



Department of Education
Region V - Bicol
Schools Division Office of Catanduanes

CITIZEN'S CHARTER
Revised 2025



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I. Mandate:

The Department of Education was established through the Education Degree of 1863 as the Superior Commission of Primary Education under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis a vis the changing administrations and charters. The present day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001 which establishes the mandate of this agency.

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 institution, including alternative learning systems, both public and private; and provides for the establishments and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

II. Vision:

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



III. Mission:

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

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

IV. Core Values

- Maka-Dyos
- Makatao
- Makakalikasan
- Makabansa

V. Service Pledge:

The DepED SDO-Catanduanes is a learner-centered public institution education that consistently provides quality basic education and relevant services to all schools and learning centers compliant with applicable requirements for continuous improvement through enhanced effective leadership and management.



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Office of the Schools Division Superintendent - Internal

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Curriculum Implementation Division

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School Governance and Operations Division

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Office of the Schools Division Superintendent

A. CASH UNIT

1. COLLECTIONS AND DEPOSITS

This procedure defines the action and responsibilities of the Cashier Section in terms of collections and deposits.

Office or Division:	CASHIER SECTION MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SDO EMPLOYEES, EXTERNAL CREDITORS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of intent from bidders who will pay for purchase of Bidding Documents		To be prepared by the applicant		
2. Order of payment from SDO employees who will make the payment for refund of salaries and cash return of cash advance		Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Intent/ Order of payment together with the payment in Cash or Check	1.1 Issuance of Official Receipt (Accountable Form 51-C)	None	5 minutes	<i>Administrative Officer</i> <i>Administrative Aide VI</i>
	1.2 Preparation of deposit slips with List of Deposited Collections		10 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer IV</i>



	1.3 Depositing Collections to AGDB-GSB		1 hour	
Total Processing Time			1 hour and 15 minutes	

2. PAYMENT OF OBLIGATION THROUGH CHECKS OR LDDAP-ADA

Payment of obligations of the Division Office is paid either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAPADA). The Advice of Checks Issued and Cancelled (ACIC) are forwarded to the bank to confirm the validity of the checks and to credit the payment to the payee's account in the case of LDDAP-ADA.

Office or Division:	CASHIER SECTION MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL INTERNAL AND EXTERNAL CLIENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Processed Disbursement Vouchers / LDDAP-ADA • Supporting Documentary Requirements 		<ul style="list-style-type: none"> • Accounting Section • Concerned office/service 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receives and records processed DV and LDDAP-ADA duly signed by Accountant	None	3 minutes	<i>Administrative Aide VI</i>
IN CASE OF CHECK PAYMENT				
	1.2. Determines type of fund and issues the corresponding check	None	3 minutes	<i>Administrative Officer IV</i>



	1.3. Controls check and advice number, prepares and encodes in the database system and prints check and ACIC	None	5 minutes	<i>Administrative Officer IV</i>
	1.4. Reviews accuracy of data on check and ACIC based on the processed DV and signs/initials	None	5 minutes	<i>Administrative Officer IV</i>
IN CASE OF LDDAP-ADA				
	1.5. Imports from the database system to generate the hash totals in the FINDES (online LBP system); controls and assigns check number and prepares WINACIC	None	10 minutes	<i>Administrative Aide VI</i>
	1.6. Reviews hash totals, WINACIC, based on the processed LDDAP-ADA and signs initials	None	5 minutes	<i>Administrative Officer IV</i>
FOR BOTH CHECK AND LDDAP-ADA				
	1.7. Records and transmits check and ACIC or LDDAP-ADA with the necessary documents to authorized signatories	None	5 minutes	<i>Administrative Aide VI</i>
	1.8. Authorized signatories sign	None	1- 2 days (depending on	<i>Ma. Jeany T. Abayon</i>



	check and ACIC or LDDAP-ADA with necessary supporting documents		availability of signatories)	<i>OIC-Schools Division Superintendent</i> <i>Administrative Officer IV</i>
	1.9. Returns signed check and ACIC or LDDAP-ADA with the necessary documents to the CD	None	10 minutes	<i>Administrative Officer IV</i>
	1.10. Receives and checks if all documents were duly signed and records accordingly In case of LDDAP-ADA, photocopies, segregates and prepares for submission to AGDB; In case of check, creates and approves for clearing check payments thru eMDS	None	15 minutes	<i>Administrative Aide VI</i> <i>Administrative Aide VI</i> <i>Administrative Officer IV</i>
	1.11. Informs payee of availability of check for release	None	5 minutes	<i>Administrative Aide VI</i>
2. Proceeds to CD and presents necessary documents to claim the check (ID, authority to claim,	2.1. Checks ID of claimant and receives the documents submitted to claim check	None	5 minutes	<i>Administrative Aide VI</i>



OR in case of external creditors)				
3. Signs the check releasing logbook and DV	3.1. Checks signature against the ID presented	None	3 minutes	<i>Administrative Aide VI</i>
4. Receives check and validates correctness of data (name of payee and amount)	4.1. Releases check	None	3 minutes	<i>Administrative Aide VI</i>
Total Processing Time			2 days, 1 hour and 17 minutes	

<i>Receipt of Official Receipt (or) for payment thru LDDAP-ADA-EXTERNAL</i>				
5. Proceeds to CD and informs the CD staff of details of payment credited to their account (date and amount)	5.1. Searches database for LDDAP-ADA number and locates among the files submitted to the bank the LDDAP-ADA involved in the transaction	None	10 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer IV</i>
6. Issues OR for the payment received thru LDDAP-ADA	6.1. Attaches the OR to the DV and advises the client to proceed to Accounting Division for issuance of tax certificate, when applicable	None	5 minutes	<i>Administrative Aide VI</i> <i>Administrative Officer IV</i>
<i>Inquiry on status of Payment of Obligation-Internal and External</i>				
7. Client inquiries on status of payment thru check or LDDAP-ADA, thru personal follow up, text	7.1. Searches the Cash Receipts and Disbursement Database System and informs the	None	5 minutes	<i>Administrative Aide VI</i> <i>Administrative Support Staff (COS)</i>



message, landline call, Viber, Messenger, email, Workplace/ Workchat	client of search result and/or furnishes copy of LDDAP-ADA, DV, when requested			
	TOTAL		20 minutes	

3. PAYMENT OF EXTERNAL AND INTERNAL CLAIMS

Covers payment to claims of external and internal clients. Preparing check and Advice of Checks Issued and Cancelled (ACIC) for payments of accounts payable. ACIC and LDDAP-ADA are delivered to the servicing bank to credit the payment.

Office or Division:	CASHIER SECTION MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS G2C – GOVERNMENT TO CLIENT G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	CLIENT THAT DEPED HAS FINANCIAL OBLIGATIONS TO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts for suppliers or service providers 2. Two (2) Valid IDs 3. Authorization letter, if representative		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	0. Notify the payees/claimants that the check is ready for release or the payment has been credited to their bank account	None	5 minutes	<i>Administrative Officer IV</i>
1. Proceed to Cashier and present requirements	1.1. Check the authenticity of provided documents	None	5 minutes	<i>Administrative Officer IV</i>



2. Sign the DV/logbook and receive the official receipt (OR)	2.1 Give the DV/logbook for signature of payee/claimant and receive OR	None	5 minutes	<i>Administrative Support Staff (COS)</i>
	2.2 Release check/Copy of validated ADA, issue official receipt if applicable	None	5 minutes	<i>Administrative Support Staff (COS)</i>
	TOTAL	None	20 minutes	

4. PAYMENT OF OBLIGATION

Process of payment for pending account balances to DepEd clients.

Office or Division:	CASHIER SECTION MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS G2C – GOVERNMENT TO CLIENT			
Who may avail:	CLIENT THAT DEPED HAS FINANCIAL OBLIGATIONS TO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Original Copy) DepEd 2. Official Receipts for suppliers or service providers 3. Two (2) Valid IDs 4. Authorization letter, if representative		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment	1.1 Issue order of payment	None	10 minutes	<i>Administrative Aide VI</i>
2. Proceed to Cashier and present requirements	2.1. Check the authenticity of provided documents	None	10 minutes	<i>Administrative Officer IV</i>



	TOTAL	None	20 minutes	
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B. LEGAL UNIT

1. FILING OF ADMINISTRATIVE COMPLAINTS

Office or Division:	LEGAL UNIT ATTY. NORLITO JR. P. AGUNDAY-ATTORNEY III ELSIE FAITH V. TABLATE-ADMINISTRATIVE SUPPORT STAFF (COS)			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT			
Who may avail:	ANY PERSON MAY FILE AN ADMINISTRATIVE COMPLAINT AGAINST ANY OFFICER OR EMPLOYEE OF THE DEPARTMENT OF EDUCATION			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Full Name and Address of the Complaint		Client		
Full Name and address of the person complained of, as well as his position and office in the DepEd		Client		
A narration of the relevant and material facts which shows the acts or immisions as allegedly committed by the person complained of				
Certified true copies of documentary evidence and affidavits of his witnesses, if any		Client		
Certificate of Non - Forum Shopping				
Complaint shall be under oath				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents	1. Receive Complaint and other documents	None	10 mins	<i>Atty. Norlito Jr. P. Agunday, Attorney-III</i>
2. Receive copy of client	2. Issue Receiving of the client	None	5 mins	<i>Atty. Norlito Jr. P. Agunday Attorney-III</i>
Total Processing Time			15 minutes	



C. HUMAN RESOURCE MANAGEMENT OFFICE

1. SUBMISSION OF EMPLOYMENT APPLICATION (TEACHER I, TEACHER II & TEACHER III)

Any individual interested and qualified to apply for a position in DepEd may submit their credentials and other required documents.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government	
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Licensed Professional Teacher for Provisional Positions (SHS only)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Head of Office, or to the highest human resource officer		Applicant
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet		Civil Service Commission Website (www.csc.gov.ph) or download thru this link bit.ly/F212_PDS & bit.ly/WES_PDS
3. Photocopy of valid and updated PRC License/ID, if applicable		Applicant/PRC
4. Photocopy of Certificate of Eligibility/ Report of Rating, if applicable		Applicant/PRC/CSC
5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available		Applicant
6. Photocopy of Certificate/s of Training, if applicable		Applicant
7. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable		Applicant
8. Photocopy of the latest appointment, if applicable		Applicant



9. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the assessment, if applicable	Applicant
10. 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	Personnel Section or download thru this link bit.ly/Annex_C
11. Other documents may be required for comparative assessment: <ul style="list-style-type: none"> a. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment b. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled 	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the school where vacancy (regular and/or natural) exists	1.1 Receive, stamp and check completeness of documents for submission and sign the attestation in Annex C	None	5 minutes	<i>School Head/ Personnel</i>
2. Receive receiving copy of the documents	2.1 Evaluate the documents submitted by the applicant/s	None	15 minutes	<i>School/District Screening Committee</i>
	2.2 Submit a Soft and Hard copy of the Initial	None	1 day	<i>School/District Screening Committee</i>



	Evaluation Result to the Personnel Section through the Records Section			
	2.3 Receive and stamp the hard copy of the Initial Evaluation Result and forward to Personnel Section	None	5 minutes	<i>Records Section Staff Receiving Clerk/Admin Aide VI</i>
	Receive the Initial Evaluation Result	None	10 minutes	<i>Receiving Clerk/Admin Aide VI</i>
	TOTAL:	None	1 day, 35 minutes	

2. SUBMISSION OF EMPLOYMENT APPLICATION (NON-TEACHING AND RELATED-TEACHING)

Any individual interested and qualified to apply for a position in DepEd may submit their credentials and other required documents.

Office or Division:	HUMAN RESOURCE MANAGEMENT MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government	
Who may avail:	Any person who is eligible for the position	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Head of Office, or to the highest human resource officer		Applicant
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet		Civil Service Commission Website (www.csc.gov.ph) or download thru this link bit.ly/F212_PDS & bit.ly/WES_PDS
3. Photocopy of valid and updated PRC License/ID, if applicable		Applicant/ PRC
4. photocopy of Certificate of Eligibility/ Report of Rating, if applicable		Applicant/ PRC/CSC



5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available	Applicant
6. Photocopy of Certificate/s of Training, if applicable	Applicant
7. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Applicant
8. Photocopy of the latest appointment, if applicable	Applicant
9. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the assessment, if applicable	Applicant
10. 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	Personnel Section or download thru this link bit.ly/Annex_C
11. Other documents may be required for comparative assessment: a. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment b. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Proceed to Personnel Section for checking and verification of pertinent documents	1.1 Check completeness and verify all the documents for submission and sign the attestation in Annex C	None	10 minutes	<i>Marichelle B. Llave</i> <i>Administrative Officer IV</i>
2. Submit the complete pertinent documents to the Records Unit	2.1 Stamp Receive, issue a receiving copy, and forward the pertinent documents to the Personnel Section	None	10 minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Admin Aide VI</i> <i>Records Staff</i>
3. Receive application receipt	3.1 Encode application details	None	10 minutes	<i>HRMPSB</i> <i>Secretariat</i>
	TOTAL:	None	30 min/trans	



D. PROPERTY AND SUPPLY

1. ACCEPTANCE AND DISTRIBUTION OF TEXTBOOKS, SUPPLIES AND EQUIPMENT

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary & Non-Autonomous Secondary Schools

Office or Division:	PROPERTY AND SUPPLY UNIT CRISTINA T. BARRAMEDA-ADMINISTRATIVE OFFICER IV CRISTY DE LEON-ADMINISTRATIVE ASSISTANT III			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery receipts		Supplier		
2. Inspection and Acceptance Report/ Property Transfer Report		Employee/ Property and Supply Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the textbook and/or equipment	1.1 Receive textbooks and/or equipment from suppliers	None	1 day	<i>Administrative Officer IV</i>



together with the receipts				<i>Administrative Assistant III</i>
	1.2 Check the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	4 hours	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.3 Inspect, verify, and approve the receipt of textbooks and/or equipment	None	3 hours	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.4 Prepare ICS for recipient schools	None	1 day	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.5 Review and approve the ICS	None	1 hour	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.6 Inform the recipient schools for the distribution of textbooks and/or equipment	None	2 hours	<i>Administrative Officer IV</i>



				<i>Administrative Assistant III</i>
2. Receive the textbooks and/or equipment	2.1 Forward the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	2 hours	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	TOTAL:	None	3 days	

Office of the Schools Division Superintendent

E. RECORDS UNIT

1. AUTHENTICATION OF DOCUMENTS

Request for authentication, verification and certification of documents shall be granted upon submission of a written request, authorization letter or special power of attorney if through representative, and proof of identification.

The Records Officer or authorized custodian of records shall, at all times, exercise vigilance in checking and reviewing the authenticity of the document.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Valid ID		Officer of the Day, Reception Area
Letter Request/Transmittal Letter		Client
Original Copy of Documents		Client
2 Photocopy of Documents (1 for client, 1 for Records File)		Client



Authorization Letter/SPA if through Representative		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Kiosk at the Reception Area • Surrender your ID Card in exchange for a Visitor's ID	1.1 Issue Queuing Number	None	Upon registration of the client	<i>Officer of the Day Reception Area</i>
2. Submit letter request/transmittal letter together with the original copy and photocopies of the document for authentication and sign in the Authentications Logbook.	2.1 Check Visitor's ID • No Queuing Number, No Transaction	None	Upon clients' submission	<i>Maria Cynthia R. Bongon Receiving Personnel</i>
	2.1 Receive and record request in the Authentications Logbook	None	Two (2) minutes	<i>Receiving Personnel</i>
	2.3 Check the authenticity of photocopied document against the original copy		Five (5) Minutes	<i>Cherie V. Perez</i>
3 .	3.1 Stamp the photocopied documents with "CERTIFIED TRUE COPY" (if document is in the custody of the Records Office), and VERIFIED TRUE COPY FROM THE ORIGINAL COPY (if document is not in the custody of the Records Office)		Two (2) minutes	



4.Receive the authenticated documents	4.1Sign the stamped documents 4.2Return the documents to the client	None	Two (2) minutes	<i>Cherie V. Perez</i>
Total Processing Time			11 minutes	

2. ISSUANCE OF CAV

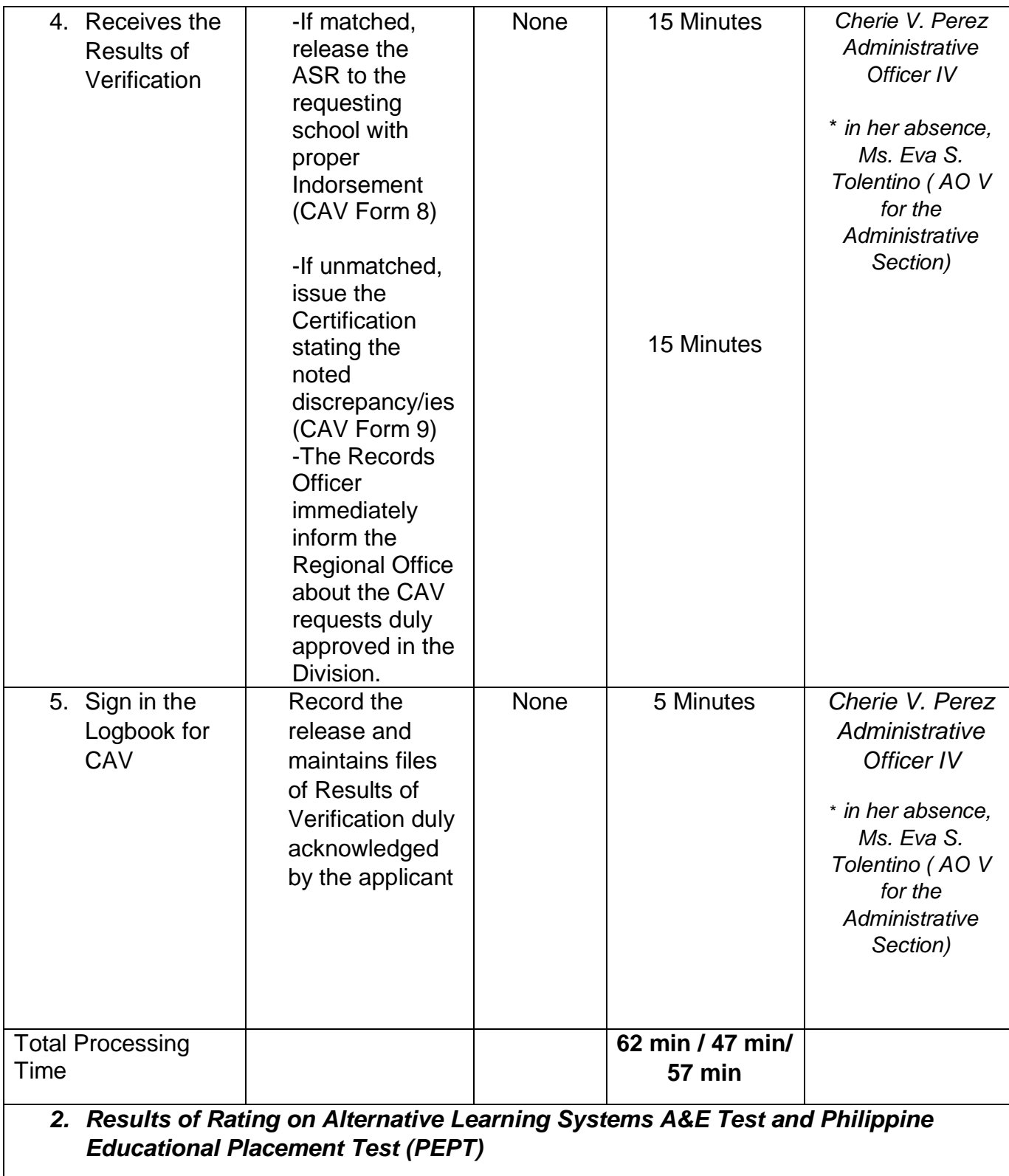
Certification, Authentication and Verification (CAV) are issued to former or current learners in relation to valid purposes such as, but not limited to, employment abroad, migration to foreign land, travel to overseas, and other personal reasons. The Agency is certifying that the individual is really a graduate of the school under the Schools Division of Catanduanes. Only the following cases shall be handled in the Division Office:

1. Referral from the school of the non-availability of Academic School Records
2. Results of the rating on Alternative Learning Systems A&E Test and Philippine Educational Placement Test (PEPT)
3. Schools that ceased operation for whatever causes wherein the learners' school records are required to be surrendered to the DepEd pursuant to existing regulations under Department Order 88,s.2010 dated June 24, 2010.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ- ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI	
Classification:	SIMPLE	
Type of Transaction:	G2C – GOVERNMENT TO CLIENT	
Who may avail:	PREVIOUS/ CURRENT LEARNER	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Queuing Number		Officer of the Day, Reception Area
a. School Referral Form (CAV Form 2)		School where the client graduated
b. CAV Form 1 (Request Form/RF)		Records Unit



Who may avail:		Former or Current Learner		
1. Referral from the school of the non-availability of Academic School Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit School Referral Form (SRF) – CAV Form 2	1.1 Assist client to sign-in and Issue Queuing No. (QN) 1.2 Receive QN, SRF & RF	None	2 Minutes	Officer of the Day Reception Area Cherie V. Perez Administrative Officer IV
2. Verification of Records	2.1 Search for the appropriate Academic School Record (ASR) as requested by the School -if available, proceed to No.3 -if not available, inform the requesting School that it has no record thru a Certification of Non-availability of ASR (CAV Form 7)	None	30 Minutes	Cherie V. Perez Administrative Officer IV * in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)
3.	3.1 Check and validate the correctness of the information in the RF -If matched, proceed to No.4 -If unmatched, indicate the discrepancy/ies noted during the evaluation of records.	None	10 Minutes	Cherie V. Perez Administrative Officer IV * in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out CAV Form 10 – Request Form (RF) for ALS A&E and PEPT Ratings	1.1 Receives RF with transmittal	None	Upon presentation of the Request Form	<i>Cherie V. Perez Administrative Officer IV</i> <i>* in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
2.	2. Review of RF. Check for completeness of information and requirement required in RF. Note: If incomplete, return to the applicant with proper advice; if complete, proceed to No. 3	None	Five (5) minutes	<i>Cherie V. Perez Administrative Officer IV</i> <i>* in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
3.	3. Verification of Records. 3.1 Forward the request to the ALS Coordinator 2.2 Search for the Result of Rating as requested by the Applicant. -If available, proceed to No. 3.	None	Fifteen (15) minutes	<i>Rey C. Aldea Admin Aide II</i> <i>ALS Coordinator</i>
	-If A&E is not available in the Division Office (ALS), inform the Applicant that the	Within one (1) hour		<i>ALS Coordinator</i>



	Division has no record. Coordination and Verification to Bureau of Education Assessment (BEA), DepEd Central Office will be made by the Division ALS Coordinator.			
	-If PEPT Rating is not available inform the Applicant that the Division Office has no record. Coordination will be made with the Bureau of Education Assessment (BEA), DepEd Central Office. -If with positive verification, proceed to No. 3	Within one (1) hour		<i>ALS / BEA Coordinator</i>
	-If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating. CAV Form 11/ Certification of Non-availability of Rating (A&E/PEPT)		Upon receipt of the information from BEA	<i>ALS / BEA Coordinator</i>
	4.Approval of RF 4.1 Prepare the Academic School Records and	None	Thirty (30) minutes	<i>ALS BEA Coordinator</i>



	Certification and affix his/her initials.			
	3.2 Check the accuracy and veracity of the ASR and RF			SDS Office
	3.3 If in order, SDS sign and approve the ASR and Certification and prepares indorsement for transmittal to the Regional Office. -CAV Form 12 / Certification of Rating A&E/PEPT -CAV Form 13 Division Office Transmittal to the Regional Office		Five (5) minutes	SDS Office
	-If not in order, return to ALS/BEA Coordinator for appropriate action until the noted discrepancy/ies is clarified and rectified	None	Ten (10) minutes	SDS Office
5.Receive Certification	Release the approved ASR and Certification in two (2) copies and in sealed envelope to the applicant for transmittal to the Regional Office. <ul style="list-style-type: none"> • Original & duplicate copy of the Certification • Two (2) Certified True 	None	Fifteen (15) minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>



	Copies of the ASR			
	The Records Officer immediately informs the Regional Office about the CAV requests duly approved in the Division. -CAV Form 6 / List of Approved CAV Request			Cherie V. Perez Administrative Officer IV <i>* in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
6. Sign and acknowledge the received document	Record the release and maintain files of ASR and Indorsement duly acknowledged by the applicant. <ul style="list-style-type: none"> List of ASR Record and the receiving copy of Indorsement CAV Form 14 	None	Five (5) minutes	Cherie V. Perez Administrative Officer IV <i>* in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
3. Schools that ceased operation				
1. Fill-out CAV Form 1 / Request Form (RF)	1.1 Receive RF with transmittal	None	Two (2) minutes	Cherie V. Perez Administrative Officer IV <i>* in her absence, Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>



2.	<p>Verification of Records:</p> <p>1.1 Search for the appropriate ASR</p> <p>-If available, proceed to No.3</p> <p>-if not available, inform the applicant accordingly and issue Certification (CAV Form 7/Certification of Non-availability of Academic School Records in the Division Office)</p>	None	Thirty (30) minutes	<p><i>Cherie V. Perez</i> <i>Administrative Officer IV</i></p> <p><i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i></p>
3.	<p>Evaluation of Records.</p> <p>3.1 Check and validate the correctness and completeness of the information in the RF.</p>	None	Ten (10) minutes	<p><i>Cherie V. Perez</i> <i>Administrative Officer IV</i></p> <p><i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i></p>
	-If matched, proceed to No. 4			
	-If unmatched, indicate the discrepancy/ies noted during the			



	evaluation of records.			
4. Receive the Certification	Release of Results of Verification. -If matched, release the ASR to the Regional Office with proper indorsement. (CAV Form 13/Division Office transmittal to the Regional Office)	None	Fifteen (15) minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
	-If unmatched, issue the Certification stating the noted discrepancy/ies (CAV Form 9/ Certification of Discrepancy/ies)	None	Fifteen (15) minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
	The Records Officer immediately informs the Regional Office about the CAV requests duly approved in the Division. -CAV Form 6 / List of Approved CAV Request		Fifteen (15) minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>* in her absence,</i> <i>Ms. Eva S. Tolentino (AO V for the Administrative Section)</i>
3. Sign and acknowledge the received document	Record the release and maintain files of Results of Verification duly acknowledged by the applicant.		Five (5) minutes	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>* in her absence,</i> <i>Ms. Eva S.</i>

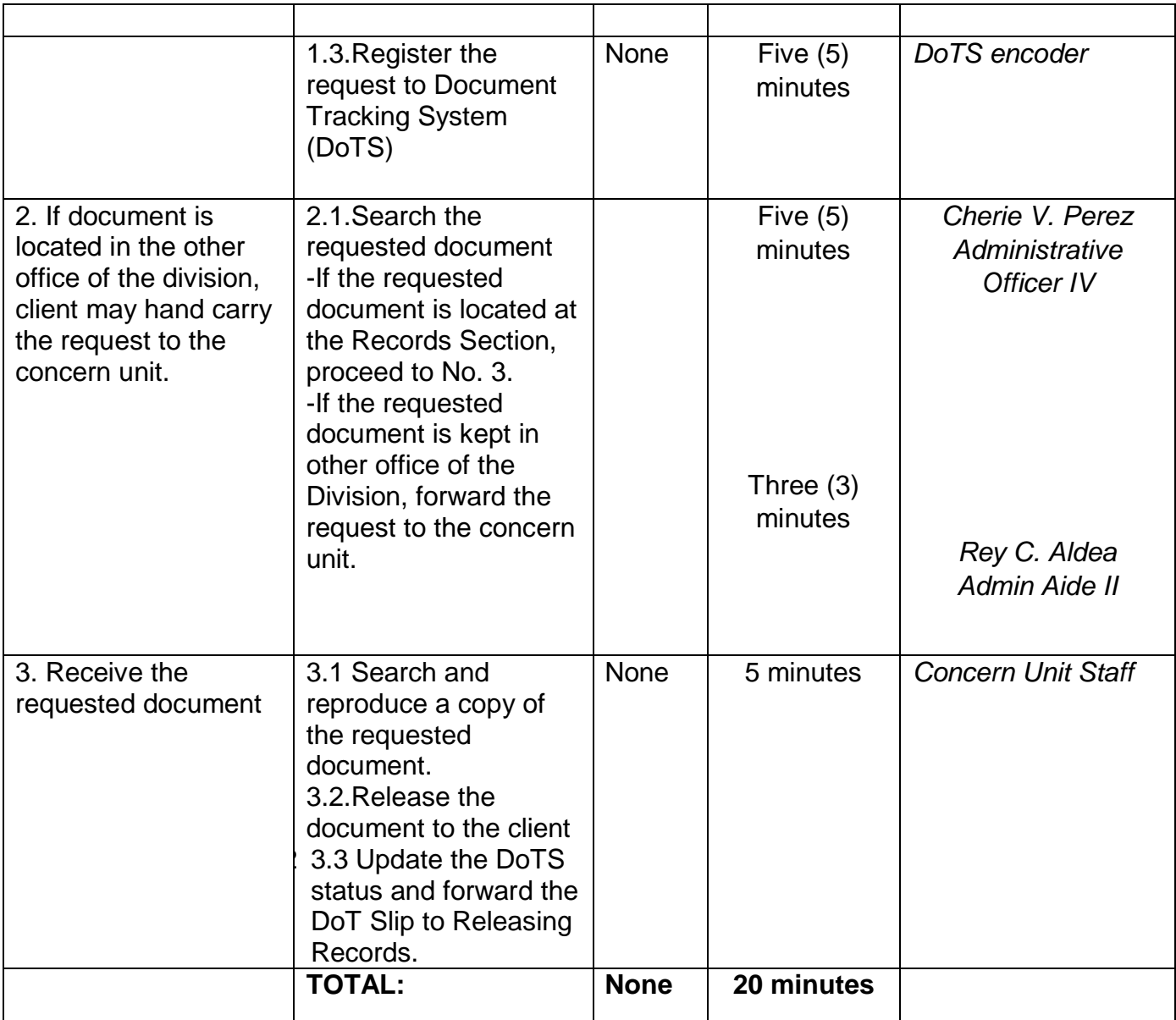


	*List of ASR issued and the receiving copy of Indorsement			<i>Tolentino (AO V for the Administrative Section)</i>
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3. ISSUANCE OF REQUESTED DOCUMENTS (NON-CTC)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-Administrative Officer IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Requisition Slip Form (RSF)	1.1.Provide client the requisition slip form 1.2. Stamp "Received" the duly filled-out RSF	None	Upon presentation of the RSF	<i>Records Staff/ Admin Aide VI</i>





4. ISSUANCE OF REQUESTED DOCUMENTS (CTC AND PHOTOCOPY OF DOCUMENTS)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

Office or Division:	RECORDS SECTION			
	CHERIE V. PEREZ- ADMINISTRATIVE OFFICER IV			
	MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	GENERAL PUBLIC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip Form (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter, if applicable (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Requisition Slip Form (RSF)	1.1.Provide client the RSF 1.2. Stamp "Received" the duly filled-out RSF 1.3 Register the request to Document Tracking System (DoTS)	None	Upon presentation of the RSF Three (3) minutes	<i>Records Staff/ Admin Aide VI</i> <i>DoTS Encoder/ Administrative Aide VI</i>



2.If the requested document is available at the Records Section, proceed to 3.1 - If the document is kept at another Unit, forward the request to the concern unit. Client may handcarry the request to the concern unit.	2.1 Identify the Office where the document is being kept		Five (5) minutes	<i>Cherie V. Perez Admin Officer VI</i>
3.	3.1. Receive the form and Tracking Slip and search the requested document	None	5 minutes	<i>Administrative Aide VI</i>
	3.2. Search and reproduce the requested document	None	15 minutes	<i>Administrative Aide VI</i>
4. Receive the requested document	4.1.Record and Release the document to the client	None	5 minutes	<i>Administrative Aide VI</i>
	TOTAL:	None	38 mins.	

5. RECEIVING AND RELEASING OF INCOMING AND OUTGOING COMMUNICATION

The procedure for proper receiving and releasing of communications

Office or Division:	RECORDS SECTION CHERIE V. PEREZ- ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI
Classification:	SIMPLE
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT



Who may avail:		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor's ID		Officer of the Day, Reception Area		
Communication letter in 3 copies or Communication letter with 2 Transmittal Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Queuing Number (QN), and give the Communication and Transmittal Letter	1.1 Receive QN and documents for submission <ul style="list-style-type: none"> No QN, No Transaction 	None	Upon receipt from the client	<i>Records Staff/ Admin Aide VI</i>
2. Give the 3 copies of documents/ letters to the Receiving Clerk at Records Section	2.1 Receive and read the document	None	Three (2) Minutes	<i>Records Staff/ Admin Aide VI</i>
	2.2 Stamp the 1 st page of the documents with "RECEIVED", date, time, initials of the Receiving Clerk		One (1) minute	<i>Records Staff/ Admin Aide VI</i>
	2.3 Record details in the Logbook / DoTS and attach the DoT Slip to the document for	None	Two (2) minutes	<i>Records Staff/ Admin Aide VI DoTS Encoder</i>



	submission to the action unit			
	2.4 Get one copy of the communication letter/transmittal letter	None	One (1) minute	<i>Records Staff/ Admin Aide VI</i>
3. Receive personal copy of the received document (if client opted not to personally deliver the document to the concerned) - If client opted to hand carry the document to the concern unit, let the client wait for the DoTS and countersign in the logbook	<ul style="list-style-type: none"> Return one receiving copy only if the client opted not to personally deliver the document to the concerned office Return two copies of the document to the client if client opted to hand carry the document to the concern unit 	None	One (1) minute	<i>Records Staff/ Admin Aide VI</i>
4. Submit personally the document to the concerned office/personnel <ul style="list-style-type: none"> The client may opt not to submit the document personally and Records Personnel shall route it to the concern unit 	4.1 Concern Unit accepts the document for action 4.2 Concern Unit process the communication 4.3 Update DoTS	None	Five (5) minutes Ten (10) minutes Two (2) minutes	<i>Concerned Unit Personnel</i> <i>Concerned Unit Personnel</i> <i>Concerned Unit Personnel</i>



5. Client received the document duly acted upon and acknowledged receipt in the DoTSlip.	5.1 Release the document to the client	None	Two (2) minutes	<i>Concerned Unit Personnel</i>
	5.2 Forward the DoTSlip to Releasing Records	None	Two (2) minutes	<i>Concerned Unit Personnel</i>
	5.3 Records Personnel updates the DOTS	None	Two (2) minutes	<i>DoTS Encoder</i>
	Total Processing Time	None	30 Minutes	

6. RECEIVE INCOMING APPLICATION REQUIREMENTS FOR A VACANT POSITION OR PROMOTION

Incoming application requirements for a vacant position are for individuals seeking employment in the Schools Division Office of Catanduanes. Incoming application requirements for promotion are for SDO and schools teaching or non-teaching personnel seeking for promotion in the agency.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI	
Classification:	SIMPLE	
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2G – GOVERNMENT TO GOVERNMENT	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Visitor's ID		Officer of the Day, Reception Area
Annex C (Checklist of Requirements duly signed by the HRMO and notarized)		Client



Application Requirements fastened in long folder with long envelope properly labeled		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the Kiosk	1.Assist client to sign-in and Issue Queuing No. (QN) • No QN, No Transaction	None	Upon registration	<i>Officer of the Day Reception Area</i>
2. Give the QN and application requirements to the Receiving Clerk at Records Section	2.1 Receive the QN and application documents 2.2 Check if the Annex C is duly attested by the HRMO and notarized	None	Two (2) minutes	<i>Records Staff/ Admin Aide VI</i>
3. Client sign in the HRMO Logbook for Applicants	3.1 Record details in the Logbook	None	Two (2) minutes	<i>Records Staff/ Admin Aide VI</i>
	3.2 Stamp the Letter of Intent/Annex C/ folder and brown envelope with "RECEIVED", date, time, initials of the Receiving Clerk	None	Two (2) minutes	<i>Records Staff/ Admin Aide VI</i>



	3.3 Register the document to the DOTS and attach the DOTSlip to the application	None	Two (2) minutes	<i>DoTS Encoder</i>
4. Client sign in the sealed envelope	4.1 Seal the documents in the envelope	None	Three (3) minutes	<i>Records Staff/ Admin Aide VI</i>
5. Submit application requirements to HRMO	a. Accept the document b. Update the DoTS	None	5 Minutes	<i>Concern Unit Staff</i>
Total Processing Time			16mins	

7. RECEIVE INCOMING DEPED ISSUANCES FROM CENTRAL OFFICE AND DEPED REGIONAL ISSUANCES FROM THE REGIONAL OFFICE

Incoming DepEd Issuances are communications from the DepEd Central Office in a form of DepEd Order, DepEd Memorandum, DepEd Advisory, DepEd Unnumbered Memorandum. Consequently, DepEd Regional Issuances are communications from the DepEd Regional Office No. V in a form of Regional Memorandum, Regional Advisory, Regional Unnumbered Memorandum, Regional Bulletin.

Office or Division:	RECORDS SECTION (ACTUAL – SDS OFFICE) CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI
Classification:	SIMPLE
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT



Who may avail:		SDO CATANDUANES PERSONNEL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DepEd Issuances in 3 copies		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Register to Client Registration at the Kiosk	1. Assist client to sign-in and Issue Queuing No. (QN) <ul style="list-style-type: none"> No QN, No Transaction 	None	Upon registration	Officer of the Day Reception Area
3.2 Give Issuances to the Receiving Clerk	3.3 Receive and read the Issuances 3.4 Record details in the Logbook 3.5 Stamped the document with "RECEIVED", date, time, and initials of the Receiving Clerk 3.6 Get one copy of the document 3.7 Return document to the SDO Personnel	None	10 Minutes	Receiving Clerk Records Section
2. Countersign with full name and signature in the Logbook	4. Check completeness of full name and signature	None	1 Minute	Receiving Clerk Records Section
Processing Time			11mins	



8. RECEIVE INCOMING DOCUMENTS/LETTERS FROM PUBLIC SCHOOLS AND OTHER STAKEHOLDERS

Incoming communication letters from public schools and other stakeholders are letters stating a specific interest, activity, event or request from public schools, private institutions, local government unit, other government agencies, contractors and others. These may include but not limited to request letters for approval, letters of complaint, invitation letters, notice of meetings, letters for information, project proposals, research proposals etc.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor's ID		Officer of the Day, Reception Area		
Communication letter in 3 copies		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to Client Registration at the Kiosk	1.Assist client to sign-in and Issue Queuing No. (QN) <ul style="list-style-type: none"> No QN, No Transaction 	None	Upon registration	<i>Officer of the Day</i> Reception Area
2.Give the 3 copies of documents/ letters to the Receiving Clerk at Records Section	3.1 Check Visitor's ID <ul style="list-style-type: none"> No Visitor's ID, No Transaction 	None	Four (4) minutes	<i>Receiving Clerk</i> Records Section



	3.2 Receive and read the document			
	<p>3.3 Stamp the 1st page of the documents with "RECEIVED", date, time, initials of the Receiving Clerk</p> <p>3.4 Record details in the Logbook/DoTS and attach the DoTSlip to the document</p> <p>3.5 Get one copy of the document for filing</p> <p>3.6 Return two copies of the document to the client</p> <ul style="list-style-type: none"> Return one receiving copy only if the client opted not to personally deliver the document to the concerned office 		15 Minutes	<i>Receiving Clerk</i> Records Section
4. Countersign with full name and signature on the Logbook	4.1 Check completeness of full name and signature	None	1 Minute	<i>Receiving Clerk</i> Records Section
5. Submit personally the document to	5.1 If the client opted not to deliver the	None	10 Minutes	<i>Administrative Aide VI</i>



the concerned office/personnel • The client may opt not to deliver the document	document, the Records Personnel will route it to the concerned office 5.2Accept the document 5.3Stamp with "RECEIVED" on the receiving copy 5.4Update the DoTS			Concerned Office
Total Processing Time			30mins	

9. RECEIVE INCOMING REPORTS FROM PUBLIC SCHOOLS

Incoming reports from public schools are the monthly or annual reports that are routinely submitted to the Schools Division Office of Catanduanes by the public elementary and secondary schools for supervisory monitoring purposes or data collection. This includes but not limited to school forms, monthly payroll worksheet, DTR, accomplishment reports, Leave Forms, nutritional status report OPCR, IPCRF, etc.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ- ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON, ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SCHOOL OR DISTRICT PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor's ID		Officer of the Day, Reception Area		
Transmittal Letter in 2 copies		Records Section		
Reports to be submitted		Public School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



4.1 Register to Client Registration at the Kiosk	1. Assist client to sign-in and Issue Queuing No. (QN) • No QN, No Transaction	None	Upon registration	<i>Officer of the Day</i> Reception Area
4.2 Submit the documents with transmittal letter attached in two copies • Transmittal forms pre-prepared by the school will also be accepted. Should be in 2 copies • List down all reports/documents to be submitted including the month/year of report, school (if the submission is district level)	2.1 Receive QN 2.2 Receive the transmittal letter and reports to be submitted 2.3 Verify that the listed reports on transmittal form are correct 2.4 Record details in the Logbook/DoTS and attach to the document 2.5 Stamp the 1 st page of the document with "RECEIVED", date, time, and initials of the Receiving Clerk 2.6 Get one copy of the transmittal letter 2.7 Return one copy of transmittal form and documents to the client	None	15 Minutes	<i>Receiving Clerk</i> Records Section



3. Countersign with full name and signature in the Logbook	3. Check completeness of full name and signature	None	1 Minute	<i>Receiving Clerk</i> Records Section
4. Submit transmittal form and reports to the concerned office in SDO Catanduanes	4.1 Accept the Reports 4.2 Stamp "RECEIVED" in the transmittal form	None	5 Minutes	<i>Administrative Assistant</i> Concerned Office
5. Surrender Visitor's ID to the Officer of the Day at the Reception Area	5.1 Give back the Identification Card to the Client	None	2 Minutes	<i>Officer of the Day</i> Reception Area
Total Processing Time			25mins	

10. RELEASE OUTGOING COMMUNICATIONS FROM THE ELEMENTARY AND SECONDARY MAILBOX

Release of outgoing communications from the respective mailbox of the elementary and secondary schools where in school and district representative shall go to the Records Section to personally pick up the previously released communications that may be a Division Memorandum, Advisory, letters, approved requests, etc. Each school and district have its own mailbox and folder to record all documents that were received by the school or district.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ- ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI	
Classification:	SIMPLE	
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT	
Who may avail:	SECONDARY SCHOOL AND DISTRICT PERSONNEL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Visitor's ID		Officer of the Day, Reception Area



Name of School or District		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the Kiosk	1.Assist client to sign-in and Issue Queuing No. (QN) • No QN, No Transaction	None	Upon registration	<i>Officer of the Day Reception Area</i>
2. Approach anyone at the Records Section and inform them of your school/district name	2.1 Receive QN 2.2 Get documents from the corresponding mailbox of the school/district 2.3 Get the appropriate folder of the school/ district and record the title or DOTS No. of the documents one by one on the Released Communications Form 2.4 Give the documents to the client	None	10 Minutes	<i>Records Personnel</i>
3.Countersign with full name, signature and date on the Released Communications Form and DoTSlip	3 Check completeness of full name, signature, and date	None	1 Minute	<i>Records Personnel</i>
Total Processing Time			11 mins	



11. RELEASE OUTGOING DIVISION ISSUANCES, SPECIAL ORDERS, INDORSEMENTS AND LETTERS

Outgoing Division Issuances are documents from the Schools Division Office of Catanduanes that serves as guidelines and information for all such as Division Memorandum, Division Unnumbered Memorandum, Division Advisory, Division Bulletin, Division Addendum-Corrigendum, Office Memorandum, Division Letter, Division Special Order, Call-Up Order, etc.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SDO CATANDUANES PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Signed document by the SDS, ASDS or other authorized SDO Personnel in 3 copies/4 copies Copy 1: for the Addressee (if hard copy is to be released to the addressee) / Copy 2: for Records file Copy 3: for action office/requesting office file Copy 4: for ICT copy (if document is for posting to SDO website)		Office of the SDS, ASDS or the authorized SDO Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give 3 copies of document to the Releasing Clerk	1.1 Receive and proofread the document/s 1.2 ascertain first whether the documents have	None	10 Minutes	<i>Releasing Clerk</i>



	<p>been properly signed</p> <p>1.3 check whether the enclosures and/or attachments mentioned therein are actually included</p> <p>1.4 check if the communication consist of two or more pages, see to it that all pages are intact</p>			
2. Countersign with full name, signature and date in the Logbook	Record details in the Logbook	None	Two (2) minutes	<i>Releasing Clerk</i>
3. Receive copy	<p>3.1 Stamped the document with "RELEASED", date, and time</p> <p>3.2 Records Officer approves release of communication by affixing her initial</p> <p>3.3 Get two copies of the document -1 copy for the Addressee (if hard copy</p>	None	Three (3) minutes	<p><i>Releasing Clerk</i></p> <p><i>Records Officer</i></p>



	<p>is to be released to the addressee) -1 copy for filing/canning g 3.4 Return copies to the action office/bearer</p>			
4.	<p>4.1. For documents to be disseminated via online delivery services a. Scan the document/s b. Send to the concerned School Heads/SDO GC or directly to the concerned personnel only c. Send to official email of the concerned</p>	None	1 hour	<i>Records Personnel / Records Officer</i>
	<p>4.2 For documents to be picked-up/ delivered/ sent via postal service a. The SDO Messenger hand-carried the document/s to the courier/postal service or to the addressee's address b. The school/office representative picked-up the document</p>	None	<p>a. Documents for picked-up: upon arrival of the school/office representative b. Documents for mailing and messenger services received by the Records Office after 12:00 nn shall be mailed or delivered the following day except for</p>	<i>Rey C. Aldea Admin Aide II</i>



			urgent communication.	
Total Processing Time			1hr 15mins	

12. REQUESTING A COPY OF THE RECEIVED COMMUNICATIONS AND RELEASED DIVISION ISSUANCES

Division Issuances are released via online platform to the concern Division or School Personnel through the School Head/Supervisor/Division Chief or Section Unit. However, for some urgent circumstances or purpose, a copy of Division Issuances may be requested from the Records Section by the concern school and SDO Personnel.

Office or Division:	RECORDS SECTION CHERIE V. PEREZ-ADMINISTRATIVE OFFICER IV MARIA CYNTHIA R. BONGON-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SDO PERSONNEL SCHOOL PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Visitor's ID for School Personnel		Officer of the Day, Reception Area		
Letter request		Client		
Subject or Reference number of the Document		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the Kiosk	1.Assist client to sign-in and Issue Queuing No. (QN) <ul style="list-style-type: none"> • No QN, No Transaction 	None	Upon registration	<i>Officer of the Day Reception Area</i>



2. Submit letter request to the Records Personnel	a. Receive the QN b. Search the document from the database c. Send a copy to the client's email or social media account d. Record in the Logbook the details of the client and document requested	None	10 Minutes	<i>Administrative Aide VI</i> <i>Cherie V. Perez</i> <i>Administrative Officer IV</i>
3. Countersign with full name, signature and date in the Logbook	Check completeness of full name, signature and date	None	1 Minute	<i>Records Personnel</i>
Total Processing Time			Eleven (11) minutes	



Curriculum Implementation Division

F. CURRICULUM IMPLEMENTATION DIVISION

1. ACCESS TO LRMDs PORTAL

The LR Portal is a web-based catalogue and repository of learning, teaching and professional development resources. It functions as a clearing house; that is, it provides information about the location of resources and allows users of the system to access directly digitized versions of resources that are published and stored within the LR Portal repository. It is also a quality assurance system providing support to DepEd Regions, Divisions and schools in the selection and acquisition of quality digital and non-digital resources.

Office or Division:	CURRICULUM AND LEARNING MANAGEMENT DIVISION			
	MARY JEAN S. ROMERO-CID CHIEF JESSLYN T. TAWAY-EDUCATION PROGRAM SUPERVISOR JOGENE ALILLY C. SAN JUAN-PROJECT DEV'T OFFICER II PEACHIE ROSHELLE T. CHAVEZ-LIBRARIAN II			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	EVERYONE (LEARNERS, PARENTS, TEACHERS, STAKEHOLDERS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		Client		
2.Registered LR account a. DepEd Email for DepEd Employees. Any active Email Address for Learners, Parents and Stake Holders		LR Portal (lrmds.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Open any browser engine and go to www.lrmds.deped.gov.ph	1.1.If client is in CLMD, assist in browsing the LR Portal	None	1 minute	<i>CLMD Staff Project Dev't Officer II Librarian II</i>
2. Log-in to the LR portal		None	1 Hour	<i>CLMD Staff</i>
3. On the upper left side menu bar, click the Resources Tab and select K to 12 Resources		None	1 Hour	<i>CLMD Staff</i>
4. Select Grade Level		None	1 Hour	<i>CLMD Staff</i>
5. Select your desired topic/category		None	1 Hour	<i>CLMD Staff</i>
6. Select a title from the list. The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.		None	1 Hour	<i>CLMD Staff</i>
7. Click view or download. (Those without DepEd account can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)		None	1 Hour	<i>CLMD Staff</i>
8. Open and accomplish the Online Feedback Form	8.1 Generate Client Report	None	1 minute	<i>CLMD Staff</i>



	TOTAL:	None	1 hour, 2 minutes	
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2. ALTERNATIVE LEARNING SYSTEM (ALS) ENROLLMENT

It provides all opportunities for out-of-school youth and adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION			
	MARY JEAN S. ROMERO- CID CHIEF ALJAY T. TERRAZOLA- EPSA II, JANEGRACE TESORERO-EPSA II			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client		
2. Photocopy of Birth Certificate or Baptismal Certificate		Client		
3. Valid ID (Driver's License, Postal ID, Voters ID)		Client		
4. Functional Literacy Test (FLT)		CID		
5. Assessment for Basic Literacy (ABL)		CID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrolment form with required documents	1.1 Receive enrolment form and documents and record name of applicant	None	5 minutes	<i>Receiving Clerk</i>
	1.2 Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) And identify the entry level attained and group clientele/learners	None	1 hour	<i>EPSA II</i>



	according to literacy level			
2. Receive details and information regarding learning session	2.1 Inform schedule of learning session	None	10 minutes	<i>EPSA II</i>
	TOTAL	None	1 hour and 15 minutes	

3. BORROWING PROCEDURES FOR BOOKS AND OTHER MATERIALS OVERNIGHT

DepEd recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION MARY JEAN S. ROMERO, CID CHIEF JOGENE ALILLY C. SAN JUAN, PROJECT DEV'T OFFICER II PEACHIE ROSHELLE T. CHAVEZ, LIBRARIAN II			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	STUDENTS AND TEACHING RELATED PERSONNEL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 Original Copy, 1 Photocopy)		Client		
2.Valid ID (1 Original, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter to Record Section	1.1 Receive request letter	None	5 minutes	<i>Records Staff/ Receiving Clerk</i>



	1.2. Forward the request letter to the library Hub	None	5 minutes	<i>Record's Personnel</i>
	1.3.Receive the request letter	None	1 minute	<i>Librarian/Library staff</i> <i>Dev't Officer II</i> <i>Librarian II</i>
2.Present the Received request letter valid ID	2.1 Receive request letter and valid ID	None	5 minute	<i>Librarian/Library staff</i> <i>Project Dev't Officer II</i> <i>Librarian II</i>
3.Check and browse available reading materials in the display shelves	3.1 Assist Client	None	3 minutes	<i>Client & Librarian/Library Staff</i> <i>Project Dev't Officer II</i> <i>Librarian II</i>
4.Select titles of reading materials to borrow		None	20 minutes (Depending on the number of books to borrow)	<i>Client</i>
5.Accomplish two (2) copies of borrowing and Returning Transaction Form	5. 1 Prepare and record reading materials for lending	None	3 minutes	<i>Project Dev't Officer II</i> <i>Librarian II</i> <i>Librarian/Library staff</i>
6.Receive reading materials	6.1 Return ID presented and Release reading materials to borrow	None	2 minutes	<i>Librarian/Library staff</i> <i>Project Dev't Officer II</i>



				<i>Librarian II</i>
	TOTAL:	None	45 minutes	



Schools Governance and Operations Division

G. PLANNING AND RESEARCH SECTION

1. REQUEST FOR BASIC EDUCATION DATA (EXTERNAL STAKEHOLDER)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	PLANNING AND RESEARCH			
	ROMEL G. PETAJEN-SGOD CHIEF REY C. BONAYON-PLANNING OFFICER III FLOREN P. CLAVO-SENIOR EDUCATION PROGRAM SPECIALIST			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	EXTERNAL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS	1.1. Receive the letter request from the client and forward it to the SDS	None	10 minutes	<i>Records Staff</i>
	1.2. Refer letter request to Chief, SGOD	None	4 hours	<i>OIC-SDS</i>
	1.3. Refer the Letter request to Planning Officer	None	5 minutes	<i>Chief, SGOD</i>



	1.4. Make the necessary action undertaken to the said letter request	None	2 day	<i>Clerk/PRS Personnel</i>
	1.5. Prepare the transmittal letter and attachments to be signed by SDS	None	15 minutes	<i>PRS Personnel</i>
	1.6 Receive signed report and forward to Records Section	None	10 minutes	<i>PRS Personnel</i>
2.Receive the necessary documents	2.1 Release the documents to the End User	None	2 minutes	<i>Records Officer Administrative Officer IV</i>
	TOTAL:	None	2 days, 4 hours, 42 minutes	



SCHOOLS DIVISION OFFICE – INTERNAL SERVICES

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

A. BUDGET UNIT

1. OBLIGATION FOR FUNDING

This section is the one in-charge of finding the allocation of funds per PPA.

Office or Division:	BUDGET OFFICE LIZA R. BERNARDO-ADMINISTRATIVE OFFICER V ROSANA PADILLA-ADMINISTRATIVE ASSISTANT III MIA I. RODRIGUEZ-ADMINISTRATIVE ASSISTANT I			
Classification:	COMPLEX			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Activity Code and Activity Request/Authority to Conduct		CID – In-charge of PMIS SGOD – In-charge of PMIS OSDS– In-charge of PMIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the vouchers (Suppliers, Cash Advances & PS Claims by Accounting Section.	1. Receive /record Vouchers from	None	5 mins	<i>Administrative Assistant III</i>



2. Forward the AR/AC/ATC by the encoder.	2.1 Check AR/AC/ATC & encode in the Program Mgt. Info System (PMIS)	None	10 mins	<i>Administrative Assistant I</i>
	2.2 Re-check if Allotment/Fund is available/ Classify/ Consolidate		5 mins	<i>Administrative Assistant I</i>
	2.3 Encode as "Approved" in the PMIS			<i>, Administrative Assistant I</i>
	2.4 Encode in the Budget Monitoring System (BMS)		5 mins	<i>Administrative Officer V</i>
	2.5 Print Obligation Request Status / Obligate/Sign		5 mins	<i>Administrative Assistant III</i>
	2.6 Forward to Accounting Section		5 mins	<i>Administrative Support Staff (COS)</i>
Total Processing Time			35 minutes	



2. POSTING/UPDATING OF DISBURSEMENT

Updating of status of disbursement requests

Office or Division:	BUDGET UNIT LIZA R. BERNARDO-ADMINISTRATIVE OFFICER V ROSANA PADILLA- ADMINISTRATIVE ASSISTANT III MIA I. RODRIGUEZ- ADMINISTRATIVE ASSISTANT I			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	LEARNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	<i>Administrative Assistant III</i>
	1.2.Encode/post the data on the BMS	None	5 minutes	<i>Administrative Officer V</i>
	TOTAL:	None	8 minutes	



B. CASH UNIT

1. DISBURSEMENTS

This procedure defines the action and responsibilities of the Cashier Section in terms of processing disbursements of various claims

Office or Division:	CASHIER SECTION			
	MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA- ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SDO EMPLOYEES, EXTERNAL CREDITORS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Disbursement Vouchers with LDDAP		Accounting Section		
Approved Disbursements Vouchers for issuance of Check		Accounting Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Payment thru LDDAP-ADA			
	1.1 Encoding of payee's account and amount to FINDES		30 min	<i>Administrative Officer IV</i>
	1.2 Reconciling the amount generated from FINDES versus the amount on LDDAP		5 min	<i>Admin. Aide VI</i>
	1.3 Assigning Batch Number for each DV encoded		15 min	<i>Admin Aide VI</i>
	1.4 Preparing Advice for LDDAP issued		10 min	<i>Administrative Officer IV</i>



	2. Payment thru MDS Check 1.1 Issuance of MDS Check 1.2 Prepare ACIC online, generate and sign		20 min	<i>Administrative Officer IV</i>
	3. Payment thru EMDS 1.1 Reconciling the total amount of approved DV versus the total amount of LDDAP 1.2 Encoding of Payee's Name, account number and LDDAP amount to EMDS 1.3 Generate ACIC and sign		30 min	<i>Administrative Officer IV</i>
	4. Payment thru Provident Checks 4.1 Encoding payee's name and amount on check 4.2 Reconciling the total amount of approved DV's versus total amount of check		15 min	<i>Admin. Officer IV</i>
	5. Forwarding ACIC, LDDAP, FINDES, MDS and Provident Checks to SDS office for Approval		30 min	<i>Admin. Aide VI</i>
	6. Submitting hard and soft copy of signed ACIC, LDDAP and FINDES to AGSB-GSB for crediting to respective accounts		25 min	



Total Processing Time			3 hrs	
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2. HANDLING OF CASH ADVANCES FOR PAYROLL

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

Office or Division:	CASH SECTION MARJOROSE T. LOPEZ-ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Office		
2. Certification of No Un liquidated CAs from Accountant (1 Original Copy)		respective office/bureau/service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	0. Prepare payroll for cash advance	None	10mins	<i>HRMO Admin Officer II</i>
	0.1 Review check payroll	None	10mins	<i>Accounting Senior Bookkeeper</i>
	0.2. Prepare ORS/DV	None	10 minutes	<i>Budget</i>



				<i>Admin Assistant III</i>
	0.4. Forward the ORS/DV to signatories	None	10 minutes	<i>Budget Admin Aide (COS)</i>
	0.5. Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of No Un liquidated CAs	None	10 minutes	<i>Accounting Office Receiving Clerk</i>
	0.6. Prepare check/LDDAP/ACIC	None	10 minutes	<i>Accounting Office Senior Bookkeeper</i>
	0.7. Review and Sign the check/ADA and ACIC	None	10 minutes	<i>Admin Officer IV</i>
	0.8. Forward check and ACIC to the Head of Office for signature	None	10 minutes	<i>Admin Officer IV</i>
	0.9. Sign the check/ADA and ACIC	None	2 days	<i>Schools Division Superintendent</i>
	0.10. Cash Section receive the signed check and ACIC	None	10 minutes	<i>Admin Support Staff (COS)</i>
	0.11. Submit the ACIC to the bank/encode details to EMDS (on-line banking facility)	None	1 hour	<i>Admin Officer V Admin Aide VI</i>
	0.12. Encash for disbursement	None	1 hour	<i>Admin Officer IV</i>
1. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	1.1. Disburse the cash to the payees from the approved activity design	None	10 minutes	<i>Admin Officer IV</i>
	1.2. Segregate and prepare the cash for each payee (payroll account)	None	1 hour	<i>Admin Officer V Admin Aide VI</i>



	TOTAL	None	2 days, 4 hours, 45 minutes	
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3. PAYMENT OF OBLIGATION (LDDAP & CHECK)

Cash advances are drawn where payment of obligations through cash is necessary for the programs, projects and activities of the different offices/services/bureaus. This includes the petty cash which is used for the day to day operations of the concerned office. The grant of cash advances is based on the general accounting rules and regulations.

Office or Division:	CASH SECTION MARJOROSE T. LOPEZ, ADMINISTRATIVE OFFICER IV JOAN S. MASAGCA, ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Approved Authority to Cash Advance – Original copy • Approved Activity Request (AR) / Authority To Conduct Activity (ATC) with supporting documents (i.e. budget estimates, program of activities, list of participants, activity proposal) • Statement of Unliquidated Cash Advance (SUCA) – Original copy 		<ul style="list-style-type: none"> • Concerned office/bureau/service • Accounting Division. 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the cash advance to be drawn	1.1 recommends approval of request	N/A	10 minutes	<i>Payee</i>
2. Prepares DV with supporting documents –	2.1. Receives and records processed ORS and DV	N/A	5 minutes	<i>Accounting Admin Assistant II</i>



approved authority to cash advance; authority to conduct activity; budget estimates, for processing of Budget and Accounting Divisions				<i>Admin Assistant II</i>
	2.2. Determines type of fund and issues the corresponding check/LDDAP	N/A	5 minutes	<i>Accounting Office Angelo James O. Aguinalde Accountant III</i>
	2.3. Controls check number, prepares and encodes in the database system and prints check and ACIC	N/A	5 minutes	<i>Cashier Admin Officer IV</i>
	2.4. Reviews accuracy of data on check and ACIC based on the processed DV and signs/ initials	N/A	5 minutes	<i>Cashier Admin Officer IV</i>
	2.5. Records and transmits check and ACIC to authorized signatories	N/A	5 minutes	<i>Cashier Admin Officer IV</i>
	2.6. Authorized signatories sign check and ACIC	N/A	1 – 2 days (depending on availability of authorized signatories)	<i>OIC-Schools Division Superintendent</i>
	2.7. Returns signed check and ACIC to the CD	N/A	10 minutes	<i>Staff of authorized signatories</i>
	2.8. Receives and checks if all documents were duly signed and records accordingly	N/A	10 minutes	<i>Admin Aide VI</i>



	Creates and approves for clearing check payment thru eMDS			
	2.9. Encash check and reviews budget estimate	N/A	30 minutes	<i>Admin Officer IV</i>
3. Receives payment in cash and signs disbursement voucher, payroll, RER, whichever is applicable and issues OR when necessary	3.1 Reviews and checks completeness and sufficiency of supporting documents and disburses payment accordingly Prepares and segregates cash for each payee in case of payroll account	N/A	15 minutes 30 minutes	<i>Cashier</i> <i>Admin Officer IV</i>
	TOTAL		2 days, 2 hours and 10 minutes	



C. INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

1. PROVISION OF TECHNICAL ASSISTANCE TO ICT INFRASTRUCTURES/ SYSTEMS IMPLEMENTED AT SDO OFFICES

The following procedures intends to establish standardized processes in providing technical assistance to ICT Infrastructure/Systems implemented at SDO Offices (Document Tracking System(DoTS), Digitized Attendance Scheme(DAS), Centralized Internet Connection, Client Satisfaction Survey with Certificate of Appearance and Queuing System)

Office or Division:	ICT UNIT JENNIFER B. METICA, INFORMATION TECHNOLOGY OFFICER-I			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved ITSRF-ICT Form 01		ICTU Office		
Logbook				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures & Fill out IT Support/Request Form-ICT Form 01	1.1 Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	3mins	<i>End User IT Staff</i>
2. Seeks for the approval of Section/Unit head	2.1 Instructs the end user to seek for the approval of his/her section/unit head	None	5mins	<i>End User IT Staff</i>
3. Submits the ITSRF-ICT Form 01	3.1 Receives the accomplished ITSRF-ICT Form 01 from the end user	None	5mins	<i>End User</i>
	3.2 Reviews and Evaluates the problem		10mins	<i>Jennifer B. Metica, Information Technology Officer-I</i>
			20mins	<i>IT Staff</i>



	<p>encountered by the end user</p> <p>3.3 Assess the factors and other possible issues that leads to the problem</p> <p>3.4 Conducts the necessary actions(diagnosis, troubleshooting) of the affected device/equipment at the ICTU office</p> <p>3.5 If not resolved , the ICTU staff will seek for the assistance of the supplier of the equipment/devices /Internet Service Provider(ISP) the network/equipment/ device problem encountered</p> <p>3.6 Provides feedback to the concerned personnel</p> <p>End of transaction.</p> <p>NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.</p>		<p>10mins</p> <p>5mins</p> <p>5 mins</p>	
Total Processing Time		Total	1 hr and 3 mins	<i>Note:</i> (will depend on the issue encountered by the client)



2. BORROWING AND RETURNING OF IT EQUIPMENT

The following procedures intends to establish standardized processes on borrowing and returning of available IT equipment at SDO-ICTU Office.

Office or Division:	ICT UNIT JENNIFER B. METICA-INFORMATION TECHNOLOGY OFFICER-I			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved ITSRF-ICT Form 01		ICTU Office		
Borrowers Slip/Form		ICTU Office		
Logbook		ICTU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures & Fill out IT Support/Request Form-ICT Form 01 with attachment of Borrowers Slip/Form	1.1 Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	3 mins	<i>End User IT Staff</i>
2. Presents the accomplished ITSRF-ICT Form 01 and Borrowers Slip/Form	2.1 Receives the accomplished ITSRF-ICT Form 01 from the end user	None	3 mins	<i>END User</i>
	2.2 Checks the availability of IT equipment based on the accomplished Borrowers Slip/Form		2 mins	<i>Jennifer B. Metica, Information Technology Officer-I</i>
			3 mins	<i>IT Staff</i>



	2.2 Pull out and check the IT equipment to be borrowed 2.3 Releases IT equipment to the end user /borrower		2 mins	
3. Returning of borrowed IT equipment	3.1 Checks if the returned IT equipment is in good condition (if found broken or damaged-subject for investigation) End of transaction. <small>NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.</small>	None (if found broken or damaged , end user will replace the borrowed item with the same brand)	5 mins	<i>END user Jennifer B. Metica, Information Technology Officer-I IT Staff</i>
Total Processing Time			18 minutes	

3. DELIVERY OF TECHNICAL ASSISTANCE ON ICT-RELATED CONCERNS

The following procedures intend to establish standardized processes of delivering Technical Assistance to schools and other clients on ICT related concerns (Creating/Resetting/Deleting/Renaming) DepEd Email Account, Uploading/downloading of files/documents, Inquiry/Follow-up, Submission of IT related reports and other IT related queries).

Office or Division:	ICT UNIT JENNIFER B. METICA- INFORMATION TECHNOLOGY OFFICER-I
Classification :	Highly Technical



Type of Transaction:	G2G-Government to Government			
Who may avail:	SDO Employees, School Teaching and Non-Teaching Personnel and Learning Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queuing Number(QN) - for LCs clients		Officer of the Day, SDO Lobby		
Approved ITSRF-ICT Form 01		ICTU Office		
Logbook		ICTU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the SDO Lobby Kiosk	1. Assist client to register at the SDO Lobby Kiosk to generate his/her Queuing Number (QN) -No QN, No transaction	None	3 mins	<i>Officer of the Day, IT Staff, End User</i>
2. Secures & Fill out IT Support/Request Form-ICT Form 01	2.Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	3 mins	<i>End User IT Staff</i>
3. Submits the accomplished ITSRF-ICT Form 01	3.1 Receives the accomplished ITSRF-ICT Form 01 from the end user	None	2 min	<i>End User IT Staff</i>
	3.2 Evaluates the services needed to the reported problem	None	3 mins	<i>Jennifer B. Metica, Information Technology Officer-I ITO IT Staff</i>



4. Wait for the Action to be taken by the ICTU to his/her concern	4. If TA can be solved by the ITO/IT Staff, the transaction will end and the form will be noted by the ITO, but if not resolved the ITO will raise the issue to the person-in charge/office who can solve the reported problem. End of transaction. NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.	None	5 mins	Jennifer B. Metica, Information Technology Officer-I IT Staff SDO Sections/Units
Total Processing Time			16 minutes	

4. REPAIR AND MAINTENANCE OF IT EQUIPMENT IN SDO SECTIONS/UNITS

The following procedures intend to establish standardized processes in troubleshooting, repair and maintenance of IT equipment in DepEd SDO Sections/Units.

Office or Division:	ICT UNIT JENNIFER B. METICA- INFORMATION TECHNOLOGY OFFICER-I	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government	
Who may avail:	SDO Employees, Schools and Learning Centers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Queuing Number(QN) - for LCs clients		Officer of the Day, SDO Lobby
Approved ITS RF-ICT Form 01		ICTU Office



Accomplished Job Order Form–ICT Form 02		ICTU Office		
Logbook		ICTU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the SDO Lobby Kiosk	1. Assist client to register at the SDO Lobby Kiosk to generate his/her Queuing Number (QN) -No QN, No transaction	None	3 mins	<i>Officer of the Day, IT Staff, End User</i>
2. Secures & Fill out IT Support/Request Form-ICT Form 01	1. Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	5mins	<i>End User IT Staff</i>
3. Seeks for the approval of Section/Unit head	2. Instructs the end user to seek for the approval of his/her section/unit head	None	30mins	<i>End User IT Staff Section/Unit Head</i>
3. Submits the ITSRF-ICT Form 01	3.1 Receives the accomplished ITSRF-ICT Form 01 from the end user	None	5mins	<i>End User</i>
	3.2 Prepares Job Order Form and schedule the troubleshooting /repairing of unit		10mins	<i>Jennifer B. Metica, Information Technology Officer-I</i>
	3.3 Diagnose/ troubleshoot the unit. Troubleshoot		1hr(depending on the issues)	<i>IT Staff</i>



	<p>the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step</p> <p>3.4 Calls/Updates the end user regarding the status of troubleshooting/ repair of the unit</p>		15mins	
4. Pick-up the unit (if the end user is from the school)	<p>4.1 Releases the unit to the concern SDO employee/Teacher</p> <p>End of transaction.</p> <p>NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.</p>	None	10mins	<p><i>End User</i></p> <p><i>Jennifer B. Metica,</i> <i>Information Technology Officer-I</i></p> <p><i>IT Staff</i></p>
Total Processing Time			2 hrs 18mins	



5. SENDING OF MEMORANDUM/ADVISORY OF SDO TO SCHOOL/TEACHERS' DEPED EMAIL ACCOUNT (with Request)

The following procedures intends to establish standardized processes of sending of memorandum/advisory of SDO-ICTU to School /Teachers' DepEd Email Account (with Request) and to maximize the utilization of provided DepEd accounts.

Office or Division:	ICT UNIT			
	JENNIFER B. METICA-INFORMATION TECHNOLOGY OFFICER-I			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	SDO Employees, Schools and Learning Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queuing Number(QN) - for LCs clients		Officer of the Day, SDO Lobby		
Approved ITSRF-ICT Form 01		ICTU Office		
Logbook		ICTU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the SDO Lobby Kiosk	1. Assist client to register at the SDO Lobby Kiosk to generate his/her Queuing Number (QN) -No QN, No transaction	None	3 mins	<i>Officer of the Day, IT Staff, End User</i>
2. Secures & Fill out IT Support/Request Form-ICT Form 01	2.1 Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	5mins	<i>End User IT Staff</i>
3. Submits the approved ITSRF-ICT Form 01 to ICTU	3.1 Receives the accomplished ITSRF-ICT Form	None	10mins	<i>Jennifer B. Metica, Information</i>



	01 from the end user 3.2. Send the file/document to school/teacher account End of transaction. NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.			<i>Technology Officer-I</i> <i>End User IT Staff</i>
Total Processing Time			18minutes	

6. WEB POSTING

The following procedures intends to establish standardized processes in the uploading of DepEd Issuances(memoranda, publications, articles, Request for Publication of Vacant Positions, BAC documents and the like) to the official website (www.depedrovcatanduanes.com ; catanduanes.deped.gov.ph) and/or **DepEd Tayo Catanduanes**- the official fb account of SDO Catanduanes.

Office or Division:	ICT UNIT JENNIFER B. METICA-INFORMATION TECHNOLOGY OFFICER-I	
Classification:	Highly Technical	
Type of Transaction:	G2G-Government to Government	
Who may avail:	SDO Unit/Section Heads, School Heads and Learning Centers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Queuing Number(QN) - for LCs clients		Officer of the Day, SDO Lobby
Approved ITSRF-ICT Form 01		ICTU Office
Logbook		ICTU Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the SDO Lobby Kiosk	1.1 Assist client to register at the SDO Lobby Kiosk to generate his/her Queuing Number (QN) -No QN, No transaction	None	3 mins	<i>Officer of the Day, IT Staff, End User</i>
2. Secures & Fill out IT Support/Request Form-ICT Form 01	2.1 Guides the client and check if ITSRF-ICT Form 01 is fully filled up	None	3 mins	<i>End User IT Staff</i>
3. Seeks the approval of SDS/ASDS or Officer In-Charge	3.1 Instructs the end user to seek the approval of the SDS/ASDS or Officer In-Charge to post the said memorandum/issuances	None	4 mins	<i>SDS End User IT Staff</i>
4. Submits the approved ITSRF-ICT Form 01 to ICTU	4.1 The ICTU personnel will upload the approved document/file to the official website (www.depedrovcatanduanes.com ; catanduanes.deped.gov.ph) and/or DepEd Tayo Catanduanes - the official fb account of SDO Catanduanes End of transaction.	None	5 minutes to 20 minutes (depending on the internet speed)	<i>ITO, IT Staff</i>



	NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM No. 378 s. 2023 dated Sept 15, 2023.			
Total Processing Time			30 minutes	

7. REQUESTS RELATED TO CLOSED-CIRCUIT TELEVISION (CCTV) SYSTEMS AT SDO CATANDUANES

The following procedures intends to establish standardized processes for providing assistance to the requests related to Closed-Circuit Television(CCTV) Systems at SDO Catanduanes to establish a standard process per Division Memorandum No. 042 s. 2023 dated January 25, 2023.

Office or Division:	ICT UNIT JENNIFER B. METICA-INFORMATION TECHNOLOGY OFFICER-I			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	SDO Unit/Section Heads, School Heads, Learning Centers and External clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Queuing Number(QN) - for LCs clients		Officer of the Day, SDO Lobby		
Approved ITSRF-ICT Form 01		ICTU Office		
Template of the Letter Request for approval of the SDS, ASDS or Officer In-Charge of the SDO		ICTU Office		
Logbook		ICTU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to Client Registration at the SDO Lobby Kiosk	1.1 Assist client to register at the SDO Lobby Kiosk	None	3 mins	<i>Officer of the Day, IT Staff, End User</i>



	to generate his/her Queuing Number (QN) -No QN, No transaction			
2. Secures & Fill out IT Support/Request Form-ICT Form 01 and the template for the Letter Request	2.1 Guides the client and check if ITS RF-ICT Form 01 and letter request is fully filled up	None	4 mins	<i>End User IT Staff</i>
3. Seeks the approval of SDS/ASDS or Officer In-Charge of the SDO	3.1 Instructs the end user to seek the approval of the SDS/ASDS or Officer In-Charge of SDO to conduct review of the CCTV	None	3 mins	<i>SDS/ASDS/OIC End User IT Staff</i>
4. Submits the approved ITS RF-ICT Form 01 to ICTU	4.1 The ICTU personnel will take an action- conduct a review of the CCTV footage as indicated in the request form compliant to Data Privacy Act of 2012	None	5 minutes to 30 minutes (depending on the internet speed)	<i>Jennifer B. Metica, Information Technology Officer-I End User, IT Staff</i>
5. Countersign with full name, signature, and date at the CCTV Request/Review/Reports Form	5.1 Provides the action taken to the client End of transaction. NOTE: Guide/Encourage the client to accomplish the Client Satisfaction Measurement(CSM) Form prescribed by the Anti-Red Tape Authority(ARTA) per DM	None	5 mins	<i>End User, ITO, IT Staff</i>



	No. 378 s. 2023 dated Sept 15, 2023.			
Total Processing Time			45 minutes	



D. LEGAL UNIT

1. ISSUANCE OF CERTIFICATION OF NO PENDING CASE

Office or Division:	LEGAL UNIT			
	ATTY. NORLITO JR. P. AGUNDAY- ATTORNEY-III			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	OFFICERS/ EMPLOYEES OF SCHOOLS DIVISION OFFICE OF CATANDUANES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School /District Clearance		School/District		
ID of requesting party (Original Identification Card)		Client		
Deped Employee Number		Client		
Authorization letter and ID of the requesting part (if not able to come personally)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Certification of No pending case/Copy of School Clearance	1. Receive request for Certification of No pending case/ Copy of School Clearance	None	1 min	<i>Elsie Faith V. Tablate Administrative Aide (COS)</i>
2. Wait while the Certification is being processed	2.1 Evaluate the Employee request	None	1 min	<i>Elsie Faith V. Tablate Administrative Aide (COS)</i>
	2.2 Check the record of the requesting party/		8 mins	<i>Atty. Norlito Jr. P. Agunday, Attorney-III</i>



	2.3 prepare the certification for signature		2 mins	<i>Elsie Faith V. Tablate</i> <i>Administrative Aide (COS)</i>
	2.4 Actual Signing		1 min	<i>Atty. Norlito Jr. P. Agunday,</i> <i>Attorney-III</i>
3. Claim the certification	3. Release of the signed certification	None	2 mins	<i>Elsie Faith V. Tablate</i> <i>Administrative Aide (COS)</i> <i>. Atty. Norlito Jr. P. Agunday,</i> <i>Attorney-III</i>
Total Processing Time			15 mins	



2. PROVISION OF LEGAL SERVICES

Office or Division:	LEGAL UNIT			
	ATTY. NORLITO JR. P. AGUNDAY-ATTORNEY-III			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C – GOVERNMENT TO GOVERNMENT			
Who may avail:	OFFICERS/EMPLOYEES OF SCHOOLS DIVISION OFFICE OF CATANDUANES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request /Accomplished request slip				
Valid Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Legal advice/ documents	1.1 Receive request for Legal advice / documents 1.2 Evaluate Inquiry/ documents	None	2 mins 5 mins	<i>Elsie Faith V. Tablate Administrative Aide (COS)</i> <i>Atty. Norlito Jr. Attorney III</i>
2. Receive legal advice/recommendation	2. Provide Legal advice / recommendation	None	12 mins	<i>Atty. Norlito Jr. Attorney III</i>
3. Sign Action Slip	3. Received signed Action slip		1min	<i>Elsie Faith V. Tablate Administrative Aide (COS)</i>
Total Processing Time			20 mins	



3.CORRECTION OF ENTRIES IN SCHOOL RECORDS

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

Office or Division:	LEGAL UNIT ATTY. NORLITO JR. P. AGUNDAY-ATTORNEY III
Classification:	Simple
Type of Transaction:	G2C – Government to Client
Who may avail:	Students with records in DepEd stated under No.4 DepEd Regional Memorandum No. 34 s 2021 (DepEd Bicol Policy on Correction of School Record Entries)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Letter (1 Original Copy)	Client
2.School records to be corrected Diploma and Form 137 (1 Original Copy)	School
3. Indorsement from the School Head (1 Photocopy)	School
4.Original Certificate of Live Birth (1 Original)	PSA
5.Affidavit of Discrepancy (1 Original Copy)	Applicant, If minor, with assistance of parent/guardian
6.Affidavit of two disinterested persons (1 Original Copy)	Affiants
7, Special power of attorney, if filed by representative	Requesting party
8.Copy of the Class Yearbook and Affidavit of former classmate or teacher when entirely different names involved	Requesting party
9. One (1) Documentary Stamp	
10.Indorsement from the Schools Division Office (Original)	OSDS
8.Special Order of Graduation (only required for clients who graduated in a private school) (1 Original)	School
9.Proof of identity of requesting party (Valid ID: with photo and signature) If representative, proof of identity with authorization letter from requesting party	Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Evaluate the completeness of the requirements	None	10 Minutes	<i>Elsie Faith V. Tablate Admin Aide I (COS)</i>
	1.1. Prepare the Endorsement to the Regional Director for issuance of Resolution	None	5 minutes	<i>Atty. Norlito Jr. P. Agunday Attorney III</i>
	Submit the Endorsement to the SDS for signature	None	5 minutes	<i>Elsie Faith V. Tablate Admin Aide I (COS)</i>
	Signing of Endorsement		20 minutes	<i>Schools Division Superintendent</i>
2. Submission of the request with complete requirements to the Regional Director DepEd ROV	2. Mail via registered mail the Endorsement of the request with complete requirements	None	30 minutes	<i>Records Staff Admin Aide VI Cherie V. Perez Administrative Officer IV</i>
	TOTAL:	None	1 hour 10 mins	



E. ADMINISTRATIVE OFFICE

1. ISSUANCE OF CERTIFICATE OF EMPLOYMENT

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

Office or Division:	ADMINISTRATIVE SECTION EVA S. TOLENTINO-ADMINISTRATIVE OFFICER V JADE T. CONCEPCION-ADMINISTRATIVE AIDE VI			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEE/ FORMER EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data sheet request form (1 Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1.Receive and forward submitted complete documents	None	1min	<i>Jade T. Concepcion Administrative Aide VI</i>
	1.2.Verify the complete documents submitted	None	1min	<i>Jade T. Concepcion Administrative Aide VI</i>



	1.3.Prepare and sign Certificate of Employment	None	2mins	<i>Eva S. Tolentino Administrative Officer V</i>
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	1min	<i>Jade T. Concepcion Administrative Aide VI</i>
	TOTAL:	None	5 minutes	



F. HUMAN RESOURCE MANAGEMENT OFFICE

1. RECRUITMENT, SELECTION AND PLACEMENT

This service supports human resource management within the SDO by ensuring that actions related to recruitment, selection, and placement activities adhere to the standards, rules, and regulations of both the Department of Education and the Civil Service Commission.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV	
Classification:	Simple	
Type of Transaction:	G2C – Government to Client G2G – Government to Government	
Who may avail:	Teaching and Non-Teaching Personnel Teacher applicants Applicants for Promotion Job Seekers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Head of Office, or to the highest human resource officer		Applicant
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet		CSC or download thru this link bit.ly/F212_PDS & bit.ly/WES_PDS
3. Photocopy of valid and updated PRC License/ID, if applicable		Applicant/PRC
4. Photocopy of Certificate of Eligibility/ Report of Rating, if applicable		Applicant/PRC/CSC
5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available		Applicant
6. Photocopy of Certificate/s of Training, if applicable		Applicant
7. Photocopy of Certificate of Employment, Contract of Service, or duly signed		Applicant



Service Record, whichever is/are applicable	
8. Photocopy of latest appointment, if applicable	Applicant
9. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the assessment, if applicable	Applicant
10. 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	HRM Office or download thru this link bit.ly/Annex_C
11. Other documents may be required for comparative assessment: a. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment b. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit bulletin boards at the following places: - SDO Lobby - LGU-Virac - DOST - DSWD - DILG - CSC - SDO Official Website	1.1 Identify Vacant Positions 1.2 Prepare CS Form 9 (Publication Form) revised 2009 in accordance with the RA 7041 (Publication Law)	None	10mins 30mins	<i>Marichelle B. Llave</i> Administrative Officer IV HRMO



http://www.depedrovc.atanduanes.com	1.3 Prepare Memorandum announcing the vacancy duly signed by the Head of Office		30mins	
	1.4 Submit hard copy of email electronic copy of signed CS Form 9 to the CSC Field Office		1hr	
	1.5 Release signed Memorandum		3mins	
	1.6 Post vacancy for at least ten (10) calendar days in three (3) conspicuous places		5mins	
	1.7 Publish/post signed memorandum through other modes (website, social media)		5mins	
2. Submit the pertinent documents/ application with complete	2.1 Receive transmitted application from Records Section	None	3mins	<i>Marichelle B. Llave</i> Administrative Officer IV HRMO



<p>required documents to the Records Section</p>	<p>for checking completeness, veracity and authenticity of the documents submitted</p> <p>2.2 Encode the basic information and qualifications of the applicant/s in the Initial Evaluation Form a.) Transmit to HRMO, if done by sub-committee</p> <p>2.3 Assess applicant's qualification vis-à-vis qualification standards of the position to be filled a.) Prepare and signed Initial Evaluation Result which shall be two (2) lists of applicants (qualified and disqualified)</p>		<p>15mins</p> <p>10mins</p>	
<p>3. Wait for the notification whether qualified or</p>	<p>3.1 Notify qualified and disqualified applicants of the</p>	<p>None</p>	<p>5mins</p>	



disqualified. Qualified applicants will be given notification of evaluation of documents and interview schedule.	results of the initial evaluation through official formal written communications, electronic mail using the official email account of the office, official social media accounts and other means of communication that can be verified, recorded and preserved 3.2 Submit Initial Evaluation Result to HRMPSB for deliberation		3mins	
4. Report for evaluation of documents and interview on the appointed schedule.	4. HRMPSB Deliberation An Open Ranking System shall be adopted in the conduct of comparative assessment wherein applicants must be present to witness the actual evaluation for which the scores of all applicants present there shall be publicly disclosed. The applicants shall	None	1hr	HRMPSB



	confirm their individual results			
5. Wait for the comparative Assessment Result-Registry of Qualified Applicants / Summary of Assessment to be posted at the bulletin boards at the SDO and municipal	5.1 Prepare Summary/Result of Assessment of all candidates which contain a complete list of all candidates for appointment whose total scores obtained from the evaluative assessments are ranked from highest to lowest	None	1hr	HRMPSB
	5.2 For teacher hiring, prepare one Summary/Result of Assessment that contains only those who have met the cut-off score as specified in the hiring guidelines		1hr	
	5.3 Submit Summary/Result of Assessment to the Schools Division Superintendent		3mins	
	5.4 A copy of Summary/Result of Assessment which candidates are		3mins	



	listed by application code shall be posted in at least three (3) conspicuous places in the DepEd offices/schools concerned for the ten (10) calendar days, indicating the date of posting			
6. Applicants for possible hiring will be notified through a letter from the SDS.	6. The Appointing Authority shall be guided by the Summary/Result of Assessment, and the exercise of sound discretion, select, in so far as practicable, the candidate deemed the most qualified for appointment from among the top five (5) or less per vacant position, unless otherwise provided by law	None	1hr	<i>Schools Division Superintendent</i>
Total Processing Time			7hrs 5mins	



2. PROCESSING OF APPOINTMENT (Original, Reemployment, Reappointment, Promotion and Transfer)

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employee. This procedure defines the actions and responsibilities of Administrative Assistant III (In-charge of Junior and Senior High school appointments) and Administrative Aide VI (In-charge of Elementary appointments). This covers activities from receiving, checking and issuance of appointment and forwarding the said documents to Civil Service Commission for attestation.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Aide VI/Administrative Assistant III</i>	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government G2C- Government to Client	
Who may avail:	Teaching and Non-Teaching Personnel New Entrants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Original Appointments		
Personal Data Sheet-revised 2017 (computerized) (2 original copies) Work Experience Sheet (3 original copies)		Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office
Authenticated PRC Licensed ID (duly authenticated by PRC) (2 original copies)		Professional Regulation Commission
Position Description Form (3 original copies)		SDO – Human Resource Management Office
Oath of Office-revised 2017 (3 original copies)		SDO – Human Resource Management Office
PSA Birth Certificate (1 original copy)		Philippine Statistics Authority / Appointee's copy
GSIS MIS form (1 original copy)		SDO – Human Resource Management Office
Transcript of Records (1 authenticated photocopy)		School graduated/Appointee's Personal copy
CS Form 211 No. Medical Certificate-revised 2017 (duly certified by the government physician) (1 original copy)		Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office



a. Drug Test result (1 authenticated photocopy) b. Blood Test result (1 authenticated photocopy) c. Urinalysis result (1 authenticated photocopy) d. X-ray result (1 authenticated photocopy) e. Neuro Psychiatric Exam/Psychological Exam (1 authenticated photocopy)	Accredited Testing Center
NBI Clearance (1 authenticated photocopy)	National Bureau of Investigation
For Promotion and Reclassification	
Personal Data Sheet-revised 2017 (computerized) (3 original copies) Work Experience Sheet (3 original copies)	Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office
Authenticated PRC Licensed ID (duly authenticated by PRC) (2 original copies)	Professional Regulation Commission
Position Description Form (3 original copies)	SDO – Human Resource Management Office
Oath of Office-revised 2017 (3 original copies)	Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office
Transcript of Records (1 authenticated photocopy)	School graduated
Updated Service Record (1 original copy)	SDO – Human Resource Management Office
IPCRF for the last rating period (1 authenticated copy)	Appointee's Personal copy
Last approved appointment (1 authenticated photocopy)	Appointee's Personal copy
Neuro Psychiatric Exam/Psychological Exam (for Transfer/Head Teacher/School Principal Positions only) (1 authenticated photocopy)	Accredited Testing Center
PSA Birth Certificate (1 authenticated photocopy)	Philippine Statistics Authority / Appointee's Personal copy



For Transfer				
3 original copies of Personal Data Sheet-revised 2017 (computerized) 3 original copies of Work Experience Sheet		Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office		
2 original copy of authenticated PRC Licensed ID (duly authenticated by PRC)		Professional Regulation Commission		
Position Description Form (3 original copies)		SDO – Human Resource Management Office		
Oath of Office-revised 2017 (3 original copies)		Civil Service Commission Website (www.csc.gov.ph) SDO – Human Resource Management Office		
Transcript of Records (1 authenticated photocopy)		School graduated/Appointee's Personal copy		
Updated Service Record (1 original copy)		SDO – Human Resource Management Office		
IPCRF for the last rating period (1 authenticated photocopy)		Appointee's Personal copy		
Last approved appointment (1 authenticated photocopy)		Appointee's Personal copy		
Neuro Psychiatric Exam/Psychological Exam (for Transfer/Head Teacher/School Principal Positions only) (1 authenticated photocopy)		Accredited Testing Center		
PSA Birth Certificate (1 authenticated photocopy)		Philippine Statistics Authority / Appointee's Personal copy		
School/Division Clearance (2 original copies)		School/District		
Certification of Last day of Service (2 original copies)		School		
Certification of Last Payment Received (2 original copies)		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the Notice of Submission /Letter of Advice	1. Prepare and release the notice of submission of required documents/ Letter of Advice	None	30mins	<i>Administrative Aide VI</i> <i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i>



2. Submit the required documents	2. Receive the submitted required documents	None	15mins	<i>Administrative Aide VI</i> <i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i>
3. Validate the authenticity of documents	3. Check the completeness of documents for the issuance of appointment	None	30mins	<i>Administrative Aide VI</i>
4. Sign the Appointment and Assignment Order	4. Prepare the Appointment, Assignment Order, Certification of Assumption to duty	None	15mins	<i>Administrative Aide VI</i>
5. Validate the information	5. Record the information of the Appointee	None	5mins	<i>Administrative Aide VI</i>
6. Oath taking to SDS	6. Sign the Appointment and Assignment Order	None	4hrs	<i>Marichelle B. Llave</i> <i>Administrative Officer IV</i> <i>Personnel Section</i> <i>Delfin A. Bondad</i> <i>ASDS</i> <i>Ma. Jeany T. Abayon</i> <i>OIC-SDS</i>
7. Receive the copy of released assignment order	7. Release the Assignment Order	None	1day	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i>
8. Receive the signed first copy of Appointment	8.1 Release the First copy of Appointment 8.2 Sort and Forward the signed appointment to Assigned Personnel Staff	None	7days	<i>Administrative Aide VI</i>



	8.3 Prepare CS Form No. 2 (Report on Appointments Issued)			
	8.4 Submit Appointment to Civil Service Commission			
Total Processing Time			7 days 5hrs 35mins	

3. APPLICATION FOR EQUIVALENT RECORDS FORM (ERF)

This service aims to validate the classification level of teachers under the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section evaluates and verifies the submitted documents before endorsing them to the Regional Office for approval. The processing of the ERF is considered highly technical, as it involves the application of specialized knowledge, skills, and training in its assessment and evaluation.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Eligible DepEd Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished ERF Forms (3 original copy)		Human Resource Management Office		
Transcript of Records (1 original copy)		School Attended To		
Certification of Complete Academic Requirements Master of Arts (CARMA) for Teacher III		Schools Attended To		
Latest Service Record (1 original copy)		Human Resource Management Office		
Sworn Statement (1 original copy)		Human Resource Management Office		
Certificate of Trainings and Seminars (1 original copy)		Applicants		
Individual Performance Commitment and Review Form (IPCRF) (1 original copy)		Applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit application and documents for ERF	1.1. Receive application and documents for ERF	None	5mins	<i>Administrative Assistant III</i> Personnel Section
	1.2. Evaluate the qualification of the applicant based on the submitted pertinent documents	None	15mins	<i>Administrative Assistant III</i> Personnel Section
	1.3. Prepare the Plantilla Allocation List (PAL) and endorsement letter	None	10mins	<i>Administrative Assistant III</i> Personnel Section
	1.4. Release evaluated documents to Record Section for submission and approval of Regional Office	None	5mins	<i>Administrative Assistant III</i> Personnel Section <i>Cherie V. Perez</i> <i>Administrative Officer IV</i> Records Section
	1.5. Receive approved ERF from Regional Office	None	5mins	<i>Administrative Assistant III</i> Personnel Section
	1.6 Notify the applicants of approved ERF	None	10mins	<i>Administrative Assistant III</i> Personnel Section
Total Processing Time			50mins	



5. FOREIGN TRAVEL AUTHORITY REQUEST ON OFFICIAL TIME OR OFFICIAL BUSINESS

This service is to process the necessary documents for DepEd personnel traveling abroad for either personal or official purposes. This includes providing the documentary requirements for personal travel, as well as receiving, reviewing, and issuing endorsements and certifications to requesting employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Aide I</i>	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Teaching and Non-Teaching Personnel (Permanent Employees)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (indicating the specific purpose of travel, Destination, and the expected date of departure and return) (3 copies)		Client
Indorsement (3 original copies)		SDO – Human Resource Management Office
Approved Leave Form (Form 6) (4 original copies)		SDO – Human Resource Management Office
Administrative Clearance (Certification of No pending case) (2 original copies)		SDO – Legal Unit
Clearance from money and property accountability <ul style="list-style-type: none"> School/District Clearance (3 original copies) Division Clearance (4 original copies) 		School/District SDO – Human Resource Management Office
Certification that his/her absence shall not hamper the Operational efficiency of the agency and indicating there in the name of the personnel who will take over his/her place or assume his/her duties while on travel abroad (3 original copies)		SDO – Human Resource Management Office



Medical Certificate (if nature of travel is sick leave) (2 original copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive letter of Intent approved by the School Head, PSDS, SDS	1. Receive the letter of intent indicating the specific purpose of travel, destination, and the expected date of departure and return	None	2 min	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
2. Secure and prepare the documentary requirements	2. Provide List of Documentary Requirement		5 min	<i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
3. Submit all documentary requirements (at least 60 days before the departure)	3.1 Receive the submitted documentary requirements		5 min	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> Records Section <i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
	3.2 Check the completeness and authenticity of required documents 3.3 Prepare and print Indorsement and Certification, then instruct the		5 min	<i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>



	employee on the process of signing.			
4. Forward the Documentary requirement including Certification and Indorsement for signing	4. Sign the Indorsement and Certification	None	3 min	School Head AO IV Personnel Section ASDS SDS
5. Forward the Documentary requirement to Records Section for Releasing	5.1 Release the Indorsement and secure a copy for records purposes 5.2 Secure an Original copy of Indorsement and photocopy of other required documents for records purposes	None	2mins	<i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
6. Submit the documentary requirements to Regional Office	6.1 Submit the documentary requirements to Regional Office 6.2 Receive by the Regional Office at least 30 days before departure and Release at least 25 days before departure 6.3 Receive by the Central Office at least 20 days before departure and Release by the	None	7days	<i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i> <i>DepEd Regional Office</i> <i>DepEd Central Office</i>



	<p>Office of the Secretary upon approval at least 15 days before departure and Forward to Regional Office</p> <p>6.4 Receive by the Regional Office at least 15 days before departure and Release by the Regional Office indicating the Indorsement at least 10 days before departure and Forward to Schools Division Office.</p> <p>6.5 Receive by the Division Office atleast 5 days before departure.</p>			<p><i>DepEd Regional Office</i></p> <p><i>Ma. Jeany T. Abayon</i> OIC-SDS <i>Cherie V. Perez</i> Administrative Officer IV Records Section</p>
7. Receive the returned and approved documentary requirement for Travel Abroad	7. Prepare the Indorsement to sign/approve by SDS and release the documentary requirements indicating the approved and returned Indorsement at least 5 days before departure.	None	1day	<p><i>Mary Joanne I. Aquino</i> Administrative Aide I</p> <p><i>Marichelle B. Llave</i> Administrative Officer IV</p> <p><i>Cherie V. Perez</i></p>



				<i>Administrative Officer IV</i> Records Section
Total Processing Time			8 days 22mins	

5. APPLICATION AND APPROVED TRAVEL ABROAD (PERSONAL BUSINESS)

This includes activities such as providing the required documents for Personal Travel Abroad, receiving and reviewing submissions, and issuing Endorsements and Certifications to requesting employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Aide I</i>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel (Permanent Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Justification (2 copies) <ul style="list-style-type: none"> Addressed to the Regional Director as the Approving Authority; thru the Schools Division Superintendent as the Recommending Approving Authority Indicate purpose, place to be visited, inclusive dates of travel Noted by the Immediate Head that his/her absence will not hamper the operational efficiency of office indicating therein the name of the personnel who will assume his/her duties while on travel		Client		
Indorsement (3 original copies)		SDO – Human Resource Management Office		
Approved Leave Form (Form 6) (5 original copies)		SDO – Human Resource Management Office		
Administrative Clearance (Certification of No pending case) (2 original copies)		SDO – Legal Unit		



Clearance from money and property accountability (more than 30 days) <ul style="list-style-type: none"> • School/District Clearance (3 original copies) • Division Clearance (4 original copies) 		School/District SDO – Human Resource Management Office		
Medical Certificate (if nature of travel is sick leave) (2 original copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive letter of Intent approved by the School Head, PSDS, SDS	1. Receive the letter of intent indicating the specific purpose of travel, destination, and the expected date of departure and return	None	1 min	<i>Cherie V. Perez</i> Administrative Officer IV Records Section <i>Mary Joanne I. Aquino</i> Administrative Aide I
2. Secure and prepare the documentary requirements	2. Provide List of Documentary Requirement		1 min	<i>Mary Joanne I. Aquino</i> Administrative Aide I
3. Submit all documentary requirements (at least 60 days before the departure)	3.1 Receive the submitted documentary requirements		1 min	<i>Cherie V. Perez</i> Administrative Officer IV Records Section <i>Mary Joanne I. Aquino</i> Administrative Aide I
	3.2 Check the completeness and authenticity of required documents 3.3 Prepare and print Indorsement and Certification		10mins	<i>Mary Joanne I. Aquino</i>



				<i>Administrative Aide I</i>
4. Forward the Documentary requirement including Certification and Indorsement for signing	4. Sign the Indorsement and Certification	None	5mins	School Head AO IV Personnel Section ASDS SDS
5. Forward the Documentary requirement to Records Section for Releasing	5.1 Release the Indorsement and secure a copy for records purposes 5.2 Secure an Original copy of Indorsement and photocopy of other required documents for records purposes	None	5mins 5mins	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> Records Section <i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
6. Submit the documentary requirements to Regional Office	6.1 Submit the documentary requirements to Regional Office 6.2 Receive by the Regional Office at least 20 days. 6.3 Release by the Regional Office upon approval at least 10 days before departure and Forward to Schools Division Office.	None	1 day	<i>Employee SDO Personnel</i> <i>DepEd Regional Office</i> <i>DepEd Regional Office</i> <i>SDS Administrative Officer IV</i> Records Section



	6.4 Receive by the Division Office at least 5 days before departure.			
7. Receive the returned and approved documentary requirement for Travel Abroad	7. Prepare the Indorsement to sign/approve by SDS and release the documentary requirements indicating the approved and returned Indorsement at least 5 days before departure.	None	5mins	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i> <i>Mary Joanne I. Aquino</i> <i>Administrative Aide I</i>
Total Processing Time			1 day 43mins	

6. ISSUANCE OF SERVICE RECORD

A service record is a compilation of electronic or printed documents that provide a detailed history of an individual's employment, including records of leave with or without pay and annual salary while employed by the organization. This procedure outlines the tasks and responsibilities of the Administrative Assistant III in issuing the Service Record.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2C- Government to Client			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Available Payslip (2 photocopy)		Schools District Office/Personnel Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of the latest available payslip	1.1 Receive photocopy of the latest available payslip	None	2 min	<i>Receiving Clerk HRMO</i>



	1.2 Prepare the service record	None	5 min	<i>In-charge of Service Record HRMO</i>
2. Receive updated service record	2.1 Forward the service record to Administrative Office for signature	None	5 min	<i>Eva S. Tolentino Administrative Officer V Administrative Office</i>
	2.2 Release the signed service record	None	2 min	<i>Releasing Clerk</i>
Total Processing Time			14 min.	

7. PROCESSING OF LEAVE OF ABSENCE

This service is responsible for processing and recording leave of absence, whether with pay or without pay, and updating the employee's leave card accordingly.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- Administrative Officer IV Administrative Assistant III	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Teaching and Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Form 6 (Leave Form) for Sick Leave and Vacation Leave for not more than 30 days (3 Original Copy)		Human Resource Management Office/ Schools
Medical Certificate/Abstract for more than 5 days Leave of Absence (1 Original Copy, 1 Photocopy)		Government Medical Service Facility Agency
Other Types of Leave: 1. For Sick Leave for 30 Days or more a. Form 6 (3 Original Copy)		



<p>b. Medical Abstract (1 Original Copy, 1 Photocopy)</p> <p>2. For Vacation Leave for 30 Days or more</p> <p>a. Form 6 (3 Original Copy)</p> <p>b. School Clearance (1 Original Copy, 1 Photocopy)</p> <p>c. Division Clearance (1 Original Copy, 1 Photocopy)</p> <p>3. For Rehabilitation Leave</p> <p>a. Form 6 (3 Original Copy)</p> <p>b. Letter of Intent addressed to SDS (1 Original Copy)</p> <p>c. Incident Report (Police Blotter or Barangay Blotter) (2 Photocopy)</p> <p>d. Medical Abstract on Doctor's recommendation for period of recuperation (1 Original Copy, 1 Photocopy)</p> <p>4. For Maternity Leave</p> <p>a. Form 6 (3 Original Copy)</p> <p>b. Medical Abstract (Pre-Natal) (1 Original Copy, 1 Photocopy)</p> <p>c. School Clearance (1 Original Copy, 1 Photocopy)</p> <p>d. Division Clearance (1 Original Copy, 1 Photocopy)</p> <p>5. For Study Leave</p> <p>a. Form 6 (3 Original Copy)</p> <p>b. Letter to Intent addressed to SDS (1 Original Copy)</p> <p>c. Contract Agreement (2 Photocopy)</p> <p>d. Proof of Enrollment (2 Photocopy)</p>	<p>Human Resource Management Office/Schools Government Medical Service Facility Agency</p> <p>Human Resource Management Office/Schools</p> <p>Municipal Police Station/Barangay Hall Government Medical Service Facility Agency</p> <p>Human Resource Management Office /Schools Government Medical Service Facility Agency</p> <p>Human Resource Management Office/Schools Legal Section Schools Attended to</p>
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6. For Sick Leave (Magna Carta- RA 9710) a. Form 6 (3 Original Copy) b. Medical Abstract (1 Original Copy, 1 Photocopy)		Human Resource Management Office/Schools Government Medical Service Facility Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave of Absence Form (Form 6) and attached supporting documents per specification of leave	1.1 Receive the application for leave or from AO II in-charge of the district/school	None	2mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.2 Check the completeness of the documents attached and returns incomplete attachment by providing them checklist on what to accomplish based on the types of leave applied	None	5mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.3 Record the applied leave on the leave card and determine whether it is with or without pay	None	3mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.4 Forward to HRMO for signature/certify leave credits	None	3 mins	<i>Marichelle B. Llave</i> <i>Administrative Officer IV</i> <i>HRMO</i>



	1.5 Forward to SDS for approval	None	5 mins	<i>Schools Division Superintendent SDS Office</i>
	1.6 Receive the approved/disapproved leave from SDS	None	2mins	<i>Administrative Assistant III AO II in-charge of the district/school</i>
	1.7 Notify the applicant and release copy of approved/disapproved form 6	None	3mins	<i>Administrative Assistant III AO II in-charge of the district/school</i>
		Total	23mins	

8. TEACHER'S SERVICE CREDIT AND COMPENSATORY OVERTIME CREDIT FOR NON-TEACHING

Service Credit and Compensatory Overtime Credit are granted for services rendered beyond regular office hours, including Saturdays, Sundays, and holidays. These credits are earned as a form of compensation in place of monetary payment.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Teaching and Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for Division Special Order (3 copies)		
Approved Memorandum for the Activity (1 copy)		DepEd Issuance, Program Owner
Signed Attendance Sheet (1 copy)		Program Owner



Duly Signed DTR of the Activity (1 copy)		Participants		
Accomplishment or Narrative Report (1 copy)		Program Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Division Special Order for the service and CTO rendered	1.1 Receive and check the request whether it conforms with the guidelines on granting service credits per DepEd Order No. 13 series of 2024	None	5mins	<i>Administrative Assistant III/HRMO</i> <i>AO II in-charge of the district/school</i>
	1.2 Put Division Special Order Number	None	2mins	<i>Administrative Assistant III/HRMO</i>
	1.3 Forward to SDS for approval	None	1hr	<i>Schools Division Superintendent</i> <i>SDS Office</i>
	1.4 Release the approved/disapproved request service credits	None	2mins	<i>Administrative Assistant III</i> <i>Records Section</i>
	1.5 Post to individual Leave Card	None	5mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.5 File approved copies	None	2mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
		Total	1hr 16mins	



9. APPLICATION FOR RETURN TO DUTY

An Application for Return to Duty is required for employees resuming work after a leave of absence of 30 days or more. It must be submitted at least one (1) week prior to the intended return date, especially in cases of leave without pay.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Return to Duty Form (4 copies)		Human Resource Management Office		
Medical Certificate indicating that the employee is fit to work (4 copies)		Human Resource Management Office Government Medical service facility agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for return to duty	1.1 Receive the application for return to duty	None	2mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.2 Check the completeness of the submitted documents	None	2mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.3 Prepare Division Special Order for those who availed more than 30 days	None	5mins	<i>Administrative Assistant III</i>



	leave (i.e maternity, sick leave, rehab leave, vacation leave, etc)			
	1.4 Forward documents to SDS for signature	None	1hr	<i>Schools Division Superintendent SDS Office</i>
		Total	1hr 9mins	

10. CORRECTION OF NAME AND CHANGE OF STATUS

This procedure outlines the duties and responsibilities of the Administrative Assistant III in processing applications for change of status and/or correction of name for DepEd employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter Request from Civil Service Commission (for married employee) (4 copies)		Civil Service Commission	
Marriage Certificate (4 Copy)		Philippines Statistics Authority/Civil Registrar Office	
Birth Certificate		Philippines Statistics Authority/Civil Registrar Office	
Updated Member's Data Form (MDF) w/ stamped received by Pag-IBIG		Pag-IBIG Office	
Updated Member Data Record (MDR) from PhilHealth		PhilHealth Office	



Updated Personnel Data Sheet (PDS) with picture and thumbmark		Employee		
Updated PhilHealth ID		PhilHealth Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents for change of name/status	1.1 Receive the documents and check their completeness	None	5 mins	<i>Administrative Assistant III</i>
	1.2 Prepares Division Special Order	None	5 mins	<i>Administrative Assistant III</i>
	1.3 Forward the Division Special Order to SDS for signature	None	1hr	<i>Schools Division Superintendent SDS Office</i>
	1.4 Forward to AAO for ARA	None	30 mins	<i>Administrative Assistant III (AAO)</i>
	1.5 Forward to Payroll Services to reflect change of name or status in APDS	None	3 mins	<i>Administrative Officer II Payroll-In-Charge</i>
	1.6 Release copy to respective employee and school	None	3 mins	<i>Cherie V. Perez Administrative Officer IV Records Section</i>
Total Processing Time			1 hour and 46 minutes	



11. PROPORTIONAL VACATION PAY

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proportional Vacation Pay (PVP) Form (4 copies)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PVP forms	1.1 Receive and check submitted PVP forms	None	30mins	<i>Administrative Assistant III</i>
	1.2 Determine the PVP computation based on the latest issued DepEd Order of PVP	None	10 mins	<i>Administrative Assistant III</i>
	1.3 Check leave cards to determine leave without pay during the school year	None	30 mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.4 Compute PVP based on the constant factor issued thru DepEd Order	None	1hr	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>



	1.5 Submit to SDS for signature/ approval	None	1hr	<i>Schools Division Superintendent SDS Office</i>
	1.6 Forward and release the approved PVP form to schools thru Records Section	None	2mins	<i>Cherie V. Perez Administrative Officer IV Records Section</i>
Total Processing Time			3hrs 12mins	

12. DAILY TIME RECORD (FORM 48)

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Simple			
Type of Transaction:	G2G- Government To Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (Form 48) (2 Original Copy)		Human Resource Management Office		
Copy of Certificate of Appearance (if applicable)		Program Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form 48 and certificate of appearance if applicable	1.1 Receive the biometric-generated Form 48	None	2mins	<i>Administrative Assistant III</i>



				<i>AO II in-charge of the district/school</i>
	1.2 Check the DTRs, certificate of appearance and form 6 if applicable	None	1 h	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.3 Reflect the corresponding absences and tardiness of employees to Form 7	None	1 hr	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
	1.4 Submit the accomplished Form 7 attached to the DTR and other documents to HRMO	None	5mins	<i>Administrative Assistant III</i> <i>AO II in-charge of the district/school</i>
Total Processing Time			2 hrs and 2 mins	

13. FORM 7 (PAYROLL WORKSHEET)

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>	
Classification:	Simple	
Type of Transaction:	G2G- Government To Government	
Who may avail:	In-Charge of Form 7 (Elementary Per District & Secondary)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FORM 7 (WORKSHEET PAYROLL) (4 Original Copy)		Human Resource Management Office
FORM 6 (LEAVE FORM) (3 Original Copy) if applicable		Human Resource Management Office



Form 48 DTR (2 copies)		Schools		
Certificate of appearance if applicable		Program Owners		
Accomplishment Report If Work from Home (WFH)		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form 7 (payroll worksheet) per district for Elementary, JHS and SHS personnel	1.1. Receive and check the completeness of form 7 and the attachments submitted	None	5mins	<i>Administrative Assistant III</i>
	1.2 For JHS and SHS: Check the DTR's, certificate of appearance and form 6 if applicable	None	1hr	<i>Administrative Assistant III</i>
	1.3 For JHS and SHS: Record the application for leave to individual leave cards if applicable	None	1hr	<i>Administrative Assistant III</i>
	1.4 For JHS and SHS: Reflect the corresponding absences and tardiness of employees to form 7	None	1hr	<i>Administrative Assistant III</i>



	1.5 Forward the duly accomplished Form 7 for SDS signature	None	1hr	SDS
	1.6. Submit to APDS/ Payroll-in-Charge	None	5 mins	Administrative Officer II Administrative Assistant III
	1.7 Release school copy to Records Section	None	5mins	Cherie V. Perez Administrative Officer IV Records Section
Total Processing Time			4 hrs and 15 minutes	

14. APPLICATION FOR MONETIZATION

Monetization is the conversion of leave credits to monetary value availing in advance or upon retirement.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR-ADMINISTRATIVE OFFICER II	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Non-Teaching and ALS Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (3 Original Copy)		Applicant
Form 6 (Leave Form) (3 Original Copy)		Human Resource Management Office
Medical Certificate if applicable		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent, Form 6 and other appropriate attachment	1.1 Receive application for monetization and check the completeness of the appropriate attachments	None	2 mins	Roma Angelee A. Soleybar <i>Administrative Officer II</i>
	1.2 Check the total number of Vacation Leave Credits if it conforms with Section 22 of the Omnibus Rules on Leave	None	5 mins	Roma Angelee A. Soleybar <i>Administrative Officer II</i>
	1.3 Forward to HRMO for signature/certify leave credits	None	2 mins	Marichelle B. Llave <i>Administrative Officer IV</i>
	1.4 Forward to SDS for approval	None	1 hr	<i>Schools Division Superintendent</i> SDS Office
	1.5 Forward the approved documents to DBM for request of funds	None	5 mins	<i>Liza Bernardo</i> <i>Administrative Officer V</i> Budget Section
		Total	1hr 14mins	



16. CONFIRMATION OF GSIS LOANS

This procedure defines the actions and responsibilities of the DepEd Verifier and Agency Authorized Officer (AAO) along with the confirmation of GSIS Loans.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Assistant III</i>			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Eligible Teaching and Non-Teaching DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Available Payslip (1 original copy)		Schools District Office/Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the latest available payslip	1.1 Receive and record the submitted payslip	None	3 mins	<i>Administrative Support Staff (COS) Receiving Clerk</i>
	1.2 Forward payslip to the NTHP Verifier	None	3 mins	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	1.3 NTHP Verifier receive and check all ledgers if Borrower has incoming deductions and obligations	None	10 mins	<i>Nimfa R. Arcilla Administrative Assistant III/NTHP Verifier</i>
	1.4 Forward the verified payslip to AAO for confirmation	None	3 mins	<i>Administrative Assistant III (AAO)</i>



				<i>Administrative Assistant III/NTHP Verifier</i>
	1.5 Confirm the applied GSIS loan	None	5 mins	<i>Administrative Assistant III (AAO)</i>
	1.6 Return the acted payslip to the receiving clerk	None	3 mins	<i>Administrative Assistant III/NTHP Verifier</i>
	1.7 Inform the employee thru text message if loan is disapproved	None	10 mins	<i>Administrative Support Staff (COS)</i>
2. Retrieve the payslip to the receiving clerk	2.1 Return the payslip to the borrower or authorized representative	None	10 mins	<i>Administrative Support Staff (COS)</i>
Total Processing Time			47 mins	



16. PROCESSING OF PROVIDENT FUND LOAN

This defines the actions and responsibilities of the Provident Loan Secretariat under the Provident Fund Loan transaction.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV <i>Administrative Aide I</i>			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-teaching Personnel (Permanent Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Provident Loan Application Form		Human Resource Management Office		
Borrower's Original and 1 Authenticated Photocopy of Latest Pay slip		Human Resource Management Office		
1 Authenticated Photocopy of Co-maker's Latest Pay slip		Human Resource Management Office		
1 Supporting Document for the purpose of loan (e.g. Statement of House Arrears, Statement or Official Receipt of Tuition Fee, Official Receipt/Doctor's Prescription, Others)		Borrower		
1 Photocopy of Borrower's and Co-maker's valid ID		Borrower		
Letter of Intent addressed to SDS with recommending approval of AOV for Special Loan Applications		Borrower		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. File provident loan application (Regular/Special Provident Loan)	1.1. Receive and check the completeness and qualification of documents of Provident Loan Applications and inform disqualified applicants	None	5mins	Mary Joanne I. Aquino Administrative Aide I
2. Submit lacking documents/retrieve Provident Loan Application and wait until NTHP can accommodate the loan applied for	2.1 Receive the lacking documents	None	3min	Mary Joanne I. Aquino Administrative Aide I
	2.2 Compute the Principal Outstanding Balance for renewal applications.		10mins	
	2.3 Forward the Provident Loan Secretariat and SDS.		10mins	PROVIDENT LOAN SECRETARIAT, SDS
	2.4 Prepare the Disbursement Voucher and Payroll for provident loan applications		5mins	Mary Joanne I. Aquino Administrative Aide I
	2.5 Forward the Disbursement Voucher and Payroll to AOV and Accounting Section for signature		20mins	Mary Joanne I. Aquino Administrative Aide I



	2.6 Prepare the Billing, Stoppage, and Adjustment of approved Provident Loan Applications		5mins	<i>Mary Joanne I. Aquino Administrative Aide I</i>
	2.7 Forward the transmittal and Billing, Stoppage and Adjustment to SDS for signature		3mins	<i>Mary Joanne I. Aquino Administrative Aide I</i>
	2.8 Forward the Billing, Stoppage and Adjustment of Provident Loan Applications to payroll		5mins	<i>Administrative Assistant III</i>
Total Processing Time			1hr 4mins	



17. VERIFICATION OF THE NTHP UNDER THE APDS

This procedure defines the actions and responsibilities of the DepEd Verifier under the APDS transactions.

Office or Division:		HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV NIMFA R. ARCILLA-ADMINISTRATIVE ASSISTANT III		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government G2B- Government to Business Entity		
Who may avail:		All Eligible Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Available Payslip (1 photocopy)		Schools District Office/Human Resource Management Office		
GSIS Loan Index (1 photocopy)		GSIS Office, GSIS Touch		
Certificate of Full Payment if loan has been paid in full and still reflected in the payslip if applicable (1 photocopy)		Private Lender Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Forward the Lender's email to the DepEd verifier for confirmation	1.1. Receive, print and record the scanned copy of payslip from DepEd borrower	None	3mins	<i>Nimfa Arcilla Administrative Assistant III/NTHP Verifier</i>
	1.2 Determine the Borrower's eligibility under the APDS and by checking other loan records and ledgers	None	2mins	<i>Nimfa Arcilla Administrative Assistant III/NTHP Verifier</i>
	1.3 Prepare and send email of	None		<i>Nimfa Arcilla</i>



	loan assessment to the Lender, copy furnished the Borrower		5mins	<i>Administrative Assistant III/NTHP Verifier</i>
Total Processing Time			10mins	

18. APPLICATION FOR LOAN STOPPAGE/ ADJUSTMENT/ DEDUCTION

Application for loan stoppage/adjustment/deduction is necessary to monitor or update the net pay of employees.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR- ADMINISTRATIVE OFFICER II			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DepEd Employees (Elementary, Secondary (Non-IUs) and Senior High School)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest pay slip (1 Photocopy)		Schools District Office/Human Resource Management Office		
Loan Stoppage/Adjustment/Deduction Form (1 Original Copy)		Human Resource Management Office		
Certification of full payment/Official Receipt of Full Payment		GSIS Extension Service, Private Lending Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application for loan	1.1 Receive the application form with	None	2 mins	<i>Administrative Assistant III</i>



stoppage/ deduction/ adjustment	attached photocopy of the latest payslip and copy of certificate of full payment/official receipt			<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2 Forward to Payroll Services to reflect the necessary request for loan stoppage/deduction or adjustment in APDS	None	5 mins	<i>Administrative Assistant III Roma Angelee A. Soleybar Administrative Officer II</i>
Total Processing Time			7 mins	

19. INITIAL PAYMENT

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR-ADMINISTRATIVE OFFICER II	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government G2C- Government to Client	
Who may avail:	Substitutes, Newly Hired, Transferred	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Assignment order (1 Photocopy)		Human Resource Management Office
Form 48 (DTR) (2 Original Copy)		School
Appointment (1 Photocopy)		Human Resource Management Office
Certification of Assumption to Duty		Human Resource Management Offices
TIN ID (1 Photocopy)		Bureau of Internal Revenue
Statement of Assets, Liabilities and Net worth (SALN) (1 Original Copy)		Administrative Office/ Civil Service Commission Website
ATM account (1 Photocopy): (Current for permanent Savings for Substitute)		Landbank of the Philippines
Member's Data Form (MDF) (1 photocopy)		Pag-IBIG Office
Member Data Record (MDR) (for substitute)		PhilHealth Office



Signed Oath of office (<i>for permanent personnel only</i>) (1 Photocopy)		Human Resource Management Office		
Certification of Last Day (1 photocopy) (for substitute only)		School Assigned		
Copy of Certificate of Last Payment (for transferred employees)		Previous Agency/Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial payment	1.1 Receive and check the completeness of documents submitted	None	5 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2 Verify leave applied if with or without pay from personnel in-charge of recording of leave	None	5 mins	<i>Administrative Assistant III (In-charge of Form 7)</i>
	1.3 Prepare payroll and disbursement voucher	None	15 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i> <i>Marichelle B. Llave Administrative Officer IV</i> <i>Administrative Officer V</i>
	1.5 Submit signed payroll and disbursement voucher to Accounting Section for payment	None	5 mins	<i>Administrative Assistant II Accounting Section</i>
Total Processing Time		Total	30 mins	



21. PROCESSING OF OMITTED IN PAYROLL

This procedure outlines the actions and responsibilities of Administrative Officer II in processing payment requests for individuals omitted from the payroll and for refund claims.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE, ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR- ADMINISTRATIVE OFFICER II			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	DepEd Personnel who are Omitted in Payroll/for Refund			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Original and Corrected copy of Form 7		Human Resource Management Office		
Photocopy of Payslip (1copy)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the personnel in-charge of form 7 and requests for payment of salary or refund	1.1. Receive request for supplemental payment and process the necessary requests relative thereto	None	10 mins	<i>Administrative Assistant III (In-charge of Form 7)</i>
	1.2. Forward the requests for supplemental payment to the payroll-in-charge	None	2mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.3 Prepare supplemental payroll and disbursement voucher .	None	15mins	<i>Roma Angelee A. Soleybar Administrative Officer II Marichelle B. Llave</i>



				Administrative Officer IV
				Administrative Officer V
	1.4 Submit signed payroll and disbursement voucher to Accounting Section for payment	None	3mins	Administrative Assistant II Accounting Section
Total Processing Time		Total	30 mins	

21. SALARY ADJUSTMENT AND DIFFERENTIAL

This procedure defines the actions and responsibilities of the Administrative Officer II to process the adjustment of salary and the differential as to promotion.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR-ADMINISTRATIVE OFFICER II	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Promoted Teaching and Non Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Transmittal- 3 Copies		Human Resource Management Office
NOSA- 3 Copies		Human Resource Management Office
Certification of Assumption to Duty- 2 Copies		Human Resource Management Office
Appointment- 3 Copies		Human Resource Management Office
Service Record- 3 Copies		Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of appointment and certification of assumption to duty of duly promoted teaching and non-teaching personnel	1.1 Receive copy of appointment of the promoted Teaching and Non-Teaching Personnel	None	3mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2 Prepare updated Service Record reflecting the latest promotion	None	5mins	<i>Administrative Assistant III (In-charge of Service Record)</i>
	1.3 Prepare transmittal and NOSA for HRMO and SDS Signature	None	4hrs	<i>Roma Angelee A. Soleybar Administrative Officer II</i> <i>Marichelle B. LLave Administrative Officer IV</i> <i>Schools Division Superintendent</i>
	1.4 Forward to AAO for ARA and Payroll services for adjustment of salary in APDS	None	5mins	<i>Administrative Assistant III (GSIS-AAO)</i> <i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.5 Prepare payroll and disbursement voucher. Compute	None	15mins	<i>Administrative Officer II</i>



	differential from date of promotion to date of adjustment			<i>Roma Angelee A. Soleybar</i> <i>Marichelle B. Llave</i> <i>Administrative Officer IV</i> <i>Administrative Officer V</i>
	1.6 Submit signed payroll and disbursement voucher to Accounting Section for payment	None	5mins	<i>Administrative Assistant II</i> <i>Accounting Section</i>
Total Processing Time			4hrs 33mins	

22. LOYALTY PAY

This procedure defines the actions and responsibilities of the Administrative Officer II to process the loyalty of the eligible personnel (1st ten years and five years thereafter).

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR-ADMINISTRATIVE OFFICER II	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	All Eligible DepEd Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Updated Service Record- 2 copies		Human Resource Management Office
Certificate of Leave without Pay- 2 copies		Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about loyalty pay	1.1 Receive inquiry about loyalty pay benefit	None	3mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2. Check the list of eligible personnel for loyalty	None	3mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.3 If personnel is eligible, prepare updated Service Record and Certificate of Leave without Pay	None	3mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.4 Prepare payroll and disbursement voucher	None	15mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i> <i>Marichelle B. Llave Administrative Officer IV</i> <i>Administrative Officer V</i>
	1.5 Submit signed payroll and disbursement voucher to Accounting Section for payment	None	6mins	<i>Administrative Assistant III Accounting Section</i>
Total Processing Time			30mins	



23. MATERNITY LEAVE WITH PAY

This procedure defines the actions and responsibilities of the Administrative Officer II to process the double payment for Maternity Leave of Teaching personnel per received documentation.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR- ADMINISTRATIVE OFFICER II			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Teaching DepEd Personnel who went on Maternity Leave			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application to Return to duty (1 original copy)		Human Resource Management Office		
Medical Certificate (1 original copy)		Government Physician		
Childs certificate of live birth (1 photocopy)		Municipal Registrar Office		
Approved Form 6 (Leave form) (1 original copy)		Human Resource Management Office		
Division Special Order signed by SDS (1 original copy)		Human Resource Management Office		
Approved Division Clearance (1 original copy)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for maternity pay	1.1 Receive and check the completeness of documents submitted	None	3mins	<i>Administrative Assistant III</i>
	1.2 Prepare Division Special Order for SDS approval & signature	None	1hr	Schools Division Superintendent



	1.3 Forward the Division Special Order and attached documents to payroll-in-charge	None	2mins	<i>Roma Angelee A. Soleybar</i> <i>Administrative Officer II</i>
	1.4 Prepare payroll and disbursement voucher in pursuant to Republic Act (RA) No. 12210 or the 105-Day Expanded Maternity Leave Law	None	15mins	<i>Roma Angelee A. Soleybar</i> <i>Administrative Officer II</i> <i>Marichelle B. Llave</i> <i>Administrative Officer IV</i> <i>Administrative Officer V</i>
	1.5 Submit signed payroll and disbursement voucher to Accounting Section for payment	None	5mins	<i>Administrative Assistant II</i> <i>Accounting Section</i>
Total Processing Time		Total	1hr & 25mins	



24. SPECIAL HARDSHIP ALLOWANCE

This pertains to the allowance granted to classroom teachers assigned to hardship posts, engaged in multi-grade teaching, performing mobile teaching duties, or serving as coordinators for non-formal education or the Alternative Learning System (ALS).

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR- ADMINISTRATIVE OFFICER II			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers assigned in Hardship Post, Pure Multi-Grade and ALS Teacher			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (2 original copy)		School		
School Form 4 for pure multi-grade (1 original/photocopy)		School		
Certificate of Appearance (if applicable)/ Photocopy of Logbook (if applicable)		School/Program Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document for SHA payment	1.1 Receive and check the completeness and documents submitted	None	5 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2 Prepares payroll and disbursement voucher	None	15 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>



				<i>Marichelle B. Llave</i> <i>Administrative Officer IV</i> <i>Administrative Officer V</i>
	1.3 Submit signed payroll and disbursement voucher to the Accounting Section for payment	None	5mins	<i>Administrative Assistant II</i> <i>Accounting Section</i>
Total Processing Time			25 mins	

25. APPLICATION FOR RETIREMENT

This procedure delineates the actions and responsibilities of the Administrative Aide VI (ADAS III) in the processing of retirement, from the receipt of the retirees' Letter of Intent to the preparation and handling of required documents.

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV NIMFA R. ARCILLA- ADMINISTRATIVE ASSISTANT III	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	DepEd Employees who intent to retire	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter of Intent (2 original copy)		Retirees
Application of Retirement (3 original copy)		Human Resource Management Office
School Clearance (3 original copy)		Schools (Not applicable to SDO Employees)
Division Clearance (3 original copy)		Human Resource Management Office



Latest Service Record (4 original copy)	Human Resource Management Office
Certification of No Pending Administrative Case (4 original copy)	Legal Section
Certificate of Last Day of Service (4 original copy)	Schools
Leave of Absence Without Pay (4 original copy)	Human Resource Management Office
Notice of Step Increment (NOSI) (4 original copy)	Human Resource Management Office
Notice of Salary Adjustment (NOSA) (4 original copy)	Human Resource Management Office
Last Payslip received/issued	Human Resource Management Office
Landbank Certification Closed Account (1 original, 3 photocopy)	LandBank of the Philippines
Sworn Statement of Assets, Liabilities and Net Worth (SALN) (3 original copy)	Administrative Office
Daily Time Record (DTR) (2 original copy) Form 6 if on Leave	Schools, Personnel Section
Ombudsman Clearance	Office of the Ombudsman

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to Retire three (3) months prior to retirement	1. Receive Letter of Intent to Retire from retirees	None	3mins	<i>Nimfa R. Arcilla Administrative Assistant III</i>
2. Submit required documents for retirement	2.1 Receive and validate the documents submitted	None	5mins	<i>Nimfa R. Arcilla Administrative Assistant III</i>



	2.2. Prepare and forward the endorsement letter to SDS for signature	None	5mins	<i>Nimfa R. Arcilla</i> <i>Administrative Assistant III</i> <i>Schools Division Superintendent</i>
	2.3 Release to Records section	None	5mins	<i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i>
	2.4 Submit documents to GSIS for verification and payment	None	5mins	<i>Nimfa R. Arcilla</i> <i>Administrative Assistant III</i> <i>Cherie V. Perez</i> <i>Administrative Officer IV</i> <i>Records Section</i>
	2.5 Submit documents to Payroll Services for the issuance of Certification of Last Payment	None	5mins	<i>Nimfa R. Arcilla</i> <i>Administrative Assistant III</i> <i>Roma Angelee A. Soleybar</i> <i>Administrative Officer II</i>
	2.6. Receive signed Certification of Last Payment and forward to payroll services for payment, copy	None	10mins	<i>Nimfa R. Arcilla</i> <i>Administrative Assistant III</i> <i>Roma Angelee A. Soleybar</i>



	furnished the retirees			<i>Administrative Officer II</i>
Total Processing Time			38mins	

26. PROCESSING OF TERMINAL LEAVE BENEFITS

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE- ADMINISTRATIVE OFFICER IV NIMFA R. ARCILLA-ADMINISTRATIVE ASSISTANT III		
Classification:	Complex		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Retired and Deceased DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request (1 original copy)		Concerned Retiree	
2. Service Record (1 original copy)		Personnel Unit	
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree	
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree	
5. Certificate of Last Payment (1 original copy)		Accounting Unit	
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO	
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Human Resource Management Office	
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)		Human Resource Management Office	
9. Certified Copies of Leave Cards- (1 original copy)		Human Resource Management Office	
10. Certification of Leave Credits Earned- (1 original copy)		Human Resource Management Office	



11. Fiscal Clearance (1 Original Copy)		Human Resource Management Office		
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive and check the completeness of documents submitted	None	10 minutes	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	1.2. Review the submitted document and provide appropriate action	None	1hr	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	1.3 Forward to SDS for approval	None	1 hr	<i>Nimfa R. Arcilla Administrative Assistant III Schools Division Superintendent</i>
	1.4 Release to the Records Section to be submitted to the Regional Office for approval and funding	None	15 minutes	<i>Nimfa R. Arcilla Administrative Assistant III</i>



2. Receive the approved application from Regional Office	2.1 Forward the approve application for terminal leave benefit to payroll services for disbursement voucher	None	10 minutes	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	2.2. Prepare the Disbursement Voucher and submit to the accounting section for payment	None	15 mins	<i>Roma Angelee A. Soleybar Administrative Officer II Administrative Assistant II Accounting Section</i>
Total Processing Time			2 hrs, 50 minutes	

27. CERTIFICATE OF LAST PAYMENT

This procedure outlines the actions and responsibilities of the Administrative Officer II in processing the Certificate of Last Payment for employees who have separated from service due to retirement, death, resignation, or transfer to another agency

Office or Division:	HUMAN RESOURCE MANAGEMENT OFFICE MARICHELLE B. LLAVE-ADMINISTRATIVE OFFICER IV ROMA ANGELEE A. SOLEYBAR-ADMINISTRATIVE OFFICER II NIMFA R. ARCILLA- ADMINISTRATIVE ASSISTANT III	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Retired, Resigned, Deceased and Transferred Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
GSIS Application Resigned/Deceased- 1 copy		Human Resource Management Office



Updated Service Record (indicating date of retirement/resignation, deceased and transfer) – 1copy		Human Resource Management Office		
NOSA- 1 copy		Human Resource Management Office		
Certificate of Leave without Pay (LWOP)- 1 copy		Human Resource Management Office		
DTR for latest 3 months/Form 6 if on leave- 1 copy		Employee		
Certificate of Closed Account- 1 copy		Landbank of the Philippines		
Certification of Last Day of Service- 1 copy		School/Office Assigned		
School Clearance and Division Clearance- 1 copy		School/Human Resource Management Office		
Ombudsman Clearance- 1 original copy		Office of the Ombudsman		
Last payslip received/issued		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements for the request for the certificate of last payment	1.1 Receive the request for the certificate of last payment	None	5 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.2 Determine the last salary benefits entitled to retire, deceased, resigned and transferred employee by checking previous payroll and	None	10 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>



	government guidelines for separate employees			
	1.3 Prepare the Certificate of Last Payment	None	5 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i>
	1.4 Forward to HRMO and Accountant for signature	None	4hrs	<i>Marichelle B. Llave Administrative Officer IV</i> <i>Angelo James O. Aguinalde Accountant III Accounting Section</i>
2. Receive the signed Certificate of Last Payment	2.1 Record the signed Certificate of Last Payment to logbook	None	5 mins	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	2.2. Forward the Certificate of Last Payment to payroll services for payroll and voucher	None	30 mins	<i>Roma Angelee A. Soleybar Administrative Officer II</i> <i>Marichelle B. Llave Administrative Officer IV</i> <i>Administrative Officer V</i>



	2.3 Release copy of Certificate of Last Payment to the retired/resigned/transferred/deceased employees	None	5 mins	<i>Nimfa R. Arcilla Administrative Assistant III</i>
	2.4 Submit payroll and voucher to the Accounting Section for payment	None	5 mins	<i>Administrative Assistant II Accounting Section</i>
Total Processing Time			5 hrs 5 mins	



G. PROPERTY AND SUPPLY UNIT

1. DELIVERY, INSPECTION AND ACCEPTANCE

This procedure covers delivery, Inspection & Acceptance of training supplies, food & venue included in the APP.

Office or Division:		SUPPLY SECTION CRISTINA T. BARRAMEDA-ADMINISTRATIVE OFFICER IV CRISTY S. DE LEON-ADMINISTRATIVE ASSISTANT III BAC Secretariat		
Classification:		SIMPLE		
Type of Transaction:		G2G – GOVERNMENT TO GOVERNMENT		
Who may avail:		SDO – FUNCTIONAL DIVISIONS/EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives Budget proposal from end-user/proponent		5 mins	<i>Cristina T. Barrameda</i> <i>Administrative Officer IV</i> <i>Administrative Assistant III</i> BAC Secretariat
	Prepares Request for Quotation for distribution/retrieval to/from at least 3 eligible suppliers		30 mins	BAC Secretariat
	Prepares Abstract of Canvass		10 mins	



				BAC Secretariat
	Prepares Purchase Order		10 mins	BAC Secretariat /
	Request AR from the end -user / proponent		15 mins	end-user/proponent
	Prepares acceptance for services		20 mins	<i>Administrative Assistant III</i>
	Prepares inspection report for services delivered		30 mins	<i>Administrative Assistant III</i>
	Prepares notice for post inspection		20 mins	<i>Administrative Assistant III</i>
	Prepares Disbursement Voucher		10 mins	<i>Administrative Assistant III</i>
Total Processing Time			2 hrs. 30 mins.	



2. DISPOSAL OF SDO PROPERTIES

This procedure covers disposal of waste materials and unserviceable equipment of the SDO.

Office or Division:	SUPPLY SECTION CRISTINA T. BARRAMEDA-ADMINISTRATIVE OFFICER IV CRISTY S. DE LEON- ADMINISTRATIVE ASSISTANT III			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	SDO – FUNCTIONAL DIVISIONS/EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives recommendation for disposal of materials from FDs		10 mins	<i>Administrative Officer IV Administrative Assistant III</i>
	Prepares request for quotation distribution/retrieval to/from at least 3 eligible suppliers		1 day	<i>Administrative Assistant III</i>
	Prepares Abstract of Canvass		10 mins	<i>Administrative Assistant III</i>
	Informs the highest bidder for the sale of unserviceable materials		20 mins	<i>Administrative Officer IV Administrative Assistant III</i>
	Receives report from SDO DC		10 min	<i>Administrative Officer IV</i>



				<i>Administrative Assistant III</i>
	Submits SDO DC approved report		10 mins	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
Total Processing Time			2 days	

3. DISTRIBUTION OF INSTRUCTIONAL MATERIALS TO SCHOOLS

This process covers the step by step process of distributing instruction materials to schools.

Office or Division:	SUPPLY SECTION CRISTINA T. BARRAMEDA-ADMINISTRATIVE OFFICER IV CRISTY S. DE LEON-ADMINISTRATIVE ASSISTANT III			
Classification:	COMPLEX			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL RECIPIENT SCHOOLS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IMs Delivery Receipt		Eligible Printing Company for CO & RP procured IMs		
IMs Allocation List		SDO LRMD C		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	<p>1.1 Receives Instructional Materials from CO/RO Request allocation of recipient schools & provides copy of DRs to SDO LRMD C</p> <p>1.2 Prepares Inventory of IMs as basis for the Inventory Custodian Slip of each recipient school</p>	None	1 day	<p><i>Administrative Officer IV</i></p> <p><i>Administrative Assistant III</i></p> <p><i>Administrative Officer IV</i></p> <p><i>Administrative Assistant III</i></p>
2. Receives information for IMs allocated to recipient schools	2. Notifies all IMs recipient schools for claim at SDO Supply	None	1 day	<i>Administrative Officer IV</i>
3. Claim of each recipient schools' IMs at SDO Supply	3.1 Release of IMs to each recipient schools	None	4 days	<i>Administrative Officer IV</i>
	3.2 Prepares payroll for IMs claimed and submit to Accounting Section payment purposes	None	1 day	Accounting Section
Total Processing Time			7 days	



4. REQUISITION AND ISSUANCE OF SUPPLIES

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

OFFICE OR DIVISION:	PROPERTY AND SUPPLY UNIT CRISTINA T. BARRAMEDA- ADMINISTRATIVE OFFICER IV CRISTY S. DE LEON- ADMINISTRATIVE ASSISTANT III			
CLASSIFICATION:	SIMPLE			
TYPE OF TRANSACTION:	G2G- GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	DEPED EMPLOYEES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.2 Check the availability of stocks	None	10 minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	2 minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
2. Receive the supplies and the copy of approved RIS Form	2.1 Release of supplies	None	3 minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	TOTAL	None	20 minutes	



5. PROPERTY AND EQUIPMENT CLEARANCE SIGNING

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

Office or Division:	PROPERTY AND SUPPLY UNIT CRISTINA T. BARRAMEDA-ADMINISTRATIVE OFFICER IV CRISTY S. DE LEON- ADMINISTRATIVE ASSISTANT III			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy			Supply Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supply Unit 1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receives the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, Supply Officer signs clearance part on property and equipment. b. If concerned employee has accountability, Supply Officer will request employee to settle all accountability.	None	15 minutes	<i>Administrative Officer IV</i> <i>Administrative Assistant III</i>
	TOTAL	None	15 minutes	



Curriculum Implementation Division

1. ALS-LITERACY MAPPING/ADVOCACY AND SOCIAL MOBILIZATION

This process presents the set of actions and input needed by ALS implementers for an effective Literacy Mapping activities in the different localities for improved participation of Out of School Youth and Adult Learners.

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION			
	MARY JEAN S. ROMERO-CID CHIEF AMELIA B. CABRERA-EPS-DIVISION ALS FOCAL PERSON ALJAY T. TERRAZOLA- EPSA II, JANEGRACE TESORERO-EPSA II			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PUBLIC SCHOOLS DISTRICT SUPERVISORS, SCHOOL HEADS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the following: List of core of Trainers and expected participants Proposal on the conduct of training, orientation and workshops on literacy mapping/ advocacy and social mobilization activities/ development & reproduction of	1. Conducting orientation and workshops on literacy mapping and advocacy and social mobilization	None	1 week	<i>EPSA II</i> <i>EPSA II</i> <i>Amelia B. Cabrera-EPS Division ALS Focal Person</i> <i>SGOD-Soc-Mob</i>



advocacy materials SLEs / slide decks				
2. Letter to Barangay officials FGD Template Data on Literacy Mapping	2. Assisting the conduct of community literacy mapping	None	1 week	<i>EPSA II</i> <i>Amelia B. Cabrera- EPS- Division ALS Focal Person</i>
3. Tracer on the submission of district consolidated AF1 (hard and soft copies through email)	3. Consolidating AF1 data	None	1 week	<i>EPSA II</i> <i>Amelia B. Cabrera- EPS- Division ALS Focal Person</i>
4.1 Analyzed and Interpreted AF 1 data 4.2 Literacy map List of barangay that needs ALS Teachers	4.1 Illustrating/ drawing 4.2 Interpreting Literacy map	None	1 week	<i>EPSA II</i> <i>Amelia B. Cabrera- EPS Division ALS Focal Person</i>
5.1 List of Stakeholders 5.2 Letter to stakeholders 5.3 Advocacy and Social Mobilization Activities or Approved Intervention Program	5. Assisting in the coordination and establishment of links with stakeholders for advocacy and social mobilization	None	1 week	<i>EPSA II</i> <i>Amelia B. Cabrera- EPS- Division ALS Focal Person</i>
6. Monitoring and Evaluation Results	6. Recommending policy on the impact of literacy mapping/advocacy and social mobilization	None	1 week	<i>EPSA II</i> <i>Amelia B. Cabrera- EPS- Division ALS Focal Person</i>



Total Processing Time			1 Month and 2 weeks	
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2. ASSESSMENT OF LEARNING OUTCOMES

This process defines the processes in identifying skills and analyzing the least learners by learning area the non-readers and non-numerals in the attending schools to be able to craft viable intervention programs.

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION MARY JEAN S. ROMERO-CID CHIEF AMELIA B. CABRERA- EPS-DIVISION ALS FOCAL PERSON ALJAY T. TERRAZOLA-EPSS II, JANEGRACE TESORERO-EPSS II			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PUBLIC SCHOOLS DISTRICT SUPERVISORS, SCHOOL HEADS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the following: Least learned competency/ies per quarter by learning /LS area/no. of non-readers/no. of non-numerates per semester by school/district	1. Gathering data on least learned competencies by LS learning area/non-readers/non-numerates from schools/districts.	None	2 weeks	<i>SDO-CID Chief</i> <i>Amelia B. Cabrera- EPS-Division ALS Focal Person</i> <i>EPSS II</i> <i>ALS Teachers,</i> <i>CALSI</i> <i>PSDS</i>



				<i>SGOD-M&E & Planning & Research</i>
2. Summarized data gathered on least learned competency/ies/by learning area non-readers/non-numerates by school/district. attached with: Quarterly Test Questions with TOS Item Analysis Results	2. Consolidating gathered data on least learned skills/non-readers/non-numerates	None	1 week	<i>SDO-CID Chief Amelia B. Cabrera- EPS- Division ALS Focal Person EPSA II ALS Teachers, CALSIS SGOD-M&E & Planning & Research</i>
3. Analyzed Data with Interpretation	Analyzing the data consolidated on the least learned skills/non-readers/non-numerates	None	1 week	<i>SDO-CID Chief Amelia B. Cabrera- EPS- Division ALS Focal Person EPSA II SGOD-M&E & Planning & Research</i>
4. Compilation of list of priority schools/CLCs for improvement of learner's academic performance in general	4. Determining the priority schools/CLCs based on the number of least learned skills/non-readers/non-numerates	None	1 week	<i>Romel G. Petajen, SDO- CID Chief EPS, PSDS, SCHOOL HEAD SGOD-M&E & Planning & Research</i>
5. Proposal for intervention program for mastery of the least learned skills/ improvement of reading level	5. Designing an intervention plan for mastery of the least learned skills/ improve reading level /numeracy	None	1 week	<i>SDO-CID Chief EPS, PSDS, SH SGOD-M&E & Planning & Research, Medical Section, Social Mobilization</i>



/numeracy skills to be approved by the SDS.				
6. Approved Intervention Program	6. Coordinating with the PSDS/School Head (ALS Teachers) on the implementation of intervention and provide technical assistance.	None	1 week	SDO-CID Chief, EPS SGOD-M&E & Planning & Research
Total Processing Time			1 month and 3 weeks	

3. ISSUANCE OF PRESENTATION PORTFOLIO ASSESSMENT (PPA) PASSER, ALS ACCREDITATION & EQUIVALENCY (A&E) TEST PASSER CERTIFICATION AND CERTIFICATE OF RATING (COR/PRESENTATION PORTFOLIO CERTIFICATE)

This procedure defines the actions and responsibilities of the EPS/ Division ALS Focal Person & EPSA II in the issuance of ALS A & E Test Passer Certification and Certificate of Rating (COR/PRESENTATION PORTFOLIO CERTIFICATE)

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION (CID – ALTERNATIVE LEARNING SYSTEM {ALS}) MARY JEAN S. ROMERO- CID CHIEF AMELIA B. CABRERA- EPS-DIVISION ALS FOCAL PERSON ALJAY T. TERRAZOLA- EPSA II, JANEGRACE TESORERO- EPSA II	
Classification:	SIMPLE	
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT	
Who may avail:	ALL ALS ACCREDITATION & EQUIVALENCY TEST PASSERS/PPA PASSERS	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



ID/Proof of identification Authorization Letter (for Representative)		(to be presented by the ALS Passer or authorized Representative)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ID/proof of identification	1. Receive ID/proof of identification/Authori zation Letter from ALS Passer/authorized Representative	None	5mins	<i>EPSA II</i> <i>ALS Teachers, CALSIs, ALS Passers</i>
2. Wait for the release of Certification & COR	3. Prepare the Certification & COR	None	5mins	<i>Amelia B. Cabrera- EPS Division ALS Focal Person EPSA II</i>
3. Receive the signed Certification /COR & Log-in to Logbook	4. Release to the ALS passer/authorized Representative the Certification and COR	None	5mins	<i>Amelia B. Cabrera- EPS Division ALS Focal Person EPSA II</i>
Total Processing Time			15mins	



4. ISSUANCE OF CERTIFICATE OF SERVICES RENDERED AS LITERACY VOLUNTEER, COMMUNITY ALS IMPLEMENTOR (CALSI)

This procedure defines the actions and responsibilities of the EPS/ Division ALS Focal Person & EPSA II in the issuance of Certificate of Services Rendered as ALS Barangay Literacy Volunteer

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION (CID) – ALTERNATIVE LEARNING SYSTEM (ALS) MARY JEAN S. ROMERO-CID CHIEF AMELIA B. CABRERA- EPS-DIVISION ALS FOCAL PERSON ALJAY T. TERRAZOLA- EPSA II, JANEGRACE TESORERO- EPSA II			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL COMMUNITY ALS IMPLEMENTORS (CALSI)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Narrative Accomplishment Report signed by the Public Schools District Supervisor - Certification on the Reports submitted signed by PSDS - Notarized Contract of Service		(to be presented by the Literacy Volunteer) Community ALS Implementor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Receive required documents	None	3 min.	<i>EPSA II PSDS CALSI</i>
2. Wait for the results of validation	2. Validate documents submitted	None	10 min.	<i>EPSA II</i>



3. Wait for the release of Certificate	3. Prepare the Certificate of Services Rendered 4. Secure/Seek Signature of the SDS	None	10 min.	<i>Amelia B. Cabrera- EPS- Division ALS Focal Person EPSA II</i> <i>CID (ALS)</i>
4. Receive the signed Certificate & Log-in to the Logbook	4. Release to the BLV the Certificate	None	3 min.	<i>Amelia B. Cabrera- EPS- Division ALS Focal Person EPSA II</i>
Total Processing Time			26mins	



5. MANAGEMENT OF CURRICULUM IMPLEMENTATION AND LEARNING

This procedure enables the CID Chief, Education Program Supervisors, and Public Schools District Supervisors to identify priority schools to be provided with technical assistance, gather feedback and propose or prepare policy recommendations to the management on issues/feedback gathered.

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION MARY JEAN S. ROMERO-CID CHIEF			
Classification:	SIMPLE			
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT			
Who may avail:	PUBLIC SCHOOLS DISTRICT SUPERVISORS, SCHOOL HEADS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the following: Instructional Supervisory Accomplishment Report School Report Card School- Based Management Data	1. Consolidating data from submitted reports	None	3days	<i>CID Chief, EPS, PSDS, School Heads and Teachers</i>
2. Consolidated data of Instructional Supervisory Accomplishment Reports and other reports submitted	2. Analyzing data consolidated	None	2days	<i>CID Chief, EPS, PSDS, SEPS (M&E/ Planning/ Research)</i>
3. Analyzed and validated data	3. Validating of submitted data on the status of	None	2days	<i>CID Chief, EPS, PSDS, SEPS (M&E/</i>



	curriculum implementation			<i>Planning/Research)</i>
4. Identified priority schools that need technical support/ assistance	4. Determining the list of priority schools that need technical support and assistance	None	1day	<i>CID Chief, EPS, PSDS, School Heads, Teachers SEPS (M&E/ Planning/Research)</i>
5. Proposal for technical support and assistance	5. Crafting a technical support and assistance scheme	None	4days	<i>CID Chief</i>
6. Implemented technical support and assistance scheme to priority school	6. Monitoring and Evaluation	None	5days	<i>CID Chief, EPS, PSDS, SHs</i>
7. Findings, feedback gathered in the field visits	7. Conducting of Weekly "Kumustahan"	None	5days	<i>CID Chief, EPS, PSDS,</i>
8. Policy Recommendation	8. Preparing policy recommendation to resolve issues and concerns from feedback, comments and suggestions during "Kumustahan"	None	3days	<i>CID Chief</i>
Total Processing Time			25days	



6. PROGRAM WORK FLOW OF SUBMISSION OF CONTEXTUALIZED LEARNING RESOURCES

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

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION MARY JEAN S. ROMERO-CID CHIEF JESSLYN T. TAWAY-EDUCATION PROGRAM SUPERVISOR			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	TEACHING AND NON-TEACHING PERSONNEL, LGUS, STAKEHOLDERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Endorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	<i>School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor</i>
	1.2. Prepare documents for capability building	None	1 day	<i>School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist</i>
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	<i>School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist</i>
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	<i>SLRQAT</i>
4. Finalize LR ready for endorsement to District/Division		None	1 day	<i>Writer, School Head</i>
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	<i>DLRQAT</i>
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	<i>DLRQAT</i>
6. Integrate recommendation based on pilot testing	6.1 SDO finalizes the Learning Resource and	None	5 days Division	<i>LR Supervisor</i>



result or resubmit revised LR to SDO (both hard and soft copy)	submits LRs in hard and softcopy to the Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	<i>Regional LREs</i>
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	<i>Writer, School Head, Division LR Supervisor</i>
	7.2 Approve, produce and utilize to target users	None	1 day	<i>Regional/ Division LR Supervisor</i>
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	<i>Regional/ Division LR Supervisor</i>
	TOTAL:	None	45 days	

7. PROVISION OF SPECIAL PROGRAMS AND SUPPORT ACTIVITIES (SPED, ALS, ALIVE, MG, SPA, SPJ, SSES, STOC)

This procedure defines the set of actions in determining the status of implementation of the different Special Programs and Support Activities to address students with special needs and come up with the appropriate intervention plan.

Office or Division:	Curriculum Implementation Division MARY JEAN S. ROMERO-CID CHIEF	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Public Schools District Supervisors, School Heads	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the following: Accomplishment Reports	2. Consolidating data from submitted reports	None	2 weeks	<i>CID Chief PSDS, EPS, SCHOOL HEAD, TEACHERS</i>
2. Consolidated data of Accomplishment Reports	2. Analyzing data consolidated	None	1 week	<i>SDO-CID Chief EPS SGOD-M&E, Planning & Research</i>
3. Validated data	3. Validating of submitted data on the status of implementation	None	1 week	<i>SDO-CID Chief EPS ,SGOD- M&E, Planning & Research</i>
4. Summarized list of areas in special programs that need improvement/enhancement/modification	4. Determining areas in special programs that need improvement/enhancement /modification	None	1 week	<i>SDO-CID Chief EPS, PSDS, SH SGOD-M&E, Planning & Research</i>
5. Proposal for intervention	5. Designing an intervention plan for T.A. on the improvement of implementation	None	1 week	<i>SDO-CID Chief EPS, PSDS, SH SGOD-M&E, Planning & Research, Medical and Soc. Mob.</i>
6. Approved Intervention Plan	6. Coordinating with the PSDS on the implementation of intervention and	None	1 week	<i>SDO-CID Chief, EPS, PSDS, SH</i>



	provide technical assistance.			<i>SGOD-M&E, Planning & Research</i>
Total Processing Time			1 month and 3 weeks	

8. QUALITY ASSURANCE OF SUPPLEMENTARY LEARNING RESOURCE

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

Office or Division:	CURRICULUM IMPLEMENTATION DIVISION MARY JEAN S. ROMERO-CID CHIEF JESSLYN T. TAWAY-EDUCATION PROGRAM SUPERVISOR			
Classification:	COMPLEX			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	DEPED EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification		Employee		
3. Supplementary Learning Resources (Soft and hard copy)		Employee		
4. Teacher User's Guide (For Manipulative Materials Only)		Employee		
5. Video of Demonstration Teaching		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel/ <i>Project Dev't Officer II</i> <i>Librarian II</i>
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	<i>CID personnel</i>
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	<i>CID personnel</i>
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	<i>CID personnel</i>
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	CID personnel
6. Receive the certificate	6.1 Release the certificate	None	1 day	CID personnel
	TOTAL	None	7 days and 15 minutes	



School Governance and Operations Division

1. ACCEPTANCE OF DONATIONS FROM ADOPTING PRIVATE ENTITY

This service aims to recognize the important role of the private sector in the promotion of quality and accessible education. It illustrates the step by step activities on how to properly accept the donations together with the necessary documents needed.

Office or Division:	SGOD – SOCIAL MOBILIZATION AND NETWORKING UNIT ROMEL G. PETAJEN, SGOD CHIEF MARIFE B. BREQUILLO-SEPS IMMACULATE T. LATORRE-EPS II			
Classification:	COMPLEX			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT			
Who may avail:	ANY ADOPTING PRIVATE ENTITY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Client		
Partnership Proposal/Action Plan		Client		
Notarized MOA/Partnership Agreement		Service Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request with supporting documents (proposal,	1.1 Receives/accepts letter for verification 1.2 Evaluates documents submitted	None	2mins	<i>OSDS Secretary</i> <i>SOCMOB SEPS/EPS II SEPS -EPS II</i>



action plan).				
2. Presents to SDS the purpose of their donation and the time frame for the project to be accomplished.	<p>2.1 On-site evaluation and conference with target recipients.</p> <p>2.2 Call-up conference with SDS for the forging of MOA.</p> <p>2.3 Submits draft of MOA to DepEd Legal Officer for Review.</p>	None	<p>1day</p> <p>1day</p> <p>1hr</p>	<p><i>SocMob SEPS/EPS II, Adopting Private Entity, School Beneficiaries</i></p> <p><i>SOCMOB SEPS/EPS II SEPS EPS II</i></p> <p><i>SOCMOB SEPS/EPS II SEPS EPS II</i></p>
3. Notarize MOA and provide a copy to the Schools Division Superintendent	<p>3. A copy shall be given to the following:</p> <p>a. School Head</p> <p>b. SocMob Unit</p> <p>c. Division Supply Officer</p> <p>d. Accounting Unit</p>	None	2days	<p><i>SOCMOB SEPS/EPS II SEPS EPS II</i></p>
4. Invites the SDS and School Head for the turn-over of the project before it			2mins	<p><i>SOCMOB SEPS/EPS II SEPS EPS II</i></p>



will used by the beneficiaries.				
5. Deed of Donation must be executed by the Donor.	5. Deed of Acceptance shall be made and signed by the SDS.		1day	<i>SOCMOB SEPS/EPS II SEPS EPS II</i>
Total Processing Time			5days 1hr 4mins	

2. AVAILMENT OF TAX INCENTIVES BY THE ADOPTING PRIVATE ENTITY

This service aims to recognize the contribution of the private sector towards the realization of the goals of the K to 12 program. It illustrates the step-by-step activities of private donors in availing tax incentives/tax exemptions arising from their expenses incurred in the program.

Office or Division:	SGOD – SOCIAL MOBILIZATION AND NETWORKING UNIT ROMEL G. PETAJEN-SGOD CHIEF MARIFE B. BREQUILLO-SEPS IMMACULATE T. LATORRE-EPS II	
Classification:	COMPLEX	
Type of Transaction:	G2C – GOVERNMENT TO CLIENT	
Who may avail:	ANY ADOPTING PRIVATE ENTITY/AUTHORIZED REPRESENTATIVE	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request		Client
Notarized MOA/Partnership Agreement		Client
Notarized Deed of Donation and Deed of Acceptance		Client
Special Power of Attorney for the Authorized Representative		Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to the SDS	1.1 Letter is indorsed to the Soc Mob 1.2 Soc Mob evaluates the proposal	None	2mins	<i>SDS Office</i> <i>SGOD</i> <i>Senior Program Specialist</i> <i>Education Program Specialist II</i>
2. Receives the notification from the Soc Mob for meeting	2.1 Discuss the partnership parameters 2.2 Preparation of MOA.	None	2days	<i>Soc Mob Senior Program Specialist</i> <i>Education Program Specialist II</i> <i>SocMob SEPS/EPS II, Adopting Private Entity, School Beneficiaries</i>
3. Receives notice for MOA signing	3. Facilitates MOA Signing Activity	None	1day	<i>Soc Mob Senior Program Specialist</i> <i>Education Program Specialist II</i>
4. Implementation of the Program and delivery of the support to schools.	4.	None	1 day	<i>Adopting Private Entity</i>



5. Filing of requirements for the tax incentive application upon completion of the work immersion program.	<p>5.1 Receiving and checking of the completeness of the documents.</p> <p>5.2 Submits through email the complete documents to the Adopt-A-School Program (ASP) Secretariat of the of the External Partnership Service (EPS) for review, approval and endorsement to the concerned Revenue District Office (RDO) of the BIR for tax deduction claim.</p>	None	5 days	<p><i>Soc Mob Senior Program Specialist</i></p> <p><i>Education Program Specialist II</i></p>
Total Processing Time			9days 2mins	



3. CONDUCTING LEARNING AND DEVELOPMENT IN THE SDO

This service defines the activities/actions and responsibilities of the SGOD-HRD in providing support in the implementation of a strategic HRD plan. It ensures to operationalize the HRD systems, develop its components to local situation, and provide technical assistance to schools and Division Office through the TA teams. This is to ascertain a quality and sustainable HRD services towards acquisition and development of competent personnel in the division.

Office or Division:	SGOD-HRD ROMEL G. PETAJEN, SGOD CHIEF CAROL P. GIL-SEPS ELIZABETH S. URBANO- EPS-II			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	EPS-I, PSDS, SEPS, EPS-II, Unit Heads, School Heads or any interested party to conduct L&D activity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. L& D Needs Assessment Plan		Template can be secured from the HRD		
2. L & D NA Development Plan		Template can be secured from the HRD		
3. Individual Gap Analysis		Template can be secured from the HRD		
4. Summary of Performance and Competency Gaps		Template can be secured from the HRD		
5. Gap Analysis Report		Template can be secured from the HRD		
6. Activity Proposal		Template can be secured from the HRD		
7. Training Activity Plan		Template can be secured from the HRD		
8. Budget Proposal		Template can be secured from the HRD		
9. List of participants		Template can be secured from the HRD		
10. Activity Code		PMIS coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESSING TIME	PERSON RESPONSIBLE



		BE PAID		
1. Prepares and submits the L & D Documents (items 1 to 9)	1. Concerned unit heads/Division Chief reviews the documents as required by the HRD	None	1day	<i>Program Owner</i>
2. Seek approval from concerned Chief/ASDS/SDS	2. Seeks and Checks the completeness of the required attachments	None	1day	<i>Chief, of the Functional Unit Budget Officer Supply Officer ASDS SDS</i>
3. Approved proposal shall be submitted to the HRD	3. HRD records the activity in the Calendar of Activities	None	15mins	<i>Program Owner and HRD</i>
4. Conduct DSOW/ Pre-planning activities	4. Monitor the conduct of the activity	None	2days	<i>Chief, Functional Division, Concerned EPS, Resource Speakers/content experts SMME Program Management Team</i>
5. Implement the Proposed Activity as scheduled	5. Monitors the program delivery Distributes monitoring and evaluation tool. Provides feed back to the Program Owner	None	Days as scheduled	<i>Program Owner</i>
6. Act on the result of the evaluation	6. Monitors the progress of the activity and the accomplishment of deliverables.	None	2days	<i>Program Owner SGOD-SMM&E QATAME</i>



7. Conduct Post Conference	7. Monitors the conduct of the activity	None	1 day	Program Owner
8. Submit completion Report	7. Checks completeness of documents	None	2 days	Program Owner
Total Processing Time			9 days 15mins	

4. MEDICAL AND DENTAL CERTIFICATION

This service aims to recognize the importance health in the delivery of public service. It illustrates the step-by-step activities to be conducted to be able to avail health services from the Health and Nutrition section.

Office or Division:	SGOD – School Health and Nutrition Medical Officer III/MEDICAL TEAM			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Students and DepED Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical and Dental Clearance Forms		School Health and Nutrition Office		
Medical Clearance for Employment		Personnel Section		
Certified True copies of Latest Required Laboratory Results (Complete Blood Count, Urinalysis, Chest Xray, Drug Testing; and Neurological and Psychological Examination)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Medical and Dental Certification				
1. Register in the visitor's log book	1.1 Nurse-on-Duty will get client's vital signs. 2.2 Medical Officer checks client's documents and do physical examination; Dentist will do examination of the client	None	10mins 20 mins	<i>Medical Officer III/Medical Team</i> <i>Health and Nutrition Section</i>
2. Sign the Medical the Medial Certificate logbook upon receiving his/her medical certificate (for Printing)	Sign, record and release medical / Dental certificate	None	5mins	<i>Health and Nutrition Section</i>
Total Processing Time			2 hours	



5. PRIVATE SCHOOL APPLICATION FOR NEW OR RENEWAL OF GOVERNMENT PERMIT

This service assists private individuals/corporation who intend to open private schools. This is to ensure that all schools in the Division meet the standard in opening and managing school.

Office or Division:	SGOD-SMME ROMEL G. PETAJEN-SGOD CHIEF MARIA RITA SR. TABLATE-SENIOR EDUCATION PROGRAM SPECIALIST ACHILLES V. ALBERTO I- EDUCATION PROGRAM SPECIALIST II	
Classification:	HIGHLY TECHNICAL	
Type of Transaction:	G2C – GOVERNMENT TO CLIENT G2B – GOVERNMENT TO BUSINESS	
Who may avail:	PRIVATE INDIVIDUAL/CORPORATION	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Renewal of Government Permit		
1. Letter of intent		Applicant School
2. Transmittal addressed to the Regional Director		SDO
3. Documents of Ownership		Applicant School
4. Certificate of occupancy of school building/certification from proper authority that the building is out of danger		Municipal Engineer
5. Updated Fire Inspection Report		Bureau of Fire
6. Proposed budget for the succeeding school year approved by the Board of trustees/Director or School Administrator		Applicant School
7. Copy of the latest financial statement of the school certified by an independent accountant		Applicant School
8. Approved Curriculum in accordance with the standards and requirements of DepED		Approval at the SDO



9. Proposed tuition and other school fees	Applicant School
10. List of School Administrators, their educational qualification (TOR) and expected salaries	Applicant School
11. List of non-teaching/non-academic staff	Applicant School
12. List of teaching/academic staff including their educational qualifications, TOR, subject assignments, salaries, other benefits, valid contract/appointment , proof of eligibility /PRD License	Applicant School
13. Tentative calendar of activities	Applicant School
14. Class Program per grade level	Applicant School
15. Copy of school's latest BEIS stamped received by the Division Planning Office	Applicant School
16. Narrative accomplishment report (previous school year)	Applicant School
17. Report on participation on contests and other achievements	Applicant School
18. NAT performance result (Elementary)	Applicant School
19. Copy of latest government permit to operate	Applicant School
20. Report on improvement of school facilities	Applicant School
21. Board resolution to open new school/course/grade level certified by the secretary (corporation)	Applicant School
22. Certificate of good standing or corporate filing (for SEC registered schools)	SEC
Application for Government Permit	
1. Letter of Intent /Transmittal (indicating specific school year of opening) addressed to the Regional Director through the Schools Division Superintendent;	Applicant School
2. Board Resolution to open a new school/course/grade/year level certified by the Board Secretary (for SEC registered schools);	Applicant School



<p>3. Feasibility study covering comprehensively but not limited to the following factors, supported with sufficient evidence:</p> <ul style="list-style-type: none">a. Purpose and objectives of proposed school or course;b. Availability and adequacy of school site & building, including ownership thereof, location plan, development plan or architectural plan if the same is yet to be constructed (pictures to be attached);c. Itemized costs of the project covering the entire course in terms of site, site development, school buildings, quarters, classrooms;d. Financial capacity of applicant including its resources to provide the requirements for the entire course and to support operations from year-to-year without depending solely on students' fee;e. Proposed faculty line-up, administrative and supervisory staff together with their individual Transcript of Records and evidence of willingness to join the school (application letter);f. Need or demand for establishment of the school in the locality. If the courses offered are the same with other schools within the town or city, there must be an evidence of the following factors:<ul style="list-style-type: none">i. Distance of the applicant school to the existing schools in the locality;ii. Number of students enrolled in the existing schools in the locality	Applicant School
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g. Number of prospective students of applicant school; h. Facilities, standards and supportive provisions for effective instructions and quality education;	
4. Articles of Incorporation and By-Laws (for SEC registered school);	Applicant School
5. SEC registration Certificate;	Applicant School
6. Certificate of Good Standing from the SEC;	Applicant School
7. Certificate of Registration with the DTI (for sole/single proprietorship);	Applicant School
8. Copy of Transfer of Certificate of Title of the school site or copy of the lease contract if not owned;	Applicant School
9. Document/certification from proper authorities on the actual lot area/floor area of buildings and classrooms;	Applicant School
10. Certification on the location of the school in relation to its environment (barangay environmental clearance), duly signed by the barangay captain;	Applicant School
11. Campus development and landscaping plan duly signed by proper authority;	Applicant School
12. Ownership document on lot/school buildings;	Applicant School
13. Certificate of occupancy of school buildings signed by proper authority;	Applicant School
14. Fire inspection certificate;	Applicant School
15. Proposed budget for the succeeding school year approved by the Board of Trustees/Directors;	Applicant School
16. Copy of the latest financial statement of the school certified by an independent accountant;	Applicant School
17. Proposed curriculum in accordance with standards and requirements;	Applicant School



18. Proposed tuition and other school fees (subject to approval of DepEd Regional Director);	Applicant School
19. List of school administrators, their educational qualifications, school credential (TOR) and expected salaries;	Applicant School
20. List of non-teaching/non-academic staff;	Applicant School
21. List of teaching/academic staff/personnel, their educational qualifications, school credentials (TOR), subject assignments, salaries, other benefits, valid contracts/appointments and proof of eligibility/PRC license;	Applicant School
22. Retirement plan. Registered with the SEC (if school is registered with SEC);	Applicant School
23. List of library holdings complying with prescribed standards and requirements by classifications;	
24. List of laboratory facilities, equipment, furniture, supplies and materials;	Applicant School
25. List of athletic facilities;	Applicant School
26. Pictures of school buildings, classrooms, laboratories, medical and dental facilities, canteen and other facilities;	Applicant School
27. School anti-bullying/child protection policy;	Applicant School
28. School anti-bullying/child protection committee;	Applicant School
29. Student handbook;	Applicant School
30. Tentative calendar of activities for the school year;	Applicant School
31. Class program per grade/year level;	Applicant School
32. Copy of the schools' latest BEIS stamped "received" by the Division Planning Office;	Applicant School
Ocular Inspection Checklist	
1. The school is situated far from traffic, neighbors and fire hazards so that	Applicant School



necessary instructions can be carried out without undue interference				
2. School buildings are planned and so constructed that in case of fire, typhoon or earthquake, all students can evacuate the building promptly		Applicant School		
3. Buildings and classrooms are provided with fire extinguishers and other safety devices		Applicant School		
4. School is provided with satisfactory toilet facilities, separate for pupils and faculty and by gender		Applicant School		
5. Classrooms are properly lighted and ventilated		Applicant School		
6. Schools has sufficient space, furniture and fixtures for general needs of the administrative staff, faculty and pupils		Applicant School		
7. School is not used in any manner for private residence or for other purposes that might interfere directly or indirectly in its proper functioning		Applicant School		
8. School has accessible and suitable administrative office, faculty room, computer room and library		Applicant School		
9. School has adequate space for student /personnel services		Applicant School		
10. Doors of the classrooms lead or open towards the corridors		Applicant School		
11. In case of a two or more storey building, at least 2 stairs with a minimum width of 2 meters are provided		Applicant School		
12. Ramps are provided for use by students with special needs		Applicant School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. School submits application new permit/renewal of permit	1. Records and stamps received the application documents		10 minutes	<i>Receiving Clerk Records Section</i>



2. School waits for the evaluation of the SMME	2. SMME reviews documents.		1 Week	SGOD Senior Education Program Specialist Education Program Specialist II
3. Facilitate the ocular inspection of the school	3. SMME conducts ocular inspection		1 week	SGOD Senior Education Program Specialist Education Program Specialist II QAD ROV Officers
1. Receives ocular inspection report and complies with the recommendations given	4. Notify the school of the result of the ocular inspection		60 minutes	SGOD Senior Education Program Specialist Education Program Specialist II
2. Wait for the action of the Region	5. Application is indorsed to the Regional office if all the requirements are complete		(Depends on the action of the region)	Schools Division Superintendent
3. Receives the Government Permit to Operate	6. Keeps copy and record of the Government Permit of the school		10 minutes	SGOD Senior Education Program Specialist Education Program Specialist II
Total Processing Time			2 weeks, 1 hour, 20 mins	



6. QUALITY ASSURANCE, TECHNICAL ASSISTANCE, MONITORING AND EVALUATION (QATAME) PROCESS

This service is covers the effective delivery of quality assurance, technical assistance and monitoring and evaluation services to ensure effective delivery of Programs, Projects and Activities and Learning and Development initiatives all throughout the Division.

Office or Division:	SGOD-SMME ROMEL G. PETAJEN-SGOD CHIEF MARIA RITA SR. TABLATE-SENIOR EDUCATION PROGRAM SPECIALIST ACHILLES V. ALBERTO I- EDUCATION PROGRAM SPECIALIST II			
Classification:	COMPLEX			
Type of Transaction:	G2C – GOVERNMENT TO CLIENT			
Who may avail:	PROGRAM OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to for QATAME		Program Owner		
Evaluation Tools		SMME/Program Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Owner requests for QATAME for the activity to be conducted	1. Program manager or the in-charge of the activity informs the SGOD Chief or furnish a copy of memo to the SGOD in-charge of records for posting and dissemination.	None	1day	<i>Program Owner</i>
2. Receives approval of the request	2. The SEPS and EPS 2 of SMME will be informed by the Chief	None	2days	<i>SDS</i>



	or the memo will be handed for information and preparation of the evaluation tool to be used.			
3. Conducts the Activity	<p>3. Ocular inspection of the venue, inspect the supplies and materials and check the planned menu</p> <p>If the training is more than 2 days- daily evaluation is conducted and after the last session a focus group discussion (FGD) and debriefing is provided to the program management team.</p>	None	3days	<p><i>Program manager, TWG, manager of the venue, in-charge of supply</i></p> <p><i>Program management team,</i></p>
4. Implements the recommendations of the QATAME Team	4. Monitor and evaluate the ongoing activity. Result of the evaluation is provided to the Program owner for possible implementation of the recommendation of the Team.	None	2days	<i>QATAME Team</i>
Total Processing Time			8days	



7. REQUEST FOR BASIC EDUCATION DATA (INTERNAL STAKEHOLDER)

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

Office or Division:	PLANNING UNIT			
	ROMEL G. PETAJEN, SGOD CHIEF REY C. BONAYON, PLANNING OFFICER III			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	INTERNAL STAKEHOLDER			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request and Filled-up form to the Records Unit	1.1.Receive letter request from the client and forward to the OSDS	None	10 minutes	<i>Records Unit</i>
	1.2.Refer letter request to Chief, SGOD	None	5 minutes	<i>Schools Division Superintendent</i>
	1.3.Refer letter request to Planning and research section	None	5 minutes	<i>Chief, SGOD</i>



	1.4. Make the necessary action undertaken to the said letter request	None	2 days	<i>PRS Personnel</i>
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	<i>PRS Personnel</i>
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	<i>Records Unit</i>
	TOTAL:	None	2 days, 4 hours, 32 minutes	



8. REQUEST FOR DATA FOR EBEIS/LIS/NAT AND PERFORMANCE INDICATORS

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

Office or Division:	SGOD – PLANNING UNIT			
	ROMEL G. PETAJEN, SGOD CHIEF			
	REY C. BONAYON, PLANNING OFFICER III			
Classification:	SIMPLE			
Type of Transaction:	G2G- GOVERNMENT TO GOVERNMENT			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	<i>Planning Officer III</i>
	1.2 Approval of letter request & referred to the Planning and research section	None	15 minutes	<i>Planning Officer III</i>
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	<i>Planning Officer III</i>
	TOTAL	None	50 minutes	



9. RESEARCH MANAGEMENT SYSTEM

This service is to develop a culture of research in schools in the Division. It covers protocols from submitting research proposal until its completion.

Office or Division:	SGOD-PLANNING AND RESEARCH MARY JEAN S. ROMERO, SGOD CHIEF REY C. BONAYON, PLANNING OFFICER III FLOREN R. CLAVO, SEPS			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any SDO-Catanduanes employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Research Proposal	1. Secretariat review the research proposal as to: (1) conformity with the BERA theme and (2) completeness of the parts of the paper	None	1hr	<i>SEPS, Planning and Research/SDRC</i> <i>Planning Officer III</i>
2. Wait for the official notice of the secretariat regarding the status of the	2.1 Endorse the Research proposal to SDRC for Evaluation 2.2 The SDRC conducts the	None	1day	<i>SDRC</i>



research proposal	evaluation based from the appropriate rubrics for appraising research proposals. Proponent will be informed/Notified of the result.			
3. Revise the proposal according to the recommendation of the SDRC (should be accomplished within 1 week)	3. No/Not approved by the SDRC, the proposal will be returned for revision. The proponent will be given 1 week for revision and re-submission. If Yes/Approved by the SDRC, the proponent will be notified to implement the research.	None	4hrs	<i>Research Proponent</i>
4. Receive the notice to implement the research	4. SDRC tracks and monitor the implementation of the research. Action research- 6 months Basic Research- 1 year	None	4hrs	<i>OIC-SDS</i>



5. Submit completed Research (2 hard copies (hard/soft bound) in A4 bond paper and 1 soft copy)	<p>5.1 SDRC Secretariat accepts the completed research</p> <p>5.2 SDRC Secretariat submits accomplishment report to the RRC.</p> <p>5.3 SDRC Secretariat archives completed research for reference purposes.</p> <p>5.4 SDRC coordinates with public and private academic and research institutions, research enthusiasts on educational research initiatives.</p>	None	4hrs	<i>SEPS Planning and Research</i>
Total Processing Time			2 days	



10. SCHOLARSHIP MANAGEMENT PROCESS

This service aims to disseminate to schools and Schools Division Office personnel opportunities for scholarships and accept applications. It illustrates the step by step activities on the continuing professional development of teaching and non-teaching personnel while on study leave/ scholarship program.

Office or Division:	SGOD-HRD ROMEL G. PETAJEN-SGOD CHIEF CAROL P. GIL-SENIOR EDUCATION PROGRAM SPECIALIST ELIZABETH S. URBANO- EDUCATION PROGRAM SPECIALIST II	
Classification:	Complex	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All SDO- Catanduanes interested employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
		Applicant
Letter of intent (NEAP) Template		Applicant
Scholarship Service Contract (Enclosure No. 2 to DepEd Order No.68 s. 2009). The grantee shall sign a Scholarship Service Contract to this effect witnessed by the School Administrator as guarantor (Enclosure No.2);		HRD Section/External PD Partners
Certification of No Pending administrative case		HRD Section/ Legal Office
Duly authenticated Transcript of Records		School last attended
Service Record Had been in the service for at least 5 years with at least very satisfactory performance for the last two years		Administrative office
Trainings Attended		Applicant
Certificate of Good Moral Character		Applicant



Has no pending administrative case and a person of good moral character;				
IPCRF for 3 years		Applicant		
Personal Description Form (PDF) Has shown strong leadership potential in the school and in the community Has initiated innovations in the area being recommended Has capability to disseminate or train other teachers/school administrators on the area studies upon returning from training.		Applicant		
Certificate of grades/years and subjects taught for the last three years		Applicant		
Medical Certificate Is certified to be in good health by a local government physician and is fit to undergo serious studies away from his/her family for a week or more to one year;		Medical Officer		
After availment of the study grant, the scholar shall serve DepEd for 2 years for every of study or a fraction thereof not less than 6 months; 1 year for a fraction of a year less than 6 months but not less than 2 months of study, and; 6 months for a fraction of a year less than 2 months as stipulated in Executive Order No. 367 dated August 21, 1989 (Enclosure No.1);				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for advisory announcing scholarship opportunities	1.1 Receives invitations, nomination forms, memo from the OSDS, local institutions, or external scholarship sponsors	None	2days	SEPS EPS II



	1.2 Prepares Division Memorandum/ Advisory and send it to the field.			
2. Submission of intent and required documents	2. Pre-screens the documents of the applicants based on the standards set by the sponsoring agency	None	5days	<i>SEPS EPS II</i>
3. Wait for the notice from the HRD for the status of the scholarship application	3.1 Organizes interviews, Issues notices of meeting to all members of the committee per DO no 13 & 31 s.2007 3.2 Informs the applicant/s about the status of the applications	None	2days	<i>ASDS Chief Romel Petajen</i>
4. Wait for approval of concerned office.	4. Endorses the applicants, Prepares and facilitates approval of pertinent papers relative to the scholarship or study grant such as endorsement letter (DO 13 & 31 s. 2007. DO 68 s. 2009).	None	2days	<i>SEPS EPS II</i>
5. Receives approval of scholarship application	5. Scholarship application approved by the SDS (based on standards set by the sponsoring agency)	None	1day	<i>SDS</i>
6. Preparation of Clearance, indorsement of the school	6. Coordinates the School Head /Unit head to prepare	None	5days	<i>SEPS</i>



head and other requirements for scholarship	arrangements for the scholarship			<i>EPS II</i>
7. On scholarship	7. Monitors the status of the scholars while on the grant/study	None	1day	<i>SEPS</i>
8. Preparation of the Re-entry plan after the scholarship	8. Monitors the implementation of the Re-entry plan of the scholar	None	1day	<i>SEPS</i>
Total Processing Time			19 days	

11. VALIDATING SCHOOL BASIC INFORMATION SYSTEM PROFILE

This service is to have schools with updated and validated data and information available to the SDO as well as the Central office. It ensures that School Heads have the technical know-how in using the system so that the data generated is valid and reliable.

Office or Division:	SGOD-PLANNING AND RESEARCH ROMEL G. PETAJEN-SGOD CHIEF REY C. BONAYON-PLANNING OFFICER III FLOREN CLAVO-SENIOR EDUCATION PROGRAM SPECIALIST II			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	School Heads/ School ICT Coordinators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Accomplish templates for school profile enclosed in the memorandum per DepEd Order Nos. 3, 2018 and 027, s. 2019</p>	<p>1.1 Division Validation Team organized, received copy of designation, convened and oriented as needed</p> <p>1.2 Issuance of Memorandum informing the schools of the timelines for reporting, and ensure that schools accomplished the template ahead of time and the on time reporting of data in the system</p>	<p>None</p>	<p>4days</p> <p>1day</p>	<p><i>Planning Officer III</i></p>
<p>2. Attend the Orientation/Workshop</p>	<p>2. Orientation/Workshop two weeks after the issuance of the division memo such as pre-work of accomplished template and attendees per DepEd Order Nos. 3, 2018 and 027, s. 2019</p>	<p>None</p>	<p>5days</p>	<p><i>Planning Officer III</i></p>



3. Submit hard copy of the school profile to the Planning Officer for validation	3.1 Ensure the submission of hardcopy and uploaded softcopy of final accomplished template for division validation a week after the orientation to PRS	None	25days	<i>PRS Personnel</i>
	3.2. The Division Validation Team shall adhere to the following Division Validation processes: a.) 100% of table validation of submitted templates by the program coordinators, b.) Use of tracking form to monitor progress of division validation, c.) Actual field validation may be considered if needed (for extreme values or errors in encoding)		25days	<i>PRS Personnel with In charge or focal person</i>
4. Upload validated school profile to the system	4. Online system validation of uploaded school profile		30mins	<i>Planning Officer III</i>
5. Furnish the PRS hard copy of the validated school profile	5. Validated school profile online (uploaded) and hardcopy will be kept at PRS		30mins	<i>PRS Personnel</i>
Total Processing Time			2 months 1hr	