

# **CITIZEN'S CHARTER HANDBOOK 2025 (2<sup>ND</sup> EDITION)**

**Updated as July 2025**



## I. City Schools Division of Bacoor

Following the declaration of Bacoor as a City under Republic Act No. 10160, also referred to as "An Act Converting the Municipality of Bacoor in the Province of Cavite," the Bacoor City Schools Division separated from the Cavite Division, which was classified as a small division. It commenced operations based on an Unnumbered Memorandum issued by DepEd Secretary Bro. Luistro, Armin A. FSC. on January 10, 2013.

A small division, the Division of Bacoor City consists of twenty-eight (28) public elementary schools, two (2) national high schools with eight (8) annexes and five (5) stand-alone senior high schools.

A total of 2,752 teacher-related positions are employed consisting of 1,613 in the elementary schools, 1,005 in junior high schools, and 134 in senior high schools. Meanwhile, a total of 94,022 enrollment both from Elementary and Secondary Level as of SY 2022-2023.

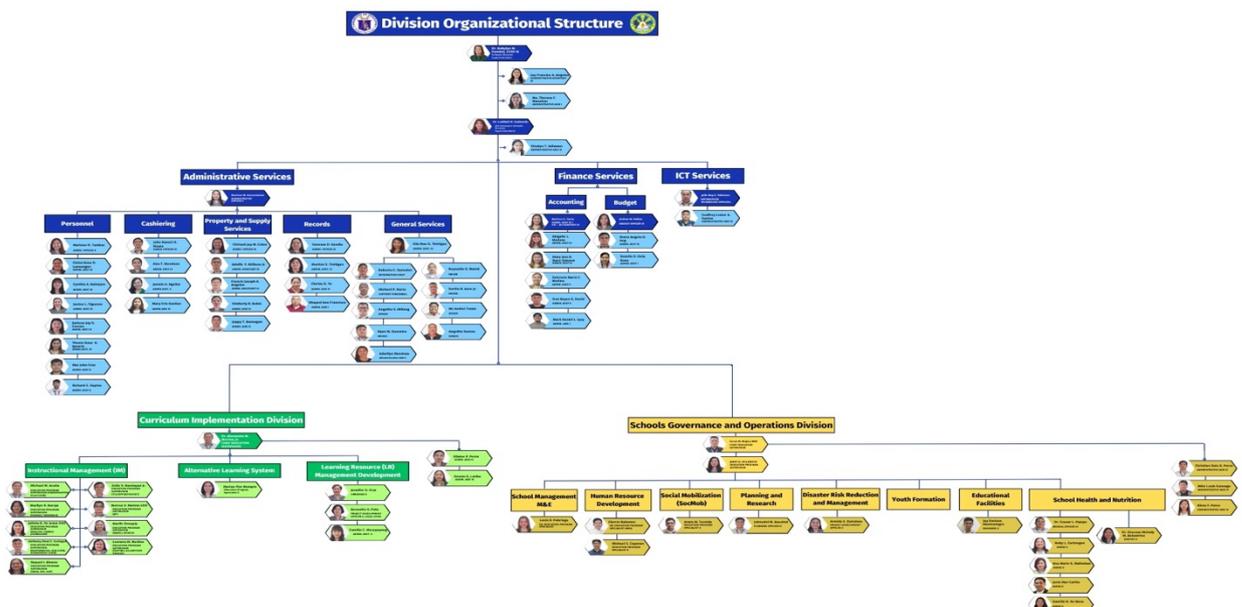
On the other hand, one of the major achievements of the Division is the City Schools Division of Bacoor was ISO 9001: 2015 certified. Also, the City Schools Division of Bacoor was awarded as BEST in the 2021 Performance Based Bonus Ranking. Also, was a qualifier in the Best Performing Division in the 2021 Gawad Patnugot.

With the leadership of Dr. Babylyn M. Pambid, CESO VI, Schools Division Superintendent and Dr. Lualhati O. Cadavedo, OIC, Assistant Schools Division Superintendent the Quality Management System processes will continuously be implemented to provide better satisfaction to the clients.

## II. Division Management Structure

The Division is structured into three main components to fulfill its mandates and objectives.

Figure. 1 City Schools Division of Bacoor Organizational Structure





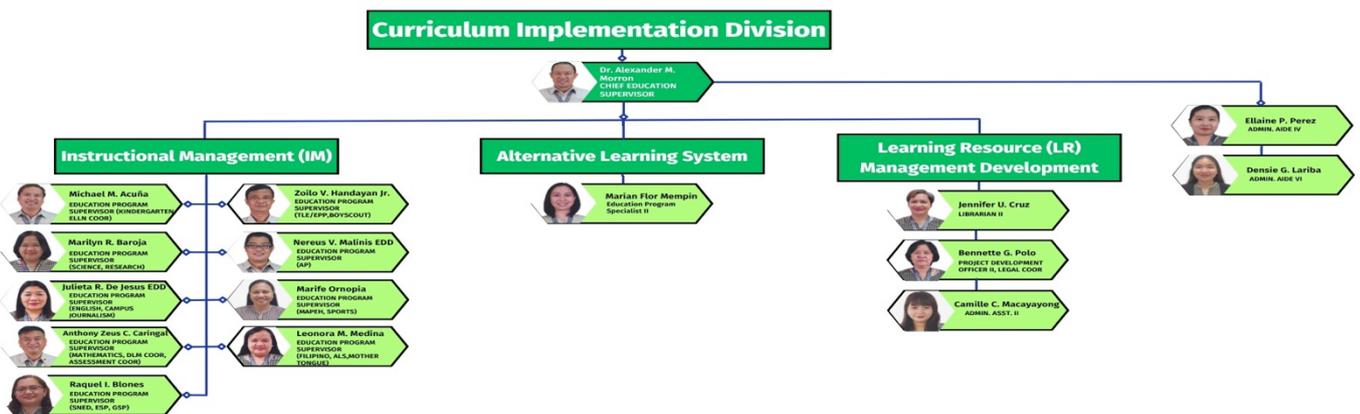
The Office of the Schools Division Superintendent (OSDS) is tasked with overseeing and managing all educational activities within the division, including planning, implementing, and monitoring programs, managing resources (financial, human, and physical), and ensuring adherence to national educational policies and standards.

Figure 2. Office of the Schools Division Superintendent (OSDS)



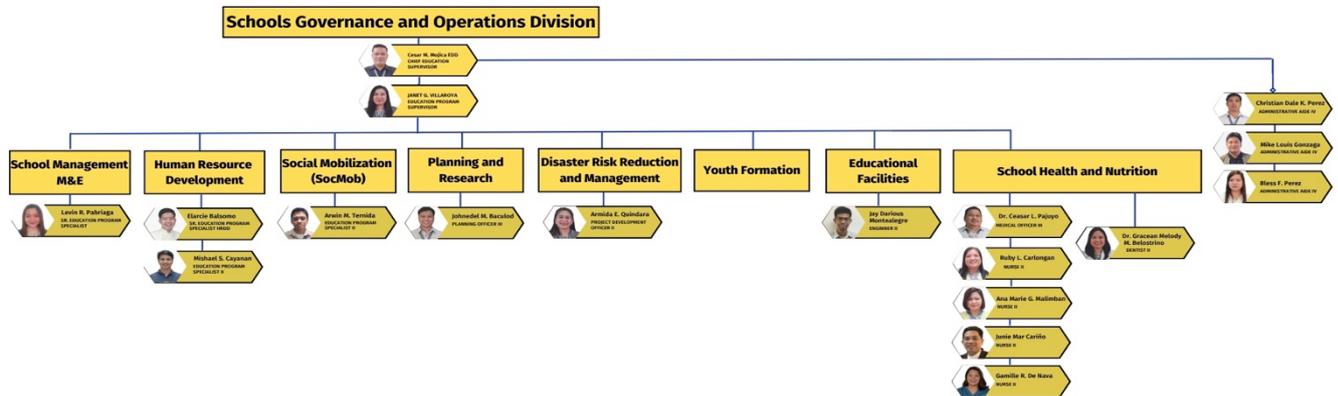
The Curriculum Implementation Division (CID) is responsible for ensuring the effective delivery of quality basic education by supervising curriculum implementation at the school level. This involves offering technical support to schools and teachers, monitoring curriculum execution, and providing access to learning resources, with an emphasis on adapting the curriculum to local contexts through localization and indigenization.

Figure 3. Curriculum Implementation Division (CID)





The School Governance and Operations Division (SGOD) plays a vital role in supporting schools and learning centers in maintaining a safe and productive learning environment. It aims to improve operational efficiency, ensure compliance with quality standards, and promote student well-being, thereby assisting schools in delivering high-quality basic education through support, resources, and technical guidance.



### III. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century to better define its purpose vis 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 institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

### IV. 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.



## V. 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.

## VI. Service Pledge

The Department of Education is committed to provide learners with quality basic education that is accessible, inclusive and liberating through:

Proactive Leadership

Shared Governance

Evidence-based policies, standards and programs

Responsive and relevant curricula

Highly Competent and committed officials, and teaching and non-teaching personnel

An enabling learning environment

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



## VII. Definition of Acronyms

<b>Acronym</b>	<b>Definition</b>
AA	Administrative Aide
ABC	Approved Budget for Contract
ACIC	Advice of Check Issued and Cancelled
ADA	Authority to Debit Advice
ADAS	Administrative Assistant
ALS	Alternative Learning System
APDS	Automatic Payroll Deduction System
AO	Administrative Officer
AR	Activity Request
ARTA	Anti-Red Tape Act
ATC	Authority to Conduct
ATP	Authority to Procure
BAC	Bids and Awards Committee
BEA	Bureau of Education Assessment
BMS	Budget Management System
CAO	Chief Administrative Officer
CAV	Certification, Authentication, Verification
CES	Chief Education Supervisor
CHED	Commission on Higher Education
CID	Curriculum Implementation Division
CLMD	Curriculum and Learning Management Division
CAN	Collective Negotiation Agreement
CO	Central Office
COA	Commission on Audit
COR	Certificate of Registration
COS	Contract of Service
CSC	Civil Service Commission
CSW	Completed Staff Work
CTC	Certified True Copy



DBM	Department of Budget and Management
DFA	Department of Foreign Affairs
DTC	Division Testing Coordinator
DV	Disbursement Voucher
EAMD	Employee Accounts Management Division
FOI	Freedom of Information
GAA	General Appropriation Act
GAM	Government Accounting Manual
G2B	Government to Business
G2C	Government to Civilian
G2G	Government to Government
GAARD	General Appropriations Act as a Release Document
HOPE	Head of People's Education
HRDD	Human Resource and Development Division
IPEd	Indigenous People's Education
LDDAP	List of Due and Demandable Accounts Payable
LGU	Local Government Unit
LR	Learning Resource
LRMD	Learning Resource Management Division
MOA	Memorandum of Agreement
MOOE	Maintenance and Other Operating Expenses
MOU	Memorandum of Understanding
NEAP	National Educators Academy of the Philippines
NCAE	National Career Assessment Examination
NGO	Non-Government Organization
NOSA	Notice of Salary Adjustment
NOSI	Notice of Step Increment
NSO	National Statistics Office
NTHP	Net Take Home Pay
ORD	Office of the Regional Director
ORS	Obligation Request Status
OSDS	Office of the Schools Division Superintendent



OUCI	Office of the Undersecretary for Curriculum & Instruction
PAAC	Public Assistance Action Center
PCC	Philippine Competition Commission
PEPT	Philippine Educational Placement Test
PDD	Professional Development Division
PhilGEPS	Philippine Government Electronic Procurement System
PO	Purchase Order
PPRD	Policy, Planning and Research Division
PRAISE	Program on Awards and Incentives for Service Excellence
PRC	Professional Regulation Commission
PSA	Philippine Statistic Authority
PSIPOP	Personal Services Itemization and Plantilla of Personnel
QAD	Quality Assurance Division
RADAI	Report of Advice to debit Account Issued
RAO	Registry of Allotment and Obligations
RCI	Reports of Checks Issued
RIT	Regional Inspectorate Team
RO	Regional Office
RSPI	Recruitment Selection Placement and Induction
SAO	Supervising Administrative Office
SDO	Schools Division Office
SGOD	Schools Governance and Operations Division
STC	School Testing Coordinator
Sub-ARO	Sub-Allotment Release Order
TEV	Travel Expense Voucher
TOSF	Tuition and Other School Fees
WFP	Work and Financial Plan



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# **SCHOOLS DIVISION OFFICE EXTERNAL SERVICES**



## OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

### A. Legal Unit

#### 1. Request for the 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, and which can be corrected by issuance of a Resolution/Order directing the correction of such error/s.

<b>Office or Division:</b>	<b>Office of the Schools Division Superintendent</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Students</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Live Birth issued by the Philippine Statistic Authority (1 original copy and 1 photocopy)		1. Philippine Statistic Authority – Application for Birth Certificate		
2. A certified true copy of Form 137 or FS 9 or Diploma whichever is applicable. (1 original copy and 1 photocopy)		2. School (Registrar)		
3. Affidavit of Two Disinterested Persons; (1 original copy and 1 photocopy)		3. Notary Public / Lawyer or Attorney with Notarial Commission		
4. Such other documents as may be required by the Legal Coordinator to prove the application ( <i>as stated in Regional Memorandum No. 19-280</i> ) (1 original copy and 1 photocopy)		4. To be determined by the Legal Coordinator		
5. Authorization Letter to the School to process the Application for Correction of entry (ies) in the School Record (1 original copy)		5. Parent/ Guardian of the Applicant (if minor) or the Applicant		
6. Application Form (1 original copy)		6. SDO Bacoor City (Legal Coordinator or Record Unit) / School		
7. Data Privacy Form (1 original copy)		7. SDO Bacoor City (Legal Coordinator or Record Unit) / School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>1. Sign in the Client Log Book in the Office Lobby</p>	<p>1.1 Give the Log Book to the Client 1.2 Refer to proceed to Legal Coordinator</p>	<p>None</p>	<p>15 minutes</p>	<p>Designated Front Officer <i>Administrative Division</i></p>
<p>2. Present the required documents for verification</p>	<p>2.1 Receive the documents and verify their completeness and authentication of the documents. 2.2 Refer the applicant to proceed to the Records Unit to officially receive the application</p>	<p>None</p>	<p>25 minutes</p>	<p>Development Officer II / Legal Coordinator <i>Curriculum Implementation Division</i></p>
<p>3. Receive from Records Unit the application on the next working day due to the minimum health safety protocol of the Office</p>	<p>3.1 Receive from Unified Information System 3.2 Log in the Logbook of Correction of entry (ies) in the school record 3.3 Start processing the application</p>	<p>None</p>	<p>1 day 1 hour and 30 minutes</p>	<p>Development Officer II / Legal Coordinator <i>Curriculum Implementation Division</i></p>
<p>4. Forward the drafted Order to the Assistant Schools Division Superintendent for initial and then to the Schools Division Superintendent for signature via electronic mail</p>	<p>4.1 Accept the Order with e-initial and e-signature via electronic mail. 4.2 Print the Order</p>	<p>None</p>	<p>2 days</p>	<p>Administrative Officer <i>Office of the Schools Division Superintendent</i></p>
<p>5. Forward to the Records Unit the printed Order and its attachment for release</p>	<p>5.1 Record to the Unified Information System the Order for Records Unit 5.2 Forward the Order together with documents</p>	<p>None</p>	<p>25 minutes</p>	<p>Records Unit <i>Records Unit</i></p>



	to the Records Unit			
	TOTAL		3 days 2 hours and 35 minutes	

## B. PERSONNEL UNIT

### 1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

Any individual with interest in applying for a teaching position in SDO Bacoor City who is qualified for the position may submit his/her credentials and other requirements.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – for services whose client is another government agency, government employee, or official			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Licensed Professional Teacher for Permanent Positions (Elementary, JHS and SHS)</li> <li>Not Eligible Teachers for Provisional Positions in SHS only)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One copy/Letter of intent addressed to the Schools Division Superintendent through the School Head		Applicant		
One copy/Fully accomplished Personal Data Sheet with recent passport-sized picture		CSC Website (www.csc.gov.ph)		
One copy/Transcript of Records with computation of General Weighted Average (GWA)		Applicant/School/s Attended		
One copy/Certificate of Eligibility / License and Board Rating		PRC		
One copy/Certificate of Specialized Trainings/Seminars Attended		Applicant		
One copy/Certificate of Employment, service record, performance rating and school clearance for those with teaching experience.		Applicant/Previous or Current employer		
One copy/Certified copy of voter's ID and/or any proof of residency		Applicant		
One copy/Omnibus Certification of authenticity and veracity of all documents submitted.		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete pertinent documents to the school where vacancy exists.	Receive, stamp and check the completeness of	N/A	5 minutes	School Head / Administrative Officer II



	the submitted documents.			
2. Receive receiving copy of the documents	2.1 Pre-evaluate the documents submitted by the applicants for authenticity and veracity	N/A	15 minutes	School Administrative Officer II / School Screening Committee
	2.2 Evaluate documents and Submit the softcopy copy of consolidated result of pre-evaluation at the email address of the HRMO <a href="mailto:depedbacoorcity.hrmo@gmail.com">depedbacoorcity.hrmo@gmail.com</a> and hardcopy through the Records Section.	N/A	2-3 days depending on the no. of applicants	School Screening Committee / School Administrative Officer II
	2.3 Receive and stamp the hard copy of the results of pre-evaluation/assessment and forward to Personnel Unit	n/a	5 minutes	Administrative Assistant III Records Unit
	2.4 Receive the consolidated pre-assessment/evaluation of teacher applicants.	n/a	10 minutes	Administrative Officer IV Personnel Unit
	<b>Total:</b>		<b>2-3 days, 30 minutes</b>	



## 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

Any individual with interest in applying for a non-teaching related positions in SDO Bacoor City who is qualified for the position may submit his/her credentials and other requirements.

<b>Office or Division:</b>	Personnel Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – for services whose client is another government agency, government employee, or official	
<b>Who may avail:</b>	Any person who is eligible for the position	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Application letter address to Schools Division Superintendent	Applicant
	Fully accomplished Personal Data Sheet (CSC Form 212, Revised 2017) with recent passport-sized picture	CSC Website (www.csc.gov.ph)
	Transcript of Records (TOR)	School/s Attended
	Certificate of Eligibility and Board Rating	CSC/PRC
	Latest approved appointment	Previous or current employer
	Certificates of Specialized Training/Seminar conducted for at least 3 days and not credited from the last promotion (Attached the memorandum and travel order of the training/seminar)	Applicant
	Updated Service Record	Applicant
	Three years performance rating of at least Very Satisfactory (VS)	Applicant
	Outstanding accomplishments (if any) not credited from the last promotion <ul style="list-style-type: none"> <li>• Outstanding Employee Award/s (attachment of certificate and memorandum showing the names of winner/awards)</li> <li>• Innovations (attach the complete documents of innovations initiated)</li> <li>• Research and development projects (attach the complete documents of research projects initiated)</li> <li>• Publication/authorship (attach the copy of book or any written publication and the certification issued)</li> <li>• Consultant/Resource Speaker in Trainings/Seminars (attach the certificates, memorandum and training matrix)</li> </ul>	Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the complete pertinent documents to the Records Section or thru the email of the HRMO at depedbacoorcity.hrmo@gmail.com	1. Stamp receive, issue a receiving copy and forward the pertinent documents to the HR unit	None	5 minutes	Administrative Assistant III Records Unit
4. Receive application receipt	2. Check the completeness of documents submitted	None	10 minutes	Administrative Officer V Personnel Unit
	2.1 Encode and Consolidate application documents/details	None	15 minutes	Administrative Officer IV Personnel Unit
<b>Total:</b>			<b>30 minutes</b>	



## C. PROPERTY AND SUPPLY

### 1. Inspection, Acceptance and Distribution of Textbooks, Supplies, and Equipment

This service pertains to the acceptance of textbooks, supplies, and equipment that are needed by the non-teaching and teaching personnel and by the elementary and secondary schools.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Department of Education Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Four (4) copies of Delivery Receipt (DR) <ul style="list-style-type: none"> <li>One (1) Original Copy</li> <li>Three (3) Carbonized Copy</li> </ul>		Supplier/ Delivery Agent/ Service Provider		
Three (3) copies of Inspection and Acceptance Report (IAR) <ul style="list-style-type: none"> <li>One (1) Original Copy- Supplier/Delivery Agent</li> <li>One (1) Original Copy-Property and Supply Unit</li> <li>One (1) Original Copy- Accounting Unit</li> </ul>		Property and Supply Unit, 1 <sup>st</sup> Floor, Left Side		
Three (3) copies of: <ul style="list-style-type: none"> <li>Requisition and Issue Slip (RIS)- Requisitioning Division/Unit/Personnel</li> <li>Inventory Custodian Slip (ICS)- Property and Supply Unit- amounting to Php49,999.00 and below</li> <li>Property Acknowledgement Receipt (PAR)- Property and Supply Unit- Property, Plant, and Equipment amounting to Php50,000.00 and above               <ul style="list-style-type: none"> <li>One (1) Original Copy- End-User</li> <li>One (1) Original Copy- Property and Supply Unit</li> <li>One (1) Original Copy- Accounting Unit</li> </ul> </li> </ul>		Property and Supply Unit, 1 <sup>st</sup> Floor, Left Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Delivers the textbooks, supplies, and/or equipment together with the receipts.	1.1 Checks the quantity of the delivered items by comparing the delivery receipt (DR) to the Purchase Order (PO) and/or Property	None	2 hours	Property and Supply Unit Personnel



	Transfer Report from the originating office			
	1.2 Receives textbooks and/or equipment from suppliers	None	5 minutes	Property and Supply Unit Personnel
	1.3 Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	1 day	
	1.4 Prepare the memorandum for the distribution of textbooks, supplies, and/or equipment	None	4 hours	
	1.5 Prepare the ICS/PAR together with the distribution list.	None	1 day	
2. Receive the textbooks, supplies, and/or equipment	2.1 Distribute the textbooks, supplies, and/or equipment together with a copy of ICS/PAR	None	1 day	
<b>TOTAL</b>			<b>4 days, 3 hours</b>	



## D. RECORDS UNIT

### 1. Issuance of Requested Documents, Non-Certified True and Correct (Non-CTC)

This service details the process on requesting non-certified true and correct copies of records.

<b>Office or Division:</b>	OSDS – Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	All Active Personnel of DepEd Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) Unified Request Forms (URF)		OSDS – Records Unit		
2. Government Issued Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the URF (2 copies)	1.1 Receive the duly filled out URF	None	5 minutes	Client
2. Presents a government issued identification card	2.1. Verify the identification card and the name on the URF Form  2.2. Check for the completeness of the required data on URF  2.2. Received and affixed signature, date, and time  2.3. Search for the documents requested by the client  2.4. Records Unit staff photocopy the	None	20 minutes	Administrative Aide IV  Administrative Aide VI  Administrative Aide VI  Administrative Aide VI  Administrative Aide VI



	requested documents from the original copy filed in their 201 files			
3. Receives the requested document after signing and accomplishing the date and time the request was released	<p>3.1. Records Unit staff hand-in the photocopy copy of the document together with the identification card of the client</p> <p>3.2. Return the 201 files to its designated place</p> <p>3.1. Fill in the "Remarks" Column to identify if the requested document is CTC or non-CTC</p> <p>3.4. Give the copy of the URF to the AO IV for encoding in the Record's monitoring sheet</p>	None	5 minutes	<p>Administrative Aide VI</p>
<b>TOTAL</b>		None	<b>30 minutes</b>	



## 2. Issuance of Requested Documents – Certified True and Correct (CTC and Photocopy of Documents)

This service details the process on requesting certified true and correct copies of records.

<b>Office or Division:</b>	OSDS – Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C – Government to Citizen			
<b>Who may avail:</b>	All Active and Inactive Personnel of DepEd Bacoor City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) Unified Request Forms (URF)		OSDS – Records Unit		
2. Government Issued Identification Card		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out the URF (2 copies)	1.1 Receive the duly filled out URF	None	5 minutes	Client
2. Presents a government issued identification card	2.1. Verify the identification card and the name on the URF Form  2.2. Check for the completeness of the required data on URF  2.3. Received and affixed signature, date, and time  2.4. Search for the files requested by the client  2.5. Scan and print/ photocopy the requested document	None	20 minutes	Administrative Aide IV  Administrative Aide IV  Administrative Aide VI  Administrative Aide VI  Administrative Aide VI  Administrative Officer IV-Records Unit



	<p>2.6. Stamp "Certified, True and Correct" (CTC) to the photocopy/ies of the requested document</p> <p>2.7. Affix signature and date on the stamped copy</p>			Administrative Aide VI - Records Unit
3. Receives the requested document after signing and accomplishing the date and time the request was released	<p>3.1. Records Unit staff hand-in the photocopy copy of the document together with the identification card of the client</p> <p>3.2. Return the file to its designated place</p> <p>a. Fill in the "Remarks" Column to identify if the requested document is CTC or non CTC</p> <p>3.3. Give the copy of the URF to the AO IV for encoding in the monitoring sheet.</p>	None	5 minutes	Administrative Aide VI
<b>TOTAL</b>		None	<b>30 minutes</b>	



### 3. Certification, Authentication, Verification (CAV)

This service details the process on the **Certification, Authentication, and Verification (CAV), which refers to the official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman’s Book /Seafarer’s Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant’s visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017.**

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Only the following shall be handled in the Division Office <ol style="list-style-type: none"> <li>1. Referral from the school of non-availability of Academic School Record (ASR)</li> <li>2. Results of rating on Alternative Learning Systems (ALS) A&amp;E (Accreditation and Equivalency) and Philippine Educational Placement Test (PEPT)</li> <li>3. Schools that ceased operation wherein the learners’ school records are required to be surrendered to the DepEd pursuant to existing regulations under DepEd Order 88 s. 2010 dated June 24, 2010.</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
School Referral Form (for Non-Availability of academic school records in school) <ul style="list-style-type: none"> <li>• CAV Form 2 – School Referral Form (SRF)</li> </ul>		School Schools Division Office		
For ALS/A&E <ul style="list-style-type: none"> <li>• Diploma (ALS/A&amp;E)</li> <li>• Certification from Passing ALS/A&amp;E or For PEPT Rating</li> <li>• CAV Form 15 – CAV Application Form</li> </ul>		Client Schools Division Office		
Learners’ ASR Two (2) pcs 2x2 picture <ul style="list-style-type: none"> <li>• CAV Request Form (RF)</li> <li>• CAV Form 15 – CAV Application Form</li> </ul>		Client Client Schools Division Office Schools Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Referral from the school of the non-availability of Academic Record</b>				
1. Submit the School Referral Form (SRF) – CAV Form 2	1.1. Receive the SRF	None	2 minutes	Administrative Officer IV



	1.2. Search and verify the records for the appropriate Academic School Records as requested by the school	None	30 minutes	Administrative Officer IV
	<p>If available: 1.3a. Checks and validates the correctness of the information in the RF</p> <p>If not available: 1.3b. Inform the requesting School that it has no record thru a Certification of Non-availability of ASR – CAV Form 7</p> <p>If matched: 1.4a. Release the ASR to the requesting school with proper indorsement. (CAV Form 8)</p> <p>If unmatched: 1.4b. Indicate the discrepancy/ies noted during the evaluation of records. (CAV Form 9)</p>	None	25 minutes	Administrative Officer IV
2. Receives the original Return Indorsement of Schools Division Office to	2.1. Release and stamped the copy of	None	15 minutes	Administrative Officer IV



<p>the School (CAV Form 8), and affix signature, date and time in the photocopy for SDO's record</p>	<p>results of Verification to the client and give the original copy to the client</p> <p>2.2. Inform the Regional Office about the CAV requests duly approved in the Division (CAV Form 6) thru any of the following means:  a. E-mail  b. Fb message</p> <p>2.3 Record the release in the logbook and in the Record's monitoring sheet and file the stamped photocopy in the designated folder</p>			
<b>TOTAL</b>			<b>1 hour &amp; 12 minutes</b>	
<b>b. Results of rating on Alternative Learning System (ALS) A&amp;E Test and Philippine Educational Placement Test (PEPT)</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Submit the duly accomplished CAV Application Form -CAV Form 10 Request Form (RF)</p>	<p>1.1 Receives the RF from the client</p> <p>1.2. Check for the completeness of information and requirements required in RF</p>	<p>None</p>	<p>2 minutes</p> <p>5 minutes</p>	<p>Administrative Officer IV</p>



	<p>If incomplete: 1.2a. Return to the applicant with proper advice</p> <p>If complete: 1.2b. Search for the Result of Rating as requested by the Applicant</p> <p>1.3. Verification of Records</p> <p>If A&amp;E rating is not available: 1.3a. Inform the Applicant that the Division Office has no record; and coordination will be made by the Division Records Officer with the Division ALS Coordinator, who in turn will make necessary verification with the Bureau of Education Assessment (BEA), DepEd Central Office</p> <p>If A&amp;E rating is available: 1.3b. Prepare the Academic School Records and Certification</p>		<p>10 minutes</p> <p>1 hour</p> <p>30 minutes</p>	
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	<p>and affix his/her initials.</p> <p>If PEPT rating is not available: 1.3c. Inform the applicant that the Division Office has no record; and coordination will be made by the Division Records Officer with the Bureau of Education Assessment (BEA), DepEd Central Office</p> <p>If with negative verification: 1.3d. Inform the applicant accordingly and issue a Certification of Non-Availability of Rating (CAV Form 11)</p> <p>1.4. Check the accuracy and veracity of the ASR and RF</p> <p>1.5 Approval of RF</p> <p>If in order: 1.5a. Sign and approve the ASR and certification (CAV Form 12) and prepares indorsement</p>		<p>5 minutes</p> <p>10 minutes</p>	
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	<p>for transmittal to the RO (CAV Form 13)</p> <p>If not in order: 1.5b. Return to Division Records Officer for appropriate action until the noted discrepancy/ies is clarified and rectified</p>			
2. Receives the Certification and affix signature, date and time to the photocopy	<p>2.1 Release the original certification to the client</p> <p>2.2. Inform the Regional Office about the CAV requests duly approved in the Division (CAV Form 6) thru any of the following means: a. E-mail b. Fb message</p> <p>2.3 Record the release in the logbook and in the Record's monitoring sheet and file the stamped photocopy in the designated folder</p>	None	15 minutes	Administrative Office IV
<b>TOTAL</b>			<b>2 hour &amp; 17 minutes</b>	
<b>c. Schools that cease operation</b>				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the duly accomplished CAV Application Form -CAV Form 1 Request Form (RF)</p>	<p>1.1 Receives the RF from the client</p> <p>1.2. Search for the appropriate Academic School Records</p> <p>If not available: 1.2a. Inform the applicant accordingly and issue Certification (CAV Form 7)</p> <p>If available: 1.2b. Check and validate the correctness and completeness of the information in the RF</p> <p>1.3 Evaluation of Records</p> <p>If unmatched: 1.3a. Indicate the discrepancy/ies noted during the evaluation of records</p> <p>If matched: 1.3b. Release of results of verification</p>	<p>None</p>	<p>2 minutes</p> <p>30 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Administrative Officer IV</p>
<p>2. Receives the Certification and affix</p>	<p>2.1a. Release the ASR to the</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Officer IV</p>



signature, date and time to the photocopy	<p>Regional Office with proper indorsement (CAV Form 13)</p> <p>If unmatched: 2.1b. Issue the certification stating the noted discrepancy/ies . (CAV Form 9)</p> <p>2.2. Inform the Regional Office about the CAV requests duly approved in the Division (CAV Form 6) thru any of the following means: a. E-mail b. Fb message</p> <p>2.3 Record the release in the logbook and in the Record's monitoring sheet and file the stamped photocopy in the designated folder</p>			
<b>TOTAL</b>	<b>None</b>	<b>1 hour &amp; 32 minutes</b>		



#### 4. Receiving and Releasing of Incoming and Outgoing Communications

This procedure pertains to the process of receiving and releasing of all incoming and outgoing documents to ensure proper, accurate and complete identification and traceability of records.

<b>Office or Division:</b>	OSDS-Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tracking Number of the encoded details from the Unified Information System (UIS)		Client / Records Unit		
At least two (2) copies of communication/document/s		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Encode in UIS the details of the communication to be submitted and present the duplicate copy with the UIS tracking number to the Record's Receiving Section  <b>Important:</b> Clients contact number and e-mail address must be written in the submitted communication  <b>If external client/s: Encoding in the UIS will be done by the Records Unit's staff</b>	1.1. Receive and stamped the duplicate copy of the communication  <b>If external client/s: Encode the details in the UIS and write the same in the duplicate copy</b>	None	5 minutes	Administrative Aide IV
2. Hand-in the documents in the Records Unit window and receive the stamped copy of the documents submitted	2.1. Return the stamped duplicate copy of the communication to the client  2.2. Search and accept in the UIS the tracking number of the document	None	1 hour	Administrative Aide IV  Administrative Aide IV



	<p>2.3. Log in the record book the date, title and details of the received documents.</p> <p>2.4. Forward communication and other documents to SDS or to the concerned office</p> <p>2.5. Affix signature, date and time the documents were received</p>			<p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide/Administrative Assistant of the concerned office</p>
	2.6. Read and review communication	None	4 hours	SDS / Concerned Person
	2.7. Route communications to the concerned office/personnel	None	10 minutes	Administrative Officer II / Administrative Assistant of the Concerned Office
	2.8. Act on the communication for ministerial transaction	None	1-2 days	Concerned Office/ Person
	2.9. Forward the acted communication to Records Section	None	5 minutes	Administrative Officer II / Administrative Assistant of the Concerned Office
3. Client's receives communication/ documents, affix signature, date and time	3.1 Release the communication / document	None	10 minutes	Administrative Aide IV



	<ul style="list-style-type: none"> <li>• Indorsement and reply to letters will be release and sent in the given email address of the client</li> <li>• If available, hard copy will be release in the Records Unit's Releasing Window</li> </ul> <p>3.2. Stamped "Release" to the copy of the document and keep the signed copy to the Receiving file</p>			
	<b>TOTAL</b>	<b>None</b>	<b>2 days, 5 hours &amp; 30 minutes</b>	



## 5. Receiving of Complaints against Non-Teaching Personnel

This service details the process on receiving of complaints against non-teaching personnel.

<b>Office or Division:</b>	<b>Office of the Schools Division Superintendent</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government G2C - Government to Client G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Students, Teachers, Parents or Guardians and other concern</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>As provided in Section 4 of DepEd Order No. 49, s. 2006 – A complaint shall be under oath. It shall be written in clear, simple, and concise language to inform the person complained about the nature and cause of the accusation against him to prepare his defense or answer intelligently.</li> <li>Tracking Number of the encoded details from the Unified Information System (UIS)</li> </ol>		<ol style="list-style-type: none"> <li>Complainant</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Encode in UIS the details of the complaint to be submitted and present the duplicate copy with the UIS tracking number to the Record's Receiving Section	1.1. Accept in the UIS the tracking number and receive, stamped, signed with date and time the duplicate copy of the complaint  <b>If external client/s: Encode the details in the UIS and write the same in the duplicate copy</b>	None	10 minutes	Administrative Aide IV



<p><b>If external client/s: Encoding in the UIS will be done by the Records Unit's staff</b></p>				
<p>2. Hand-in the documents in the Records Unit window and receive the stamped copy of the documents submitted</p>	<p>2.1. Return the stamped duplicate copy of the communication to the client</p> <p>2.2. Search and accept in the UIS the tracking number of the document</p> <p>2.3. Log in the record book the date, title and details of the received documents.</p> <p>2.4. Forward the letter of complaint to the Office of the SDS</p> <p>2.5. Affix signature, date and time the documents were received</p>	<p>None</p>	<p>1 hour</p>	<p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide/Administrative Assistant of the Office of the Schools Division Superintendent</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p><b>1 hour and 10 minutes</b></p>	



## 6. Receiving of Complaints against Teaching Personnel (Multi-Stage Processing)

This service details the process on receiving of complaints against teaching personnel.

<b>Office or Division:</b>	<b>Records Unit</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b> <b>G2C - Government to Client</b> <b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Students, Teachers, Parents or Guardians and other concern</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>As provided in Section 4 of DepEd Order No. 49, s. 2006 – A complaint shall be under oath. It shall be written in clear, simple, and concise language to inform the person complained about the nature and cause of the accusation against him to prepare his defense or answer intelligently.</li> <li>Tracking Number of the encoded details from the Unified Information System (UIS)</li> </ol>		<ol style="list-style-type: none"> <li>Complainant</li> </ol>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Encode in UIS the details of the complaint to be submitted and present the duplicate copy with the UIS tracking number to the Record's	1.1. Received, stamped, signed with date and time the duplicate copy of the complaint  <b>If external client/s: Encode the details in the UIS and write the same in the duplicate copy</b>	None	10 minutes	Administrative Aide IV



<p>Receiving Section</p> <p><b>If external client/s: Encoding in the UIS will be done by the Records Unit's staff</b></p>				
<p>2. Hand-in the documents in the Records Unit window and receive the stamped copy of the documents submitted</p>	<p>2.1. Return the stamped duplicate copy of the communication to the client</p> <p>2.2. Search and accept in the UIS the tracking number of the document</p> <p>2.3. Log in the record book the date, title and details of the received documents</p> <p>2.4. Forward the letter of complaint to the Office of the SDS</p> <p>2.5. Affix signature, date and time the documents were received</p>	<p>None</p>	<p>1 hour</p>	<p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV</p> <p>Administrative Aide IV/ Administrative Assistant</p>



				III of the Office of the Schools Division Superintendent
	2.6 Read and review communication	None	4 hours	SDS
	2.7. Route communications to the Legal Unit	None	10 minutes	Administrative Aide IV/ Administrative Assistant III of the Office of the Schools Division Superintendent
	2.8. Review the context of the complaint and draft an indorsement letter	None	1 day	Project Development Officer II Legal Coordinator
	2.9. Forward the drafted Indorsement to the Assistant Schools Division Superintendent for initial and then to Schools Division Superintendent for signature via electronic mail	None	1-3 days	ASDS/SDS
	2.10. Accept the order with e-signature and print the indorsement  2.11. Forward to Records Unit the printed Order and its attachment for release	None	20 minutes	Project Development Officer II Legal Coordinator



<p>3. Complainant/ Liaison Officer (to DepEd Regional Office) receives indorsement/ documents, affix signature, date and time</p>	<p>3.1 Release the communication/ document</p> <ul style="list-style-type: none"> <li>• Indorsement and reply to letters will be release and sent in the given email address of the client</li> <li>• If available, Hard copy will be release in the Records Unit's Releasing Window</li> </ul> <p>3.2. Stamped "Release" to the copy of the document and keep the signed copy to the Receiving file</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Aide IV</p>
<b>TOTAL</b>		<p>None</p>	<p><b>4 days, 5 hours &amp; 50 minutes</b></p>	<p>Administrative Aide IV</p>



## E. Curriculum Implementation Division

### 1. Access to LRMS Portal

The LRMS provides access to quality resources from the Regions, Divisions, Cluster/School level including:

- Information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise
- Access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy
- Standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

<b>Office or Division:</b>	SDO Bacoor City – Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Computer/Laptop and Internet Connection			Client	
2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders			LR Portal (lrms.deped.gov.ph)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open any browser engine and go to <a href="http://www.lrms.deped.gov.ph">www.lrms.deped.gov.ph</a>	Provide assistance if needed	None	1 minute	Client/PDO/Librarian
2. For new users, click the Begin Quick Tour (Optional)	Provide assistance if needed	None	1 minute	Client/PDO/Librarian
3. Log-in to the LR Portal	Provide assistance if needed	None	1 minute	Client/PDO/Librarian
4. On the upper left side menu bar, click Resources Tab and select either • K to 12 Resources, • Alternative Learning System or	Provide assistance if needed	None	10 minutes	Client/PDO/Librarian



<ul style="list-style-type: none"> <li>Professional Development</li> </ul>				
5. Select desired grade level	Provide assistance if needed	None		Client/PDO/Librarian
6. Select desired learning area	Provide assistance if needed	None		Client/PDO/Librarian
7. Select a category from the given list	Provide assistance if needed	None		Client/PDO/Librarian
8. Select a title from the list. (The list could still be refined based on DepEd Special Programs such as SPED, Madrasah or IPEd, ALS, etc.)	Provide assistance if needed	None		Client/PDO/Librarian
9. Click view or download. (Guest can only browse and search for LR in the Portal. Only registered users are given downloading privilege)	Provide assistance if needed	None	3 minutes	Client/PDO/Librarian
10. Copy or print downloaded material	Provide assistance if needed	None	2 minutes	Client/PDO/Librarian
11. To give feedback – click the Help icon, select Contact Us, type your message, then click submit.	Provide assistance if needed	None	3 minutes	Client/PDO/Librarian
12. Click Logout	Provide assistance if needed	None	1 minute	Client/PDO/Librarian
<b>Total:</b>			<b>22 minutes</b>	



## 2. Borrowing of Learning Materials from Libraries

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

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students, Teaching, and Non-Teaching Related Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form / Slip (1 Original Copy)		Client		
2. Valid ID (1 scanned/photocopy)		Client		
3. Borrower's Form		Librarian		
4. Returning Transaction Form		Librarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check accomplished request form / slip and ID	None	2 minutes	Librarian / LR Team
2. Check and browse available LMs.	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian / LR Team
	2.2. Send the (1) list of available LMs, (2) Borrower's Form, and (3) Returning Transaction Form	None	1 minute	Librarian / LR Team
3. Accomplish Borrower's and Returning Transaction Forms	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian / LR Team



	3.2. Check the completeness of the Forms	None	3 minutes	Librarian / LR Team
	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian / LR Team
4. Receive LM	4.1. Prepare and release the LM	None	5 minutes	Librarian / LR Team
	4.2. Sign the Borrower's / Returning Transaction Forms	None	1 minute	Librarian / LR Team
<b>Total:</b>		None	<b>21 minutes</b>	



### 3. Alternative Learning System (ALS) Enrollment

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

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest 1x1 ID picture (2pcs.) with Name tag		Client		
Photocopy of Birth Certificate or Baptismal Certificate		Client		
Valid ID (Driver's License, Postal ID, Passport, Voters ID)		Client		
Functional Literacy Test (FLT)				
Assessment for Basic Literacy (ABL)		Curriculum Implementation Office, 2 <sup>nd</sup> Floor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished enrolment form with required documents	1.1 Receive enrolment form and documents and record name of applicant	None	5 minutes	Chief Education Supervisor Curriculum Implementation Division
2. Receive details and information regarding learning session	2.1 Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) and identify the entry level attained and group clientele/learners according to literacy level 2.2 Inform schedule of learning session	None	1 hour  10 minutes	Chief Education Supervisor Curriculum Implementation Division
<b>TOTAL</b>		None	<b>1 hour and 15 minutes</b>	



## F. School Governance and Operation Division – Planning and Research Section

### 1. Request for Basic Education Data (External Stakeholder)

To be able to serve its external stakeholders, the division can provide basic education data if it is available and doesn't violate Data Privacy Law. Those requested data can help the clients on their studies and reports.

<b>Office or Division:</b>	Schools Governance and Operations Division (SGOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Student-Researchers, Other Government Agencies, Private Schools and Other Private Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to Schools Division Superintendent asking for basic education data and its purpose		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements to the Records Section	1.1. Receives the complete documents and forwards to the Office of the SDS	None	10 minutes	Administrative Assistant III Record Section
	1.2 Receives and forwards the documents to SGOD Office	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.3 Receives and forwards the documents to SGOD Chief	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.4 Receives the document and forwards to ADA III, SGOD	None	5 minutes	Chief Education Supervisor Schools Governance and Operations Division
	1.5 Receives and forwards the document to Planning Officer III	None	10 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance



				and Operations Division
	1.6 Receives the documents	None	5 minutes	Planning Officer III Schools Governance and Operations Division
	<p>1.7 Evaluates the request and checks the availability of data</p> <p>If the data can be generated from the EBEIS or other existing database of Planning Unit, prepares the data and create an indorsement. Makes sure that it complies with the Data Privacy Law</p> <p>If data is not available, make an indorsement stating that the data being requested is not available.</p>	none	8 hours	Planning Officer III Schools Governance and Operations Division
2. Receives the data report being requested via email or printed document	2.1 Forwards the data request report or indorsement to SGOD ADA	none	10 minutes	Planning Officer III Schools Governance and Operations Division
	2.2 Forwards the prepared data request report to SGOD Chief for checking	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	2.3 Checks the prepared report	None	4 hours	Chief Education Supervisor Schools Governance



				and Operations Division
	2.4 Returns the prepared report to the SGOD ADA	None	5 minutes	Chief Education Supervisor Schools Governance and Operations Division
	2.5 Forwards the report and indorsement to OSDS ADAS	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	2.6 Receives the report and indorsements and have it signed by the Schools Division Superintendent	None	10 minutes	Administrative Assistant III Office of the Schools Division Superintendent
	2.7 Release the requested report either via email or hard copy thru the records section	None	10 minutes	Administrative Assistant III Office of the Schools Division Superintendent
<b>Total:</b>			<b>1.5 days - 2 days</b>	



## G. School Governance and Operation Division - School Management, Monitoring and Evaluation Section

### 1. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

<b>Office or Division:</b>	Private Schools/ School Management, Monitoring and Evaluation Sections
<b>Classification:</b>	Highly Technical Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business
<b>Who may avail:</b>	Private Schools
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)	School applicant
1 copy of notarized comprehensive Feasibility Study(for new/recognition)	School applicant
1 copy of application letter stating the nature of Government Permit being applied for(being renewed), or stating intent for recognition	School applicant
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)	SEC
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)	School applicant
Documents of ownership of school building(s) (for new/recognition)	School applicant
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)	School applicant
1 copy of Class program of the classes offered (for new/recognition)	School applicant
1 copy of Qualitative Evaluation Processing Sheet ( for SHS application)	Provided by the EPS/In-charge of Private Schools
School Bond (for new/recognition)	To be provided by the RO to the client
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for renewal)	School applicant



Ocular Inspection Report (for new/recognition/renewal)		Provided by the EPS/In charge of Private Schools		
Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		Provided by the EPS/ In charge of Private Schools		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	EPS in Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	EPS in Private Schools/ Senior Education Program Specialist(SMM&E)
				Education Program Supervisor (CID& SGOD)



				Division Engineer (if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E)
				Education Program Supervisor (CID& SGOD)/  Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)  PSDS (CID)  Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	EPS in Private Schools  Education Program Specialist II (SMM&E)  Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for endorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate	None	1 hour	Admin Officer IV/Admin Staff (Records)



	action			
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	<p>EPS in Private Schools</p> <p>Education Program Specialist II (SMM&amp;E)</p> <p>Senior Education Program Specialist (SMM&amp;E)</p>
<b>TOTAL</b>			<b>10 days, 4 hours, 35 minutes</b>	



## 2. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

<b>Office or Division:</b>	SGOD – EPS in Private Schools/ School Management, Monitoring and Evaluation/Curriculum Implementation Division (CID)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Any private school with graduating students (Grade 12)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent</li> <li>• List of Qualified Graduates (per track/strand/specialization)</li> <li>• Accomplished Special Order Form</li> <li>• Original Form 137-A (SHS Student Permanent Record)</li> <li>• Form IX (SHS Graduation Form)</li> <li>• Original Form 137-A (JHS Student Permanent Record)</li> <li>• Birth Certificate (PSA)</li> </ul>			School Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	EPS/SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.



### 3. Application for Senior High School (SHS) Additional Track/Strand

The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

<b>Office or Division:</b>	SGOD -Private School/ School Management, Monitoring and Evaluation Sections
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government To Business
<b>Who may avail:</b>	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Application for DepEd Permit to Operate/Recognition</b>	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution</li> <li>• Feasibility Study</li> </ul> Philosophy and Goals of the course <ul style="list-style-type: none"> <li>-Demand for the graduates</li> <li>-Prospective learners</li> <li>- Existing schools offering one same course within the community</li> </ul> <ul style="list-style-type: none"> <li>• Articles of Incorporation and By- Laws</li> <li>• Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>• Location of school in relation to its environment</li> <li>• Campus development and landscaping plans</li> <li>• Document(s) of Ownership of school building(s)</li> <li>• Certificate of Occupancy of school building(s)</li> <li>• Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>• Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>• List of school administrators (president, vice-president, deans, department heads)</li> <li>• List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> <li>• List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> </ul>	School Applicant



<ul style="list-style-type: none"> <li>• School bond</li> <li>• Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>• Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>• Proposed Curriculum</li> <li>• Proposed tuition and other school fees</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> <li>• Inspection and Application Fees</li> </ul>	
<p><b>B. SHS New Application or Additional Track/Strand</b></p>	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</li> <li>• Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</li> <li>• Proposed Tuition and other fees</li> <li>• Proposed School Calendar</li> <li>• Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)</li> <li>• Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports</li> <li>• Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,</li> </ul>	<p>School Applicant</p>



<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> <li>• A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others</li> <li>• Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures</li> </ul>	
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<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements	None	5 days	EPS/ SMM&E (In charge of



	and prepares Indorsement			Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 mins</b>	



#### 4. Application of Summer Permit for Private Schools

The Schools Division Office is authorized to evaluate, process, and issue summer permit to private school with summer enrollees to address the learning gaps or failed subjects of learners.

<b>Office or Division:</b>	Private Schools/School Management, Monitoring and Evaluation Sections
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with summer enrollees

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent</li> <li>• School Calendar for Summer – 35 days</li> <li>• List of teachers who intent to teach during summer classes</li> <li>• General class program for summer</li> <li>• Tuition and other school fees</li> <li>• Tentative list of summer enrollees with learning areas to be taken written opposite each name</li> <li>• A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student.</li> <li>• Written consent of parents whose children will attend student summer classes</li> <li>• Post summer activities</li> </ul>	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA Parents School Applicant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2.Forward documents to SGOD Chief and route to	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	designated/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	EPS/ SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	



## 5. Application for No Increase in Tuition Fee

The Schools Division Office is authorized to evaluate, process, and approve notification of no increase to private schools operating with permit/recognition.

<b>Office or Division:</b>	Private Schools/ School Management, Monitoring and Evaluation Sections
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with permit to operate/recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year</li> <li>• Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees</li> <li>• Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized.</li> <li>• Copy of Government Permit to Operate/Recognition Certificate</li> </ul>	School Applicant  School  Applicant  School  Applicant  School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1.1. Receive, stamp, and input in the Data Tracking System the application from the	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



to the SDO	school and forwards to SGOD-SMM&E Section			
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	EPS/ SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	



## 6. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for increase in tuition and miscellaneous fees.

<b>Office or Division:</b>	Private Schools/ School Management, Monitoring and Evaluation Sections
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with recognition

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year;</li> <li>• Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees;</li> <li>• Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized;</li> <li>• Percentage of Increase of Tuition/Miscellaneous &amp; other fees;</li> <li>• Copy of Government Recognition Certificate; and</li> <li>• Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A. 6728 have been complied with namely; (a), (b) and (c):               <ul style="list-style-type: none"> <li>a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</li> <li>b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year</li> <li>c. At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and</li> </ul> </li> </ul>	School Applicant  School  Applicant  School  Applicant  School  Applicant  School  Applicant  School Applicant/PTA



photocopies of sample receipts of purchases and others.	School Applicant
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CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer  IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated /in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and	None	5 days	EPS/ SMM&E (In  charge of Private School)/



	prepares Indorsement , and breakdown and schedule of fees for approval			Alternate focal
	1.4. Secures the signature of the SDS for the indorsement .	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

### VIII. Feedback and Complaints Mechanism

<p>How to send feedback</p>	<p>Click this link or scan the QR Code  <a href="https://forms.gle/ZqgsnpLEdb6uh1fP6">https://forms.gle/ZqgsnpLEdb6uh1fP6</a></p>  <p><b>SATISFACTION SURVEY</b></p> <p>WE ARE ALWAYS WORKING TOWARDS SERVING YOU BETTER!</p> <p>PLEASE ANSWER THE FEEDBACK FORM/QR CODE THROUGH THIS LINK AND HELP US IN BECOMING MORE VICTORIOUS AND VALIANT PUBLIC SERVANTS. VIVA BACOOREÑOS!</p>
<p>How feedback are processed</p>	<p>Every Friday of the month, the ICT unit will open the drop box/Google Sheet, compile and record all feedback submitted.</p> <p>The feedback from the customer will be forwarded to the unit head of the office concerned within there (3) days of receipt.</p> <p>The answer of the office is then relayed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following number. (046) 4356100 / 0917-522-3335.</p>
<p>How to file a complaint</p>	<p>Answer the Feedback Form/QR Code and submit to the designated drop box.</p> <p>Complaints can also be filed via telephone/email (046) 4356100 / 0917-522-3335 – bacoor.city@deped.gov.ph). Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>➤ Name of person being complained</li> <li>➤ Incident</li> <li>➤ Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: (046) 435-6100.</p>
<p>How complaints are processed</p>	<p>The ICT Unit will open the feedback drop box/Google sheet, every Friday of the month and evaluate each complaint.</p> <p>Upon evaluation, the ICT Unit will forward the complaint to the office of the Assistant Schools Division Superintendent</p> <p>The Legal Unit will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The ICT Unit will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following number: (046) 4356100</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>8888 – Presidential Complains Center          0908-8816565 – CSC Contact Center ng Bayan          (8) 478-5093 – Anti Red Tape Authority</p>



## IX. LIST OF SCHOOLS

### ELEMENTARY

<b>NO.</b>	<b>NAME OF SCHOOL</b>	<b>ADDRESS</b>	<b>CONTACT NUMBER</b>
1	Aniban Central S.	Aniban II, Bacoor City, Cavite, Bacoor City, Cavite	432 1395
2	Bacoor E.S.	Evangelista St., Alima, Bacoor City, Cavite	454 2847
3	Bayanan E.S.	Bayanan, Bacoor City, Cavite	571 2532
4	Digman E.S.	Gawaran St., Digman, Bacoor City, Cavite	484 5782
5	Dulong Bayan E.S.	Captain Sarino St., Dulong Bayan, Bacoor City, Cavite	537 7726
6	Gawaran E.S.	St. Joseph Homes, Molino VII, Bacoor City, Cavite	502 3997
7	Gov. P.F. Espiritu E.S.	Gov. P.F. Espiritu II, Bacoor City, Cavite	418 5149
8	Habay E.S.	Ilaya, Habay I, Bacoor City, Cavite	432 9237
9	Ligas I E.S.	Ligas III, Bacoor City, Cavite	424 9105
10	Ligas II E.S.	Doña Alicia Subd., Ligas I, Bacoor City, Cavite	850 9591
11	Likha Molino IV E.S.	Likha Village, Molino IV, Bacoor City, Cavite	472 4752
12	Longos E.S.	Longos, Zapote V, Bacoor City, Cavite	(046) 885 7324
13	Mabolo E.S.	Evangelista St., Mabolo I, Bacoor City, Cavite	438 9015
14	Maliksi E.S.	Evangelista St., Maliksi I, Bacoor City, Cavite	417 1356
15	Malipay E.S.	Malipay, Molino IV, Bacoor City, Cavite	0951-582-4245
16	Mambog E.S.	Mambog III, Bacoor City, Cavite	471 0010
17	Molino E.S.	Molino Road, Molino III, Bacoor City, Cavite	432 3172
18	Niog E.S.	Niog II, Bacoor City, Cavite	417 4654
19	Poblacion E.S.	Evangelista St., Tabing Dagat, Bacoor City, Cavite	432 1190
20	Progressive E.S.	Camia St. Progressive 15, Molino II, Bacoor City, Cavite	416 9699
21	Queens Row E.S.	Queensrow Central, Bacoor City, Cavite	484 3190
22	Real E.S.	Pitong Gatang St., Real I, Bacoor City, Cavite	416 3491
23	Salinas E.S.	Salinas I, Bacoor City, Cavite	434 2415
24	San Nicolas E.S.	San Nicolas II, Bacoor City, Cavite	417 4664
25	Sineguelasan E.S.	Miranda St., Sineguelasan, Bacoor City, Cavite	434 3116
26	Soldiers Hills V E.S.	Molino VI, Bacoor City, Cavite	454 9691
27	Talaba E.S.	Talaba IV, Bacoor City, Cavite	417 6491
28	Zapote E.S.	Zapote II, Bacoor City, Cavite	(046) 850 9522



### JUNIOR HIGH SCHOOL

<b>NO.</b>	<b>NAME OF SCHOOL</b>	<b>ADDRESS</b>	<b>CONTACT NUMBER</b>
1	BNHS - Molino Main	Burol, Molino I, Bacoor City, Cavite	417 6149 / 418 1735 471 3642
2	BNHS - Tabing Dagat Annex	Tabing Dagat, Bacoor City, Cavite	434 1937
3	BNHS - Villa Maria Annex	National Road, Molino III, Bacoor City, Cavite	477 1337 / 434 8731
4	BNHS - Gawaran Annex	San Lorenzo Ruiz St., Molino VII, Bacoor City, Cavite	502 3043
5	BNHS - Salinas Annex	Mercury St., Camella Subd, Salinas 2D, Bacoor City, Cavite	434 8744
6	City of BNHS George Town Annex	George Town Subd., Molino IV, Bacoor City, Cavite	418 2630
7	REVILLA High School	Daungan, Maliksi I, Bacoor City, Cavite	(046) 434 7341
8	Eastern BNHS	Queensrow, Aisles Queensrow Central, Bacoor City, Cavite	484 3202
9	City of BNHS – San Nicolas	San Nicolas III Green Valley, Molino, Bacoor City, Cavite	(046) 894 8647
10	City of BNHS - Camella Springville	Camella Springville Subd, Molino III, Bacoor City, Cavite	410 9472

### SENIOR HIGH SCHOOL

<b>NO.</b>	<b>NAME OF SCHOOL</b>	<b>ADDRESS</b>	<b>CONTACT NUMBER</b>
1	SHS in Progressive, Bacoor City	Progressive, Bayanan, Bacoor City, Cavite	502 2674
2	SHS within San Nicholas III, Bacoor City	San Nicolas III, Green Valley, Bacoor City, Cavite	683 0607
3	SHS - Dulong Bayan	Captain Sarino St., Dulong Bayan, Bacoor City, Cavite	436 3547
4	SHS within Bacoor Elementary School	Tincoco St., Campo Santo, Bacoor City, Cavite	(046) 872-0411
5	SHS within Sinenguelasan Elementary School	F. Miranda St., Sinbanali, Bacoor City, Cavite	887 7093



# **SCHOOLS DIVISION OFFICE**

## **INTERNAL SERVICES**



## **A. Office of the Schools Division Superintendent**

### **Issuance of Foreign Travel Authority**

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

Based on the *Omnibus Travel Guidelines for All Personnel of the Department of Education* (DepEd Orders No. 043 and 046, s. 2022) DepEd officials or employees may request TA for either of the following:

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

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

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

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

### **1.1 Issuance of Foreign Official Travel Authority**

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

- d. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;



- e. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- f. Invitations for speaking engagements or receiving of awards from foreign governments/institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

### **Foreign Travel Authority Request on Official Time or Official Business**

Permit/Authority to Travel Abroad is given to all teaching and non-teaching personnel who will travel outside the country for official business/time such as meetings, trainings, seminar, workshops, and the likes.

<b>Office of Division:</b>	Personnel			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Indorsement Letter from SDS		Personnel Unit		
2. Travel Authority for Official Travel (Annex A)		School/Personnel Unit		
3. Signed invitation addressed to the requesting party		Foreign Host		
4. Approved Activity Request and Work & Financial Plan indicating that funds are earmarked for the travel expenses to incurred.		School		
5. Itinerary of Travel		Applicant		
6. Written Justification		Applicant		
7. Certificate of No Pending Case from Legal Unit		Regional Office		
8. Certification that the previous cash advance has been liquidated (if applying for cash advance)		Accounting Unit		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit complete requirements Records Unit	1.1 Stamp Documents as received	None	5 minutes	Administrative Assistant III Records Unit



	1.2 Evaluates supporting documents	None	1 hour	Administrative Officer II Personnel Unit
	1.3 Prepares the indorsement and forward documents to authorized signatories	None	20 minutes	Administrative Officer II Personnel Unit  Schools Division Superintendent
	1.4 Indorse documents to Regional Office for approval	None	1 day	Administrative Officer II GSU Unit
	DepEd RO IV-A and DepEd CO Transaction	None	13 days	Person-in-Charge
2. Received approved/disapproved request	2.1 Prepares and forwards indorsement to concerned school	None	4 hours	Administrative Officer II Personnel Unit
<b>TOTAL</b>		None	<b>14 days 5 hours 25 minutes</b>	

## 1.2 Issuance of Foreign Personal Travel Authority

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

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Officials and employees meeting the conditions for foreign personal travel as stated on Dos 043 and 046, s. 2022 <ul style="list-style-type: none"> <li>• Requests from schools as recommended by the School Head</li> <li>• School Heads</li> </ul>



	<ul style="list-style-type: none"> <li>Request from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)</li> </ul>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Indorsement of the School Head to Division Office (for Teaching and Non-Teaching personnel in Schools)	School			
Indorsement of the Schools Division Superintendent to the Regional Office	Personnel unit			
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 <a href="https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf">https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf</a>			
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office	Client			
Certificate of No Pending Case	Legal unit with jurisdiction over the client			
CSC Form No. 7, s.2017 (School/Division Clearance)	School/Personnel Unit with jurisdiction over the Client			
CSC Form No.6, s. 2020 (Leave Form)	School/Personnel Unit with jurisdiction over the Client			
Optional requirements: Draft Office Order (OO) designation an OIC, if applicable, so as not to hamper the day-to-day operations of the office.	Signing authority for the OO designated by the secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO  a. School Head  b. Office of the School Head-for Teaching and Non-Teaching personnel in Schools	1.1 Receive the documents and log on the Unified Information System (UIS), route to Personnel Unit	None	10 minutes	Records Unit



c. Division Chiefs and below, including PSDS in SDOs				
	<p>1.2 Check documents for completeness and accuracy.</p> <p>If there is discrepancy in the documents submitted, inform the client/school Administrative Officer/Aide and wait for the reply</p>	None	10 mins	Personnel Unit
	<p>1.3 Request for Certificate of No Pending Case to the Legal Unit through email (Teaching and Teaching Related personnel)</p> <p>Prepare Administrative clearance to be signed by the Legal Officer (Non-teaching Personnel)</p>	None	15 mins	Personnel unit
	1.4 Forward the documents to authorized signatories for signature of the School/Division Clearance	None	2 hours	Personnel Unit
	<p>1.5 Prepare indorsement of the Schools Division Superintendent to the Regional Office</p> <p>Check and review CSC Form 6 (Leave Form), forward the documents to the Administrative Officer V-Administration for countersign</p>	None	15 minutes	Personnel Unit
	1.6 Countersign Indorsement, Form 6, and TA for signature. Forward documents to the OSDS	None	10 minutes	Administrative Officer V-Administration Personnel Unit



	1.7 Review and Sign the documents for personal TA	None	8 hours	SDS
	1.8 Return the signed documents to the personnel unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Liaison Officer
	1.10 Receive and process request; return documents to OSDS	None	15 days	ORD
2. Received signed copy of documents from the ORD	2.1 Check documents received and process for release; release TA to intended recipient.	None	30 mins	Personnel Unit
<b>TOTAL:</b>		<b>None</b>	<b>19 days and 11 hours</b>	



## B. Budget Unit

### 1. Processing of ORS

- Payment of Salaries, Allowances and Other Forms of Compensation including remittances to HMDF, PHIC, GSIS
- Payment of salaries and wages, allowances and other forms of compensation
- Cash Advances and/or reimbursements for travelling expenses for local and foreign travel, seminars and training
- Other Operating Expenditures such as Utility and Communication Expenses
- Payment for the procurement of supplies and materials, Building and ICT maintenance, rental expenses, janitorial and security services

<b>Office of Division:</b>	Budget Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients, Stakeholders, Requesting Units, End-Users			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request for payment with supporting documents checked by the accounting unit		Accounting Unit		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Request for Obligation	1.1 Receives request for payment with supporting documents	None	4 hours	Administrative Assistant III Budget Unit
	1.2 Prepares ORS	None	1 day	Budget Officer Budget Unit
	1.3 Certifies and submits ORS to the Accounting unit	None	4 hours	Budget Officer Budget Unit
<b>TOTAL</b>		None	<b>2 days</b>	



## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests.

<b>Office of Division:</b>	Budget Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – client is the transacting public G2G – Government to Government			
<b>Who may avail:</b>	COA			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
1. Reports of Check Issued (RCI)			Cashier's Unit	
2. Report of Advice to Debit Accountant Issued (RADAI)			Cashier's Unit	
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit the required reports (RCI and RADAI)	1.1 Receive the reports	None	4 hours	Administrative Assistant III Budget Unit
	1.2 Encode/post the data on BMS	None	4 hours	Budget Officer Budget Unit
<b>TOTAL</b>		None	<b>1 day</b>	



## A. Cash Unit

### 1. Handling of Cash Advances

Cash Advances are those granted to Cashiers, Disbursing Officers, Paymasters, and/or Property/Supply Officers for payment of salaries, commutable allowances, honoraria of officials/employees and petty operating expenses.

<b>Office or Division:</b>	OSDS – Cashier Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Bonded Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Documentary Requirements			Concerned Functional Unit	
2. ORS			Budget Unit, 1 <sup>st</sup> Floor3.	
3. DV's			Accounting Unit, 1 <sup>st</sup> Floor	
4. Checks, ACIC			Cashier Unit, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Window	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure (URF) Request for Authority to Cash Advance	1.1 Approve Authority to Cash Advance	None	5 minutes	Accounting Staff
2. Submit Required Documents to Budget Unit	2.1 Receive the required documents from the client	None	10 minutes	Budget Unit Staff
	2.2 Evaluate documents			
	2.3 Prepare ORS			
	2.4 Sign ORS and other Documentary Requirements	None	5 minutes	Budget Officer Administrative Officer V
	2.5 Forward ORS to accounting unit for preparation of DV's	None		Budget Unit Staff
	2.6 Receive ORS and required documents	None	5 minutes	Accounting Unit Staff
	2.7 Prepare DV			
	2.8 Sign DV and other documentary requirements	None	5 minutes	Accountant



	2.9 Forward DVs, ORS, and documentary requirements to Cashier Unit	None		Accounting Staff
	2.10 Receive DVs, ORS and other documentary requirements 2.11 Prepare Check 2.12 Prepare ACIC	None	20 minutes	Cashier Staff
	2.13 Sign Check and ACIC	None	5 minutes	Cashier Administrative Officer IV
	2.14 Forward DV's with (check, ACIC, ORS and documentary requirements) to Admin for approval of ACIC			Cashier Staff
	2.15 Approve ACIC 2.16 Sign ACIC	None	10 minutes	Administrative Officer V
	2.17 Forward DV's with (check, ACIC, ORS and documentary requirements) to SDS			Cashier Staff
	2.18 Sign Check and ACIC	None	1 day	SDS
	2.19 Forward Signed DV's with (check, ACIC, ORS and documentary requirements) to Cashier Unit			
	2.20 Encash check in the Bank	None	2 hours	Cashier Administrative Officer IV
	2.21 Release Cash to different payees in the payroll register	None	5 days	Cashier Administrative Officer IV



	2.22 Prepare Liquidation Report on Cash Advances	None	1 hour	Cashier Administrative Officer IV
	2.23 Submit Liquidation Report to Accounting Unit	None		Cashier Administrative Officer IV
	<b>TOTAL</b>	None	<b>6 days 4 hours 5 minutes</b>	



## A. Information and Communications Technology Unit

### 1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and teaching and non-teaching personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, Office 365 Accounts, DepEd Partnerships Database System, etc.

<b>Office or Division:</b>	Office of the Schools Division Superintendent			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Request Form		Administrative Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Fill out the Unified Request Form (URF) <ul style="list-style-type: none"> <li>• Date and Time (MM-DD-YY/hh:mm)</li> <li>• Division/Unit</li> <li>• Requested by</li> <li>• Request Details</li> <li>• Approved by <i>immediate superior</i></li> <li>• Received by</li> <li>• Date and Time Received (MM-DD-YY/hh:mm)</li> </ul>	6.1 Submit the request to ICT unit	None	15 minutes	Information Technology Officer I <i>ICT Unit</i>
	6.2 Receive the URF and verify its completeness	None	5 minutes	Information Technology Officer I <i>ICT Unit</i>
	6.3 Create/Reset DepEd email, Office 365 Accounts, and other systems	None	15 minutes	Information Technology Officer I <i>ICT Unit</i>
	6.4 Send the credentials to their respective	None	15 minutes	Information Technology Officer I



	cellphone number for new email and for DepEd email account for Office 365			<i>ICT Unit</i>
7. Release the URF form	7.1 Release the URF to personnel	None	5 mins.	Information Technology Officer I <i>ICT Unit</i>
<b>TOTAL</b>			<b>55 minutes</b>	



## 2. Troubleshooting of ICT Equipment

Troubleshooting of ICT equipment works on providing service to SDO personnel with diagnosing and resolving computer hardware and software issues. Through this service, computer issues encountered will be given resolution immediately to avoid any cause of delay in delivering service to SDO customers and keeping SDO transactions efficient.

<b>Office or Division:</b>	Office of the Schools Division Superintendent			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	SDO Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Unified Request Form		Administrative Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Unified Request Form (URF) <ul style="list-style-type: none"> <li>• Date and Time (MM-DD-YY/hh:mm)</li> <li>• Division/Unit</li> <li>• Requested by</li> <li>• Request Details</li> <li>• Approved by <i>immediate superior</i></li> <li>• Received by</li> <li>• Date and Time Received (MM-DD-YY/hh:mm)</li> </ul>	1.1 Submit the request to ICT unit	None	15 minutes	<i>ICT Unit</i>
	1.2 Receive the URF and verify its completeness	None	5 minutes	<i>ICT Unit</i>
	1.3 Identify request involves hardware repair/replacement or software update/installation.	None	30 minutes	<i>ICT Unit</i>
	1.4 Conduct technical analysis to identify whether the equipment	None	1 hour	<i>ICT Unit</i>

	<p>is under warranty or not by the following information:</p> <ul style="list-style-type: none"> <li>• Maker</li> <li>• Model</li> <li>• Serial number</li> <li>• Date purchased</li> <li>• Property tag number</li> </ul>			
2. For Under Warranty	2.1 If it still under warranty, submit to supply office for warranty.	None	3 weeks	<i>Supply Officer</i>
3. For repair	3.1 Repair and update software	None	6 hours	<i>ICT Unit</i>
4. Receive the ICT equipment	4.1 Release the ICT equipment to personnel	None	15 mins.	<i>ICT Unit</i>
<b>TOTAL</b>			<b>3 weeks, 8 hours and 5 minutes</b>	



### 3. Uploading of Publications

This described the procedures in the uploading of publications on the official website.

<b>Office or Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Soft copy of Article		Public Information Officer (PIO)		
2. Bidding Documents 3. Invitation to Bid 4. Request for Quotation		Bids and Awards Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward the verified documents to the ITO	1.1 Receive the verified soft copy/hard copy of documents.	None	2 minutes	Information Technology Officer ICT Unit
	1.2 Upload the documents in the official website	None	2 hours	
	1.3 Upload of issuances	None	2 hours	Records Unit
<b>TOTAL</b>		<b>None</b>	<b>4 hours and 2 minutes</b>	



## D. Legal Unit

### 1. Issuance of Certificate of No Pending Case

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

<b>Office of Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employees/Accountable Personnel			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Unified Request Form		DepEd Employees/Accountable Personnel		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1.Fill-out unified request form	1.1 Receive unified request form	None	5 minutes	Administrative Assistant III Records Unit
	1.2 Forward request to personnel unit	None	5 minutes	Administrative Assistant III Records Unit
	1.3 If no pending case, prepare certificate of no pending case  If with pending case, inform employee that he/she will be cleared after case has been resolved	None	15 minutes	Administrative Assistant III Personnel Unit
	1.4 Forward to authorized signatories	None	5 minutes	Administrative Officer V Admin Unit
2. Receive signed certificate no pending case	2.1 Release the document.	None	5 minutes	Administrative Assistant III Records Unit
<b>TOTAL</b>		None	<b>35 minutes</b>	



## B. Personnel Unit

### 1. Application for ERF (Equivalent Record Form)

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

<b>Office of Division:</b>	Personnel Unit	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd Licensed Public School Teachers	
	<b>Checklist of Requirements</b>	<b>Where to Secure</b>
	1. Equivalent Record Form (4 copies)	Personnel Unit
	2. Original Transcript of Records (TOR) or certified true copy of school registrar and photocopy certified by school head (one original, 2 photocopy)	Emanating Graduate School
	3. Original CARMA or certified true copy of school registrar and photocopy certified by school head (one original, 2 photocopy)	Emanating Graduate School
	4. Original curriculum Prospectus or certified true copy of school registrar and photocopy certified by school head (one original, 2 photocopy)	Emanating Graduate School
	5. Service Record (pubic and/or private) – 3 copies	Records Unit
	6. Certificate of Trainings certified by school head – 3 photocopies	Applicant
	7. PRC Board Rating – 1 photocopy	Applicant
	8. Latest Performance Rating – 1 photocopy	Applicant



<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit all documentary requirements	1.1 Stamp receive the document	None	5 minutes	Administrative Assistant III Records Unit
	1.2 Forward the ERF documents to personnel unit		5 minutes	Administrative Assistant III Records Unit
	1.3 Check and process the ERF document	None	30 minutes	Administrative Assistant III Personnel Unit
	1.4 Forward to authorized signatories	None	4 hours	Administrative Officer V  Schools Division Superintendent
	1.5 Sort documents	None	1 hour	Administrative Assistant III Personnel Unit
	1.6 Forward to liaison officer for submission to Regional Office	None	5 minutes	Administrative Assistant III Personnel Unit
	1.7 Indorse to Regional Office for appropriate action	None	1 day	Administrative Assistant III GSU Unit
<b>TOTAL</b>		None	<b>1 day 5 hours 45 minutes</b>	



## 2. Application for Leave

### a. Types of Leave

1. **Sick Leave (SL)** refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his/her immediate family.
2. **Vacation Leave (VL)** refers to leave of absence granted to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service
3. **Special Leave Privileges (SPL)** refers to leave of absence which may be availed of for a maximum of three (3) days annually to mark special milestones and/or attend to filial and domestic emergencies such as birthday, anniversary, mourning, PTA meetings, etc. It is non-cumulative and non-convertible to cash.
4. **Paternity Leave** refers to every married male employee is entitled to paternity leave of seven (7) working days for each of the first four (4) deliveries of his legitimate spouse. It is non-cumulative and non-convertible to cash.
5. **Solo Parent Leave/Parental Leave (Solo Parent Act)** refers to seven (7) days leave of absence granted to a parent who has the sole custody and responsibility of the child and who has rendered at least one (1) year of service regardless of employment status.
6. **PRC ID Renewal Leave** refers to all government professionals are granted one (1) day on official time for every three (3) years for the renewal of their Professional Identification Cards (PICS).

<b>Office of Division:</b>	Personnel Section	
<b>Classification:</b>	Sick Leave – Simple Vacation Leave – Simple Special Leave Privileges – Simple Paternity Leave – Simple Solo Parent Leave/Parental Leave (Solo Parent Act) – Simple PRC ID Renewal Leave – Simple	
<b>Type of Transaction:</b>	G2G – for services whose client is another government agency, government employee, or official	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teaching Personnel</li> <li>• Non-Teaching Personnel</li> </ul>	
<b>Checklist of Requirements</b>		<b>Where to Secure</b>
<b>1. MATERNITY LEAVE</b> a. CS Form 6 (Application for Leave Form) b. CS Form 41 (Medical Certificate) c. Computation for Maternity Leave of Absence d. School Clearance		<ul style="list-style-type: none"> <li>• School/Division Office</li> <li>• Hospitals/clinics</li> <li>• School/Division Office</li> </ul>



<b>2. SICK LEAVE</b> a. CS Form 6 (Application for Leave Form) b. Medical Certificate (for 5 days and above)  <b>(if RA 9710 – Magna Carta for Women)</b> a. Clinical Abstract b. Operation Technique c. School Clearance		<ul style="list-style-type: none"> <li>• School/Division Office</li> <li>• Hospitals/clinics</li> </ul>		
<b>3. VACATION LEAVE</b> a. CS Form 6 (Application for Leave Form) b. School Clearance (for 30 days and above)		<ul style="list-style-type: none"> <li>• School/Division Office</li> </ul>		
<b>4. SPECIAL PRIVILEGE LEAVE</b> a. CS Form 6 (Application for Leave Form)		<ul style="list-style-type: none"> <li>• School/Division Office</li> </ul>		
<b>5. PATERNITY LEAVE</b> a. CS Form 6 (Application for Leave Form) b. Birth Certificate (certified true copy) c. Marriage Certificate (certified true copy)		<ul style="list-style-type: none"> <li>• School/Division Office</li> <li>• Philippine Statistics Authority (PSA)</li> </ul>		
<b>6. SOLO PARENT LEAVE</b> a. CS Form 6 (Application for Leave Form) b. Solo Parent ID with expiration date (certified true copy) c. Birth Certificate (certified true copy)		<ul style="list-style-type: none"> <li>• School/Division Office</li> <li>• City or Municipal Social Welfare and Development Office</li> <li>• Philippine Statistics Authority (PSA)</li> </ul>		
<b>7. PRC ID RENEWAL LEAVE</b> a. CS Form 6 (Application for Leave Form) b. Proof of PRC ID Renewal (e.g. renewed professional identification card, transaction summary indicating schedule date of appointment at PRC)		<ul style="list-style-type: none"> <li>• School/Division Office</li> <li>• Professional Regulation Commission</li> </ul>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request and query	1.1. Stamps document as received	None	15 minutes	Administrative Aide IV/ Authorized Employee



	1.2. Forward the CS Form 6 to the Personnel Division	None	30 minutes	Administrative Aide IV
	1.3. Evaluates/Processes CS Form 6 and its supporting documents	None	1 day	Administrative Assistant III/ AO V
	1.4. Facilitates the Approval/ Signature of the ASDS or SDS	None	1 day	ASDS/SDS
	1.5. Releases approved CS Form 6 to schools	None	4 hours	Administrative Aide IV/ Record Officer
2. Received approved Application for Leave	2.1 Release school copy of approved form 6	None	1 hour	Administrative Aide IV/ Record Officer
<b>TOTAL</b>		None	<b>2 days 5 hours 45 minutes</b>	



### 3. Application for Retirement Under RA 8291, RA1616, RA660 & PD1146

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

<b>Office of Division:</b>	Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd employees that reached the retiring age requirement			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Letter of Intent to Retire (4 copies)		Concerned Retiree/Authorized Beneficiary		
2. Indorsement of the School Principal/School Head (4 copies)		School		
3. Indorsement from SDS (4 copies)		DepEd Schools Division Office (Personnel Unit)		
4. Duly Accomplished GSIS Application Form for Retirement (4 copies)		School		
5. Updated Service Record (4 copies)		DepEd Schools Division Office (Records Unit)		
6. Certificate of Last Payment (4 copies)		Regional Payroll Services if Autonomous, from Respective School		
7. Certificate of No Pending Administrative Case (4 copies)		Regional Office (Legal Section); DepEd Schools Division Office (Personnel Unit)		
8. Division Clearance (4 copies)		School		
9. Updated Statement of Assets, Liabilities and Net Worth (SALN) (4 copies)		Concerned Retiree		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit complete requirements for Retirement to Records Unit	1.1 Stamp Documents as received	None	Within 10 minutes	Administrative Assistant III Records Unit
	1.2 Receive, check and verify the completeness of the documents from Records Unit	None	Within 15 minutes	Administrative Assistant III Personnel Unit
	1.3 if incomplete requirements, inform the concerned person	None	Within 10 minutes	Administrative Assistant III Personnel Unit
	1.4 Prepares Indorsement and Request Certificate of No Pending Administrative Case to Region	None	Within 20 minutes	Administrative Assistant III Personnel Unit



	1.5 Forward division clearance to concerned unit for signature	None	Within 2 days	Administrative Assistant III Personnel Unit
	1.6 Forward complete documents to SDS office for signature.	None	Within 1 day	Administrative Assistant III Personnel Unit
	1.7 Indorse the application for retirement to the Regional Office	None	Within 2 days	Administrative Assistant III Personnel Unit
<b>TOTAL</b>		None	<b>5 days and 55 minutes</b>	



#### 4. Issuance of Certificate of Employment

A Certificate of Employment (COE) is issued upon request whether by former or current employee which will be used to verify employment history. COE are issued to requesting party who filled out Unified Request Form (URF).

<b>Office of Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Bacoor City Employee/Former Employee			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Two (2) Filled Out Unified Request Form (URF) 1.1. One (1) copy – HR Department 1.2. One (1) copy – Record’s Unit  Identification Card (ID)  Authorization Letter & Identification Card of Client and Authorized Person with photocopy (if authorizing other person)		OSDS – HR Department  Client  Client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Fill out first 3 rows of the URF (2 copies)	1. Receive the duly filled out URF (2 copies)	None	10 minutes	Client
2. Submit URF and ID to the Administrative Assistant III – Records Unit	2.1. Check for the completeness of required data on URF (for the first 3 Rows)  2.2. Return ID to the Client  2.3. Fill out two (2) copies of URF at the part of “Received” and “Date & Time Received” on the 4 <sup>th</sup> Row  2.4. Open File of Client’s Plantilla & Payroll and COE	None	40 minutes	Administrative Assistant III – Records Unit



	<p>Template (Excel &amp; Word Template)</p> <p>2.5. Edit COE Template (Excel &amp; Word Template) base on opened file of Client's Plantilla &amp; Payroll</p> <p>2.6. Check edited COE Template for correct entries base on URF, Client's Plantilla &amp; Payroll</p> <p>2.7. Print one edited COE on Word Template</p> <p>2.8. Initial printed COE</p> <p>2.9. Hand over printed COE and two (2) URF to Administrative Officer V</p>			<p>Administrative Assistant III-Record's Unit</p>
	<p>3.1. Receive printed COE and URF</p> <p>3.2. Check printed COE</p> <p>3.2. Sign printed COE</p> <p>3.3. Sign on "Approved" part of URF (2 copies)</p> <p>3.4. Return signed COE &amp; approved two (2) URF to the Administrative Assistant III</p>	<p>None</p>	<p>3 hours</p>	<p>Administrative Officer V – Personnel Unit</p>
	<p>4.1. Receive signed COE &amp; two (2) URF</p>	<p>None</p>	<p>10 minutes</p>	<p>Administrative Assistant III – Records Unit</p>



4. Sign two (2) URF	4.2. Instruct Client to sign two (2) URF in "Released to" and Date & Time Released (on 5 <sup>th</sup> row)  4.3. Release signed COE to the Client  4.4. File one (1) URF on designated area at Records Unit  4.5. Submit one (1) URF to HR Unit			
<b>TOTAL</b>		None	<b>4 hours</b>	



## 5. Issuance of Service Record

Service Record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave without pay as well as their annual salary and personal data. Service Record is issued upon request by the owner himself and or authorized person and can be used for personnel actions such as promotion, transfer, reclassification, separation, resignation, retirement and even for personal use.

<b>Office of Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	DepEd Bacoor City Employee/Former Employee			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Two (2) Filled Out Unified Request Form (URF) 1.3. One (1) copy – HR Department 1.4. One (1) copy – Record's Unit		OSDS – HR Department		
Soft copy of Service Record (SR)		Emailed from the School		
Identification Card (ID)		Client		
Authorization Letter & Identification Card of Client and Authorized Person with photocopy (if authorizing other person)		Client		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
3. Fill out first 3 rows of the URF (2 copies)	1. Receive the duly filled out URF (2 copies)	None	10 minutes	Client
4. Submit URF and ID to the Administrative Assistant III – Records Unit	2.1. Check for the completeness of required data on URF (for the first 3 Rows)  2.2. Return ID to the Client  2.3. Fill out two (2) copies of URF at the part of "Received" and "Date & Time Received" on the 4 <sup>th</sup> Row	None	40 minutes	Administrative Assistant III – Records Unit    Administrative Assistant III– Record's Unit



	<p>2.4. Open File of Client's</p> <ul style="list-style-type: none"> <li>2.4.1. Plantilla</li> <li>2.4.2. Payroll</li> <li>2.4.3. Increment Report (from HR)</li> <li>2.4.4. Monitoring Log (Leave Report-from HR)</li> <li>2.4.5. Emailed soft copy of Service Record from the Client's school and/or old SR from previous years (saved on OneDrive-DepEd)</li> </ul> <p>2.5. Validate Client's data on emailed SR base on opened files</p> <p>2.6. Edit SR if any incorrect entries base on URF, and opened files</p> <p>2.7. Print edited Service Record (2 copies)</p> <p>2.8. Initial printed SR</p> <p>2.9. Hand over two (2) printed SR and two (2) URF to Administrative Officer V</p>			
	<p>3.1. Receive two (2) printed SR and two (2) URF</p> <p>3.2. Check printed SR</p> <p>3.2. Sign printed SR</p> <p>3.3. Sign on "Approved" part of URF (2 copies)</p>	None	3 hours	Administrative Officer V – Personnel Unit



	3.4. Return signed SR & approved two (2) URF to the Administrative Assistant III			
4. Sign two (2) URF	<p>4.1. Receive two (2) signed SR &amp; two (2) URF</p> <p>4.2. Instruct Client to sign two (2) URF in "Released to" and Date &amp; Time Released (on 5<sup>th</sup> row)</p> <p>4.3. Release two (2) signed SR to the Client</p> <p>4.4. File one (1) URF on designated area at Records Unit</p> <p>4.5. Submit one (1) URF to HR Unit</p>	None	10 minutes	Administrative Assistant III – Records Unit
<b>TOTAL</b>		None	<b>4 hours</b>	



## 6. Loan Approval and Verification

### 1. GSIS Loan

- Application of different types of GSIS Loans (Multipurpose, Policy, Emergency, GFAL, GFAL Top-up) thru GSIS Drop box, Electronic GSIS Members Online (eGSISMO), GSIS Touch Mobile Application and using their GSIS ecard through the GSIS Wireless Automated Processing System (GW@PS) Kiosks

### 2. Private Lending Institutions

- Online Verification and Approval of Loan Application from Private Lending Institutions (PLIS) accredited under APDS.

### 3. Provident Loan

- Providing Financial Assistance to teaching & non-teaching personnel thru Provident Loan.

### 4. HDMF Loan

- Application of different types of HDMF Loans (Multipurpose, Calamity, Housing)

<b>Office of Division:</b>	Cashier Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – for services whose client is another government agency, government employee, or official
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teaching Personnel</li> <li>• Non-Teaching Personnel</li> </ul>
<b>Checklist of Requirements</b>	
<b>Where to Secure</b>	
<b>GSIS LOAN</b>	
1. Application using their GSIS eCard through the GSIS Wireless Automated Processing System (GW@PS) Kiosks.	GW@PS Kiosk are in all GSIS branches, selected government agencies and Robinsons Malls.  Application Forms may be downloaded at <a href="http://www.gsis.gov.ph/downloadable-forms">www.gsis.gov.ph/downloadable-forms</a> .
2. Application via eGSISMO  - Clear picture of the borrower holding the GSIS UMID eCard (or temporary eCard)  - If GSIS UMID eCard or temporary eCard is not available, present two (2) valid IDs and do the following:  ➤ Take a clear photo of the two (2) valid IDs (front and back) and; ➤ Take a clear photo of the borrower holding the two (2) ID Cards.	



3. Application via GSIS Touch Mobile Application				
4. Application via drop box: - Fully accomplished application form (approved and signed by the AAO) -Original & Photocopy (authenticated by the AAO) of borrower's payslip - Photocopy of Valid ID/s				
<b>PRIVATE LENDING INSTITUTIONS</b>				
1.Pre-evaluated Application via electronic submission to verifier's designated email address		Designated email address of the APDS Loan Verifier		
<b>PROVIDENT LOAN</b>				
1. Fully Accomplished Provident Fund Loan Form (2 sets)		Cashier Section (Provident Loan Secretariat)		
2. Borrower's payslip				
3. Co-maker's payslip				
4. Photocopy of valid ID (borrower)				
5. Statement of Account (for Loan Renewal)				
6.Supporting Documents (Purpose of Loan)				
<b>HDMF LOAN</b>				
1.Application via Virtual Pagibig				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
<b>GSIS LOAN</b>				
1. Files application thru GWAPS kiosk/s, GSIS Touch Mobile Application, eGSISMO or drop box	1.1 Receives the online application through cert.gsis.gov.ph	None	5 minutes	Authorized Agency Officer (AAO)
	1.2 Checks application through GW@PS	None	10 minutes	Authorized Agency Officer (AAO)
	1.3 Verifies the loan application	None	30 minutes	APDS Loan Verifier
	1.4 Approves/ disapproves loan application	None	5 minutes	Authorized Agency Officer (AAO)
	1.5 Forwards loan confirmation via email	None	10 minutes	Authorized Agency Officer (AAO)



<b>TOTAL</b>		None	1 hour	
<b>PRIVATE LENDING INSTITUTIONS ((PLIs)</b>				
1. Files loan application thru accredited private entities under APDS (Automatic Payroll Deduction System)	1.1 Receives online application through designated email address	None	10 minutes	APDS Loan Verifier
	1.2 Verifies the loan application	None	30 minutes	APDS Loan Verifier
	1.3 Approves/disapproves loan application	None	10 minutes	APDS Loan Verifier
	1.4 Forwards verified application to concerned private entities and applicant	None	10 minutes	APDS Loan Verifier
<b>TOTAL</b>		None	1 hour	
<b>PROVIDENT LOAN</b>				
1. Submit Provident Loan Application Form together with the supporting documents	1.1 Evaluates/verifies application form	None	30 minutes	Provident Loan Secretariat/APDS Loan Verifier
	1.2 Indorse application to Schools Division Superintendent for approval	None	30 minutes	APDS Loan Verifier
	1.3 Approves application	None	1 hour	Schools Division Superintendent
	1.4 Prepares Disbursement Voucher	None	1 day	Administrative Assistant II/Cashier II
	1.5 Prepares and releases check for Provident loan	None	3 days	Administrative Assistant II/Cashier II
<b>TOTAL</b>		None	5 days	
<b>HDMF LOAN</b>				
1. Files application thru Virtual Pag-IBIG	1.1 Receives online application through Virtual Pag-IBIG for Employers	None	5 minutes	Pagibig Loan Endorser
	1.2 Checks application through	None	5 minutes	Pagibig Loan Endorser



	Virtual Pag-IBIG for Employers website			
	1.3 Verifies the loan application	None	30 minutes	APDS Loan Verifier
	1.4 Approves application	None	10 minutes	Pagibig Loan Endorser
	1.5 Forwards loan confirmation via email	None	10 minutes	Pagibig Loan Endorser
<b>TOTAL</b>		None	1 hour	



## 7. PROCESSING OF APPOINTMENT (Original, Reemployment, Promotion and Transfer)

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

<b>Office or Division:</b>	Personnel Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• New entrants</li> <li>• SDO teaching and non-teaching employees</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>All documents must be filed in long brown folder with name tag (Surname, First Name Middle Initial)</b>		
1 copy of Appointment Processing Checklist	Personnel unit	
5 copies Appointment Form CS Form No.33-A (Revised 2018)	Personnel Unit	
3 copies Position Description Form	Personnel Unit	
2 copies Fully accomplished Personal Data Sheet (CSC Form 212, Revised 2017) with recent passport-sized picture	CSC Website (www.csc.gov.ph)	
2 copies PRC Verification of Professional License	PRC Website	
2 copies Certificate of Eligibility and Board Rating	CSC/PRC	
2 copies Certified copy of Transcript of Records (TOR)	School/s Attended	
3 copies Oath of Office	Personnel Unit	
3 copies Certificate of Assumption to Duty	Personnel Unit	
2 copies Latest approved appointment (if any)	Previous or current employer	
2 copies of Updated Service Record (if any)	Previous or current employer	
2 copies of Special Order of transfer (for transfer appointment only)	Previous or current employer	
2 copies of Clearance-CS Form 7	Previous or current employer	
Updated Service Record	Applicant	
2 copies of Latest Performance Rating of at least Very Satisfactory (VS)	Applicant	
CS Form 211-Medical Certificate (except for promotion, reappointment and transfer)	Accredited Health Care Facility	
1 copy of Results of Medical Exam and Laboratory Test (except for promotion, transfer and reappointment)	Accredited Health Care Facility	



1 copy NBI Clearance (except for promotion, reappointment and transfer)		NBI		
2 copies of PSA Birth Certificate (except for promotion, reappointment and transfer)		PSA		
2 copies of PSA Marriage Certificate for married female		PSA		
2 copies of Approved Rank List		Personnel Unit		
2 copies of Publication		Personnel Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all necessary documentary requirements	1.1 Receives and check the completeness of the submitted requirements for appointment.	None	15 minutes	ADA VI / AO IV-Personnel Unit
	1.2 Prepare Appointment papers (CSC Form No. 33-A)	None	30 minutes	AO-IV Personnel Unit
	1.3 Forward to authorized signatories of the appointment, PDF form , oath and assumption.	None	30 minutes	ADA VI / AO IV-Personnel Unit
	1.4 Ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	ADA VI / AO IV-Personnel Unit
	1.5 Sort appointment documents and attachment for submission to CSCFO.	None	15 minutes	ADA VI / AO IV-Personnel Unit
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment	None	5 minutes	ADA VI / AO IV-Personnel Unit
<b>Total:</b>			<b>1 Hour and 40 minutes</b>	



## 8. Processing of Terminal Leave Benefits

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

<b>Office of Division:</b>	Personnel Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employees			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Approved Letter of Intent to Retire		Retired employee		
2. Service Record (4 copies)		Records Unit		
3. GSIS Application for Retirement (4 copies)		Retired employee		
4. GSIS Retirement Clearance (4 copies)		Retired employee		
5. Certificate of Last Payment and/or last highest salary received (4 copies)		Accounting Unit		
6. Latest NOSI/NOSA (4 copies)		Personnel Unit		
7. Division Clearance (4 copies)		Personnel Unit		
8. Original leave card (one copy)		Personnel Unit		
9. Copy of approved appointment (4 copies)		Personnel Unit		
10. SALN (4 copies)		School		
11. PSIPPOP (4 copies)		Personnel Unit		
12. NSO Marriage Certificate (if applicable) (4 copies)		Retired employee		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Submit all documentary requirements	1.1 Stamp receive the documents	None	5 minutes	Administrative Assistant III Records Unit
	1.2 Forward documents to personnel unit	None	5 minutes	Administrative Assistant III Records Unit
	1.3 Check the completeness of documents.	None	15 minutes	Administrative Assistant III Personnel Unit
	1.4 Process needed documents for terminal leave benefit	None	2 day	Administrative Assistant III Personnel Unit
	1.5 Forward the documents to authorized signatories	None	1 day	Administrative Officer IV and V



				Schools Division Superintendent
	1.6 Sort documents and forward to liaison officer	None	5 minutes	Administrative Assistant III Personnel Unit
	1.7 Indorse terminal leave benefit application to Regional Office	None	1 day	Administrative Assistant III GSU Unit
<b>TOTAL</b>		None	<b>4 days 30 minutes</b>	



## 9. Request for Correction of Name and Change of Status

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

<b>Office of Division:</b>	Personnel			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd SDO Employees			
Checklist of Requirements		Where to Secure		
1. Letter of Intent (2 copies)		Employee		
2. Indorsement of the School Principal/School Head (2 copies)		School		
3. PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee		
4. BIR Form 1905 (for Correction of Name, duly received by BIR) (1 original and 1 photocopy)		Employee/BIR		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete requirements Records Unit	1.1 Stamp Documents as received	None	Within 5 minutes	Administrative Assistant III Records Unit
	1.2 Receive, check and verify the completeness of the documents from Records Unit	None	Within 10 minutes	Administrative Assistant III Personnel Unit
	1.3 Prepares Special Order for Change of Name (for Change of Status)	None	Within 15 minutes	Administrative Assistant III Personnel Unit
	1.4 Forward complete documents to SDS office for signature.	None	Within 1 day	Administrative Assistant III Personnel Unit
	1.5 Forward the approved Special Order of Change of Name to GSIS	None	Within 30 minutes	Administrative Assistant III Personnel Unit
	1.6 Preparation of updates and submission of attachments to Deped Region Office (for Correction of Name)	None	Within 30 minutes	Administrative Assistant III Personnel Unit
<b>TOTAL</b>		None	<b>1 day and 1 hour and 30 minutes</b>	



## 10. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits

Vacation service credits are given for work beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teachers including those which expose their lives to certain risks and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified.

<b>Office or Division:</b>	Schools - Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Active DepEd Teaching/Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor - 1 original		Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits		
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original		School Head		
3. Memorandum re: activity conducted		DepEd SDO/School Official Website/Principal's Office		
4. Certificate of Appearance		School Head/Program Facilitator		
As applicable: 5. Certificate of Attendance ( <i>for Brigada Eskwela</i> )		School Head		
6. COMELEC Appointment ( <i>for National, Local and Barangay Election</i> )		COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1. Check submitted requirements.	None	15 minutes	Admin Assistant III
	1.2. Verify the submitted documents and imprint initials.	None	15 minutes	Admin Officer V
	1.3 Forward request to the office of the Superintendent for approval and signature.	None	1 day	SDS
	1.4 Draft Special Order for the approved service credit.	None	20 minutes	Administrative Assistant III
	1.5. Record the number of approved days in the master list of	None	10 minutes	Administrative Assistant III



	earned service credits.			
	1.6 Check Special Order, and imprint initials.	None	10 minutes	Admin Officer V
	1.7 Forward Special Order to the Office of the Superintendent, for signature	None	1 hour	SDS
2. Claim Division Special Order at the designated pigeonhole	1.8 Release to schools	None	5 mins	Admin Assistant III
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 2 hours, 15 mins</b>	



## F. Property and Supply Unit

### 1. Requisition and Issuance of Supplies

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

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Department of Education Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Two (2) copies of Unified Request Form (URF)</li> <li>One (1) copy of Requisition and Issuance Slip (RIS)</li> </ul>		Records Unit, 1 <sup>st</sup> Floor, Left Side		
		Property and Supply Unit, 1 <sup>st</sup> Floor, Left Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the signed requirements to Supply Unit	1.1 Receives and checks the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	5 minutes	
	1.3 Record the requested supply/ies in RIS	None	5 minutes	
2. Receives the supplies	2.1 Release of supplies	None	5 minutes	
<b>TOTAL</b>			<b>20 minutes</b>	



## 2. Property and Equipment Clearance Signing

This service pertains to the Property and Equipment Clearance Signing that are needed by the Non-Teaching and Teaching Personnel and also by the Elementary and Secondary Schools when they are retiring/resigning and transferring out from the Division.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	Department of Education Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Three (3) copies of the Receipt of Returned of Semi-Expendable Property 2. Three (3) copies of Division Clearance		Property and Supply Unit, 1 <sup>st</sup> Floor, Left Side  Personnel Unit, 1 <sup>st</sup> Floor, Right Side		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Submit the accomplished form and turn over all the issued equipment	3.1 Receive the accomplished form and check if the concerned employee has accountability for property and equipment.  a. If an employee has no accountability, the supply officer signs the clearance part on the property and equipment.  b. If a concerned employee has accountability, the supply officer will	None	15 minutes	Administrative Officer IV – Supply Unit



	request the employee to settle all accountability			
<b>TOTAL</b>			<b>15 minutes</b>	



## G. Curriculum Implementation Division

### 1. Program Workflow 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).

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide or Most Essential Learning Competencies (1 Original Copy)		E-Library LR Portal or DepEd LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/ District Level Evaluation		Online Link		
4. Indorsement from the Parent Supervisor or School Head (1 Original Copy and 1 Photocopy)		Office of the CID		
5. Accomplished Quality Assurance Tool and Third-Party Content		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/ Anti-Plagiarism Declaration		LR Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submit school's needs analysis (Least Mastered Competency) and LR situational reports	1.1. Review school's needs analysis and LR situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents for capability building	None	1 day	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist



2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	Division LR Supervisor DLRQAT
	5.2 SDO does the Level 2 review	None	15 days	DLRQAT
6. Integrate recommendation based on revised LRs to SDO (Hard copy and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and soft copy to the Regional Office	None	5 days	Division LR Supervisor
	6.2 RO does the Level 3 Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Submit the revised LR to SDO based on the Level 3 evaluation for conformance review	7.1 SDO finalizes the revised LR and submits in PDF and Word Format for conformance review.	None	5 days	Division LR Supervisor



	7.2 Regional LREs accomplish the review form and if final, sign the specialty clearance.	None	5 days	Regional LREs LR Supervisor and CID Chief
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs.	None	1 day	Regional/ Division LR Supervisor
8. Submit the final copy of the approved LRs to SDO for uploading and utilization of the LRs (PDF and Word File)	8.1 Upload the approved LR in the E-Library LR portal	None	1 day	Division LR Supervisor
	8.2 Produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
<b>TOTAL:</b>		<b>None</b>	<b>55 days</b>	



## 2. 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.

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government To Government			
<b>Who may avail:</b>	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide or MELCs (Digital Copy)		Teaching and Non-teaching Personnel (Author/ Owner of the Supplementary LR)		
2. Detailed IDEA Lesson Exemplar (Digital Copy in PDF and Word File)				
3. Supplementary Learning Resources (Digital Copy in PDF and Word File)				
4. Teacher User's Guide (for Manipulative Materials Only)				
5. Accomplished Third-Party Content (If needed)				
6. Video Lesson				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished requirements and the teacher-made supplementary learning resources.	1.1 Check and log-in submitted teacher-made supplementary learning resources together with other requirements.	None	15 minutes	ADAS II CID – LR
	1.2. Assess / evaluate the supplementary learning resources	None	5 days	EPSvr DLRQAT



2. Receive the endorsement letter from the Division Office	3.1 Prepare the summary of comments and recommendation based on the SLR evaluation	None	2 days	CID Personnel
3. Submit the revised or corrected SLR	4.1 Draft the schedule of the final presentation  If all corrections are followed and no more corrections, inform the teacher through division letter  If there are corrections, conformance will be conducted.	None	5 days	EPSvr DLRQAT CID Personne I
4. Present the Final Presentation of SLR	5.1 Review and evaluate the final presentation with evaluation tool	None	3 day	EPSvr DLRQAT CID Personnel
5. Receive the certificate	6.1 Release the certificate	None	1 day	CID Personnel
<b>TOTAL</b>		None	<b>16 days and 15 minutes</b>	



## H. Schools Governance and Operations Division- Planning and Research Resources

### 1. Request for Basic Education Data (Internal Stakeholder)

To be able to serve its internal stakeholders, the division can provide basic education data if it is available and doesn't violate Data Privacy Law. Those requested data can help the clients on their studies and reports.

<b>Office or Division:</b>	Schools Governance and Operations Division (SGOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Public Teacher-Researchers and Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to Schools Division Superintendent asking for basic education data and its purpose		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements to the Records Section	1.1. Receives the complete documents and forwards to the Office of the SDS	None	10 minutes	Administrative Assistant III Record Section
	1.2 Receives and forwards the documents to SGOD Office	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.3 Receives and forwards the documents to SGOD Chief	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.4 Receives the document and forwards to ADA III, SGOD	None	5 minutes	Chief Education Supervisor Schools Governance and Operations Division

	1.5 Receives and forwards the document to Planning Officer III	None	10 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	1.6 Receives the documents	None	5 minutes	Planning Officer III Schools Governance and Operations Division
	<p>1.7 Evaluates the request and checks the availability of data</p> <p>If the data can be generated from the EBEIS or other existing database of Planning Unit, prepares the data and create an indorsement. Makes sure that it complies with the Data Privacy Law</p> <p>If data is not available, make an indorsement stating that the data being requested is not available.</p>	none	8 hours	Planning Officer III Schools Governance and Operations Division



2. Receives the data report being requested via email or printed document	2.1 Forwards the data request report or indorsement to SGOD ADA	none	10 minutes	Planning Officer III Schools Governance and Operations Division
	2.2 Forwards the prepared data request report to SGOD Chief for checking	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	2.3 Checks the prepared report	None	4 hours	Chief Education Supervisor Schools Governance and Operations Division
	2.4 Returns the prepared report to the SGOD ADA	None	5 minutes	Chief Education Supervisor Schools Governance and Operations Division
	2.5 Forwards the report and indorsement to OSDS ADAS	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	2.6 Receives the report and indorsements and have it signed by the	None	10 minutes	Administrative Assistant III



	Schools Division Superintendent			Office of the Schools Division Superintendent
	2.7 Release the requested report either via email or hard copy thru the records section	None	10 minutes	Administrative Assistant III Office of the Schools Division Superintendent
<b>Total:</b>			<b>1.5 days - 2 days</b>	



## 2. Request for Basic Education Data (Internal Stakeholder)

To be able to serve its internal stakeholders, the division can provide official data from the Enhanced Basic Education Information System (EBEIS), Learner Information System (LIS) as well as National Achievement Test Division results and Division Performance Indicators. Those requested data can help the clients on their research and reports.

<b>Office or Division:</b>	Schools Governance and Operations Division (SGOD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Public Schools and Public School Teacher-Researcher			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request addressed to Schools Division Superintendent asking for either Enhanced Basic Education System (BEIS), Learner Information System (LIS), National Achievement Test (NAT) and Division Performance Indicator data and its purpose.		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the requirements to the Records Section	1.1. Receives the complete documents and forwards to the Office of the SDS	None	10 minutes	Administrative Assistant III Record Section
	1.2 Receives and forwards the documents to SGOD Office	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.3 Receives and forwards the documents to SGOD Chief	None	10 minutes	Administrative Assistant III / Administrative Aide IV
	1.4 Receives the document and	None	5 minutes	Chief Education Supervisor



	forwards to ADA III, SGOD			Schools Governance and Operations Division
	1.5 Receives and forwards the document to Planning Officer III	None	10 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	1.6 Receives the documents	None	5 minutes	Planning Officer III Schools Governance and Operations Division
	<p>1.7 Evaluates the request and checks the availability of data. Also checks whether the data being requested does not violate Data Privacy Law.</p> <p>If the data can be generated from the existing database of Planning Unit, prepares the data, and create an indorsement.</p> <p>If data is not available or violates data privacy law, make an</p>	none	8 hours	Planning Officer III Schools Governance and Operations Division



	indorsement stating that the data being requested is not available or violates the provision of Data Privacy Act.			
2. Receives the data report being requested via email or printed document	2.1 Forwards the data request report or indorsement to SGOD ADA	none	10 minutes	Planning Officer III Schools Governance and Operations Division
	2.2 Forwards the prepared data request report to SGOD Chief for checking	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and Operations Division
	2.3 Checks the prepared report	None	4 hours	Chief Education Supervisor Schools Governance and Operations Division
	2.4 Returns the prepared report to the SGOD ADA	None	5 minutes	Chief Education Supervisor Schools Governance and Operations Division
	2.5 Forwards the report and indorsement to OSDS ADAS	None	5 minutes	Administrative Assistant III / Administrative Aide IV Schools Governance and



				Operations Division
	2.6 Receives the report and indorsements and have it signed by the Schools Division Superintendent	None	10 minutes	Administrative Assistant III Office of the Schools Division Superintendent
	2.7 Release the requested report either via email or hard copy thru the records section	None	10 minutes	Administrative Assistant III Office of the Schools Division Superintendent
<b>Total:</b>			1.5 days – 2 days	