Deceased Retirees/Employees Payable to the Declared Heirs	
PSA Death Certificate – one (1) photocopy	Philippine Statistics Authority
PSA Marriage Certificate, if the claimant is the spouse – one (1) photocopy	Philippine Statistics Authority
CSC Clearance – one (1) original copy	Applicant / Client
Judicial or Extra Judicial Settlement of Estate (duly notarized) – one (1) original copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents *Note: Inform Client if there are any discrepancies or incomplete requirements*	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then	None	1 hour	Schools Division Superintendent

	return to Records for release			
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**3 hours, 15 minutes**	

6. Issuance of Certificate of Employment (COE)

This service provides the issuance of a Certificate of Employment (COE) to current employees upon request. The certificate serves as an official document certifying the individual's employment status, position, inclusive dates of service, and office assignment, as may be required.

The COE may be used for various official and personal purposes, such as employment application, loan processing, visa requirements, or other legal and administrative transactions.

This service ensures that employment records are properly verified and authenticated prior to the release of the certificate by the authorized office.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Request Form – one (1) original copy		OSDS-Administrative Unit-Personnel		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished Request Form to the OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare the Certificate of Employment, and forward to the Head of Admin Unit for signature	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Certificate of Employment	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Certificate of Employment	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel

TOTAL:	**None**	**1 hour, 5 minutes**

7. Issuance of Certificate of Leave of Absence Without Pay (LWOP)

This service provides certification confirming that an employee has been granted and has availed of a Leave of Absence Without Pay (LWOP) for a specified period. The certificate includes details such as the employee's name, position, office assignment, inclusive dates of LWOP, and purpose (if applicable).

This document may be requested for official, legal, employment, or other administrative purposes, such as compliance with government requirements, loan applications, or verification of employment status.

The processing of requests ensures that records are properly verified and authenticated by the authorized office prior to issuance.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Request Form – one (1) original copy	OSDS-Administrative Unit-Personnel
updated and signed Service Record – one (1) photocopy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form and required document to the OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare and affix signature on the Certificate of Leave of Absence Without Pay, and forward to the Head of Admin Unit for signature	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Certificate of Leave of Absence Without Pay	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Certificate of Leave of Absence Without Pay	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	TOTAL:	**None**	**1 hour**	

8. Issuance of Compensatory Overtime Credits (COC)

This service provides the issuance of Compensatory Overtime Credits as a non-monetary benefit for government employees (under CSC-DBM Joint Circular No. 2, s. 2004) rendered beyond regular hours, used in lieu of the overtime pay.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Memorandum or letter of authority from the Schools Division Superintendent and/or the Regional Director – one (1) photocopy	Applicant / Client
Duly signed Daily Time Record (DTR)/CS Form 48 (Certified True Copy of Daily Time Record (DTR) / CSC Form 48 (the same DTR that supports the monthly salary) – one (1) photocopy	Applicant / Client
Mode of Verification such as certificate of attendance/completion, or other official attendance monitoring mechanisms that are recorded and verifiable (Certification of Attendance for overtime services rendered outside of the Office) – one (1) photocopy	Applicant / Client
Accomplishment Report (Accomplishment Report approved by the Head of Office/ Functional Division Chief) – one (1) photocopy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check the requirements and prepare the Compensatory Overtime Credits, then forward to the Head of Personnel for review	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Check and affix initial in the Compensatory Overtime Credits, then forward to the Schools Division	None	1 hour	Administrative Officer IV, OSDS-Administrative Unit-Personnel

	Superintendent for signature			
	1.4 Review and sign the complete documents, then return to Personnel for recording	None	1 hour	Schools Division Superintendent
	1.5 Record the Compensatory Overtime Credits, then forward to the Records for release	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.6 Release the signed Compensatory Overtime Credits to the Client	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**4 hours, 15 minutes**	

9. Issuance of Service Record (SR)

This service provides the issuance of a Service Record (SR) for DepEd personnel upon request. The Service Record is an official document that reflects the complete history of an employee's service in the Department of Education, including position titles, office/school assignments, employment status, annual salary and inclusive dates of service.

This document is issued in accordance with the Department of Education Citizen's Charter to ensure standardized, transparent, and efficient processing of personnel records. It is commonly used for purposes such as retirement, promotion, transfer, GSIS claims, and other official government transactions requiring verification of service history.

The service ensures that all employment records are properly verified, validated, and certified by the authorized DepEd office prior to release.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request Form – one (1) original copy	OSDS-Administrative Unit-Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form to OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare and affix initials on the Service Records, and forward	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-

	to the Head of Admin Unit for signature			Administrative Unit-Personnel
	1.3 Review and sign the Service Record	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Service Record to Client	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	TOTAL:	**None**	**1 hour**	

10. Issuance of Special Order for Change Name and Status

This service provides the issuance of a Special Order (SO) for the correction or updating of an employee's personal records, specifically for changes in name and/or civil status within the Department of Education personnel records system.

The issuance of the Special Order is in accordance with the Department of Education Citizen's Charter and existing Civil Service rules and regulations, ensuring that all changes are properly supported by legal documents such as marriage certificate, court order, or other valid proofs as required.

This service ensures the accurate updating of personnel records, official documents, and related systems, and serves as the basis for reflecting the employee's correct name and civil status in all official DepEd records.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter of Intent – two (2) original copies	Applicant / Client
PSA Marriage Certificate or Birth Certificate – one (1) photocopy	Philippine Statistics Authority

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive and check completeness of requirements, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check the requirements and prepare the Special	None	1 hour	Administrative Officer IV / Administrative

	Order, then forward to the Office of the Schools Division Superintendent for signature			Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Special Order, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.4 Release the signed Special Order to the Client	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**2 hours, 40 minutes**	

Office of the Schools Division Superintendent – Admin Unit – Property and Supply

1. Cancellation of Issued Inventory Custodian Slip

DepEd Order No. 008, s. 2019 provides guidelines for using the Inventory Custodian Slip during the transition of "Semi-Expendable" items.

The Inventory Custodian Slip (ICS) is a document used to track and assign accountability for semi-expendable property—items that cost less than the capitalization threshold but have a lifespan of more than one year.

Most of the SDO personnel have been issued Semi-Expendable Property/Equipment. Cancelling an issued ICS is a formal process required to clear an individual's accountability once the issued Semi-Expandible Property reaches the end of its useful lifespan.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All employees in the SDO with custody of Semi-Expendable Property/Equipment			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Inventory Custodian Slip – one (1) original copy		Property and Supply Unit, Administrative Section, Schools Division Office		
Receipt of Returned Semi-Expandable Property – one (1) original copy		Property and Supply Unit, Administrative Section, Schools Division Office		
Issued semi-expendable property/item		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents to Property and Supply	1.1 Receive submitted documents and validate the entries in the form against the semi-expendable property to be returned	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Sign the Receipt of Returned Semi-Expendable Property	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.3 Provide Client with a signed Receipt of Returned Semi-Expendable Property	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	TOTAL:	**None**	**1 hour, 20 minutes**	

2. Property and Equipment Clearance Signing

This process covers an employee's desire to be cleared of any accountability to any property and/or equipment for the purpose of retirement, resignation, transfer of division, leave, or travel abroad.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd employees in the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Property and Equipment Clearance Form (PECF) – three (3) original copies and one (1) photocopy	Property, Administrative Unit, Schools Division Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-out form and turn over all properties / equipment to Property	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Review Clearance Form and affix signature. *Note: If concerned employee has accountability, the Supply Officer will request employee to settle all accountability.*	None	30 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.3 Provide Client with the signed Clearance Form	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	TOTAL:	**None**	**1 hour, 10 minutes**	

3. Requisition and Issuance of Supplies and Equipment

DepEd Division Offices follow a standardized process for requisition and issuance of supplies and equipment, primarily using the Requisition and Issue Slip (RIS). Employees submit the RIS to the Property and Supply Unit, which checks stock availability, secures approval from the Division Supply Officer, and releases the requested items.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd employees in the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Requisition and Issue Slip (RIS) – three (3) original copies	Property, Administrative Unit, Schools Division Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-out Slip to Property	1.1 Receive and check the submitted slip	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Check the availability of stocks *Note: If supply / equipment is not available advise the requesting party to prepare purchase request and submit it to Procurement*	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.3 Forward the RIS Form to the Division's Supply Officer for approval	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.4 Review, approve and affix signature in the RIS Form, and return to the Admin Aide VI for the preparation of receipt	None	30 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.5 Prepare the request and print receipt, then forward to Supply Officer for signature	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.6 Sign the receipt	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property

	1.7 Provide Client the receipt for his/her signature	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
2. Sign the issued receipt	2.1 Release the requested supply / equipment	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	2.2 File and safekeep the signed receipts	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	TOTAL:	**None**	**2 hours**	

Office of the Schools Division Superintendent – Finance Unit – Budget

1. Posting or Updating of Disbursement

This process outlines the steps in updating the status of disbursement requests.

Office or Division:	Office of the Schools Division Superintendent – Finance Unit – Budget			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Offices in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Reports of Checked Issued (RCI) – one (1) original copy		OSDS-Administrative Unit-Cash		
Report of Advice to Debit Account Issued (RADAI)) – one (1) original copy		OSDS-Administrative Unit-Cash		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required reports to OSDS-Finance Unit-Budget	1.1 Receive the submitted reports	None	10 minutes	Administrative Assistant I, OSDS-Finance Unit-Budget
	1.2 Encode / post the data on the BMS	None	1 hour	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
	TOTAL:	**None**	**1 hour and 10 minutes**	

2. Processing of Obligation Request and Status (ORS)

Obligation Request and Status (ORS) is a required document by the Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of the 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:	Office of the Schools Division Superintendent – Finance Unit – Budget	
Classification:	Simple	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	Offices in the Schools Division Office	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Standard Requirement		
Obligation Request and Status (ORS) – one (1) original copy and two (2) photocopies		OSDS-Finance Unit-Accounting

Disbursement Voucher – one (1) original copy and two (2) photocopies	OSDS-Finance Unit-Accounting
Purchase Orders (pre-audited)	
AR/ATC – one (1) original copy and two (2) photocopies	Requesting Office
Other supporting documents – one (1) original copy and two (2) photocopies	Requesting Office
Biddings	
Notice of Award – one (1) original copy and two (2) photocopies	BAC Secretariat
Signed Contract – one (1) original copy and two (2) photocopies	Requesting Office
Sub-AROS – one (1) original copy and two (2) photocopies	Requesting Office / Budget
AR/ATC – one (1) original copy and two (2) photocopies	Requesting Office
Cash Advances for Travels	
Advanced Travel Order – one (1) original copy and two (2) photocopies	Requesting Office
Memorandum – one (1) original copy and two (2) photocopies	Requesting Office
Itinerary of Travel – one (1) original copy and two (2) photocopies	Requesting Office
AR/ATC – one (1) original copy and two (2) photocopies	Requesting Office
Reimbursement of Travels	
Approved Travel Order – one (1) original copy and two (2) photocopies	Requesting Office
Memorandum – one (1) original copy and two (2) photocopies	Requesting Office
Itinerary of Travel – one (1) original copy and two (2) photocopies	Requesting Office
Certificate of Appearance / Participation / Attendance – one (1) original copy and two (2) photocopies	Requesting Office
Certification of Travel Completed – one (1) original copy and two (2) photocopies	Requesting Office
AR/ATC – one (1) original copy and two (2) photocopies	Requesting Office
Cash Advances for School MOOE	
Purpose of cash advance – one (1) original copy and two (2) photocopies	Requesting Office
Letter Request – one (1) original copy and two (2) photocopies	Requesting Office
Work and Financial Plan – one (1) original copy and two (2) photocopies	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports to	1.1 Receive the submitted documents	None	2 minutes	Administrative Assistant I,

OSDS-Finance Unit-Budget				OSDS-Finance Unit-Budget
	1.2 Review, analyze and verify the documents	None	10 minutes	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
	1.3 Verify the availability of allotments	None	5 minutes	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
	1.4 Record and post entries in the BMS	None	15 minutes	Administrative Assistant III, OSDS-Finance Unit-Budget
	1.5 Generate print-out of the ORS,and forward to the Budget Officer for review	None	10 minutes	Administrative Assistant III, OSDS-Finance Unit-Budget
	1.6 Review and certify the existence of available appropriation (Box B), and forward to the Chief/Head of the requesting office	None	1 hour	Administrative Officer V, OSDS-Finance Unit-Budget
2. Certify the necessity and legality of charges to the appropriation / allotment under his / her direct supervision (Box A)	2.1 Review appropriate signatories in the document then forward the documents to the Accounting Division	None	1 hour	Administrative Assistant I, OSDS-Finance Unit-Budget
	TOTAL:	**None**	**2 hours, 42 minuutes**	

Note: Processing time may change depending on the time spent by the Client/Requesting Office to complete Client Step 2.

Office of the Schools Division Superintendent – ICT Unit

1. Troubleshooting of ICT Equipment

This process outlines the process on the conduct of evaluation, diagnosis, troubleshooting, and first-level corrective action for government-owned ICT equipment used by the employees in the Schools Division Office.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
ICT Technical Assistance Form (physical or digital version) – one (1) original copy		OSDS – ICT Unit		
Equipment unit (with property tag) and accessories needed for diagnosis, if applicable		Applicant / Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive the ICT TA Form and ICT equipment with DepEd property tag	None	5 minutes	Information Technology Officer I, OSDS-ICTU
	1.2 Assess condition of equipment and perform hardware tests and software diagnostics to identify the cause	None	4 hours	Information Technology Officer I, OSDS-ICTU
	1.3 Perform immediate software / hardware troubleshooting* *Note: If equipment is not fixable within the day, provide Client with the recommendations for the next steps*	None	1 day	Information Technology Officer I, OSDS-ICTU
	1.4 Return equipment to client and provide a briefing if needed on preventive care and security, and provide Client a copy of the ICT TA Form	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	TOTAL:	**None**	**1 day, 4 hours, 35 minutes**	

**Note: Actual processing time may exceed the declared total processing time depending on the extent of diagnosis, repair requirements, and availability of needed parts or external servicing.*

2. User Account Management for Central and Locally Managed Systems

Creation, updating, renaming, suspension, deletion, reactivation, and password reset of user accounts for centrally managed ICT systems administered by, or delegated to, the ICT Unit. This includes central and locally managed services such as DepEd Google Workspace for Education and Microsoft 365 accounts, except where a separate service charter specifically applies.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
ICT Technical Assistance Form (physical or digital version) – one (1) original copy	OSDS – ICT Unit
Identification Card (preferably DepEd ID) – one (1) photocopy or digital copy	Applicant / Client
For new personnel	
Appointment Paper / Document or Endorsement from the HRMO – one (1) original or photocopy or digital copy	Applicant / Client
For special requests	
Endorsement from the Head of Office – one (1) original or digital copy	Applicant / Client
For suspended/blocked account	
Incident Report – one (1) original or digital copy	Applicant / Client
For requests of name change	
Any supporting document – one (1) photocopy or digital copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive and evaluate the submitted requirements	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.2 Interview Client (for verification of user identity within the ecosystem) and identify if escalation to Central Office is required	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.3 Process Request *Note: Escalate / transmit the request to DepEd ICTS (Central Office), if necessary**	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit

	1.4 Provide Client the credentials, and short orientation on the use of DepEd account	None	1 hour	Information Technology Officer I, OSDS-ICT Unit
	TOTAL:	**None**	**2 hours, 30 minutes**	

**Note: Concerns regarding Microsoft accounts that require escalation to the Information and Communications Technology Service at the DepEd Central Office may affect processing time.*

3. Uploading of Publications

This charter outlines the processes in the receipt, verification, preparation, and posting of approved publications and documents to the official division website and other official communication channels authorized by the Division Office. This covers approved announcements, articles, issuances, and procurement-related publications furnished by the proper originating office.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee/division under the Schools Division Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request Sheet – one (1) original copy	OSDS – ICT Unit / OSDS – Administrative Unit – Records
Official Issuance/s – one (1) original copy	Requesting office/division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive the accomplished Request Sheet and issuance	None	5 minutes	Information Technology Officer I, OSDS-ICTU
	1.2 Validate the documents to ensure completeness, bearing the necessary signatures and reference / tracking numbers	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	1.3 Scan the physical document/s into a high-quality PDF format	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	1.4 Upload and publish the document/s to the SDO's website or other official channels	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	TOTAL:	**None**	**1 hour, 35 minutes**	

Office of the Schools Division Superintendent – Legal Unit

1. Issuance of Certificate of No Pending Case

The procedure for issuing a Certificate of No Pending Administrative Case for Department of Education (DepEd) employees verifies, based on available records, that a DepEd employee has no pending administrative case within the department for purposes of clearance and other official transactions.

Office or Division:	Office of the Schools Division Superintendent – Legal Unit
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Employees in the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Any government-issued ID	Applicant / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements to OSDS-Legal Unit	1.1 Review and check requirements, and verify from the list of formally charged employees	None	30 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.2 Prepare the certification of no pending case *Note: If Client has a pending case, inform Client that s/he only be cleared after his/her case has been resolved or sanction has been completed.*	None	30 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.3 Release the Certification to the Client	None	5 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	TOTAL:	**None**	**1 hour, 5 minutes**	

Note: If the case dates back a long time and the files are not easily accessible, it may result in longer processing time.

School Governance and Operations Division – Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholders)

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 employees in the Schools Division Office. 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:	G2G (Government to Government)
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter Request addressed to the Schools Division Superintendent – one (1) original copy	Applicant / 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 the SDO's official email address	1.1 Receive and acknowledge the letter request from the Client *Note: Inform the Client that s/he will be notified once the requested data is available*	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	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 Education Supervisor, SGOD

	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer III/Senior Education Program Specialist, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer III/Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	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	Senior Education Program Specialist, SGOD-PRS
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
TOTAL:		**None**	**2 days, 6 hours, 15 minutes**	

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

This service is intended for the processing of requests for data for the Enhanced Basic Education Information System (EBEIS), Learner Information System (LIS), National Achievement Test (NAT), and Performance Indicators.

Office or Division:	School Governance and Operations Division – Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – one (1) original copy		Applicant / 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 the SDO's official email address	1.1 Receive and acknowledge the letter request from the Client *Note: Inform the Client that s/he will be notified once the requested data is available*	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	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 Education Supervisor, SGOD
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Senior Education Program Specialist, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer to the SGOD for release	None	1 hour	Schools Division Superintendent
	1.9 Release the document to the client	None	5 minutes	Planning Officer III, SGOD-PRS
	TOTAL:	**None**	**2 days, 6 hours, 5 minutes**	

3. Request for Approval of Research Proposal and Completed Research -DepEd Order No. 16, s. 2017 (Research Management Guidelines)

This request seeks the approval of the submitted research proposal and/or completed research study in accordance with existing institutional guidelines and standards. Approval of this request signifies that the research has undergone initial review for relevance, technical soundness, and compliance with prescribed research protocols and is endorsed for implementation, dissemination, or utilization within the organization.

Office or Division:	School Governance and Operations Division – Planning and Research Unit
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Schools Division Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter Request addressed to the Schools Division Superintendent – one (1) original copy	Applicant / Client
Research proposal/completed copy – 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 SDO through the Records Section	1.1 Receive, record, stamp “RELEASED”, and forward the submitted documents to the Office of the Schools Division Superintendent. *Note: Inform the Client that s/he will be notified once the result of the application is available.*	None	30 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Review and evaluate the submitted documents and forward to Chief, SGOD for appropriate action	None	2 hours	Schools Division Superintendent
	1.3 Refer the request to the Planning Officer	None	10 minutes	Chief Education Supervisor, SGOD
	1.4 Review the submitted proposal/ completed research and forward to the concerned Education Program Supervisor (EPS)-in-charge (in Curriculum Instruction	None	5 days	Senior Education Program Specialist, SGOD-PRS

	Division) for further review *Note: If, during the evaluation of the research proposal/ completed research, the Research Committee finds that the submission does not comply with the prescribed format and guidelines outlined in DepEd Order No. 16, s. 2017 -- such as inconsistencies, methodological errors, content mismatches, or other research-related concerns – the proposal shall be returned to the researcher for necessary revision and improvement. The researcher must address all identified issues and resubmit the corrected version for re-evaluation before any further action can be taken.*			
	1.5 Review the submitted proposal/ completed research and return to SGOD-PRS for appropriate action	None	5 days	Education Program Supervisor, CID
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	1 hour	Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment, then forward to OSDS for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer to the Records for release	None	1 day	Schools Division Superintendent
	1.9 Inform the Cilent the approved research proposal / completed research is ready for release	None	10 minutes	Planning Officer III, SGOD-PRS

2. Go to the SDO (through Records) and claim the approved research proposal / completed research	2.1 Release the document to the client	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	TOTAL:	**None**	**11 days, 4 hours, 5 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 (insert email address) or fill out the RO online feedback form at (insert CSM link or QR code)	Online: Email (insert email address) or fill out the SDO online feedback form at (insert CSM link or QR code)
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (insert phone no. here)	Phone: Call the (specify office if OSDS or DPAC) 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 (specify if PAU or RPAC) at (insert phone no. here)	SMS: Send a text message to (specify if OSDS or DPAC) at (insert phone no. here)
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.
	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly	*For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly*	*For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly*

	by the concerned office and communicated to the client.	*by the concerned office and communicated to the client.*	*by the concerned office and communicated to the client.*
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	18th 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	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9345/ 8633-6682/ bhrod.pd@deped.gov.ph
Education Facilities Division	17th 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	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-7248/ 8638-8640/ fs.eamd@deped.gov.ph
Information and Communications Technology Service – Technology Infrastructure Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2363/ icts.tid@deped.gov.ph
Information and Communications Technology Service – Solutions Development Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2092/ icts.sdd@deped.gov.ph

Information and Communications Technology Service – User Support Division	17th 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.ld@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	18th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9341/ pas.pd@deped.gov.ph

Regional Offices

	Address	Contact Information
Region I	Flores St., Catbangen, 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