

CITIZEN’S CHARTER – INTERNAL SERVICES

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT (OSDS)

A. BUDGET UNIT

1. PROCESSING OF ORS

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

| | |
|---|---------------------------------------|
| Office or Division: | Budget Unit |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Government |
| Who may avail? | DepEd Employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Obligation Request & Status (ORS) (1 Original Copies, 2 Photocopy) | Budget Unit |
| 2. Disbursement Voucher (1 Original Copies, 2 Photocopy) | Accounting Unit |
| Purchase Orders (pre-audited) | |
| 1. AR/ATC (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 2. Other supporting documents (1 Original Copies, 2 Photocopy) | Requesting Unit |
| Biddings | |
| 1. Notice of Award (1 Original Copies, 2 Photocopy) | BAC Secretariat |
| 2. Signed Contract (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 3. Sub-AROs (1 Original Copies, 2 Photocopy) | Budget Unit |
| 4. AR/ATC (1 Original Copies, 2 Photocopy) | Requesting Unit |
| Cash Advances for Travels | |
| 1. Approved Travel Order (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 2. Memorandum (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 3. Itinerary of Travel (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 4. Other supporting documents (1 Original Copies, 2 Photocopy) | Requesting Unit |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Reimbursement of Travels | |
| 1. Approved Travel Order (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 2. Memorandum (1 Original Copies, 2 Photocopy) Requesting Unit) | Requesting Unit |
| 3. Itinerary of Travel (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 5. Certification of Travel Completed (1 Original Copies, 2 Photocopy) | Requesting Unit |
| 6. Other supporting documents (1 Original Copies, 2 Photocopy) | Requesting Unit |
| Cash Advances for school MOOE | |
| 1. Disbursement Voucher (DV) & Obligation Request & Status (ORS) (1 Original Copies, 2 Photocopy) | Requesting Unit / School ADAS |
| 2. Approved Activity Design or Approved POW (1 Original Copies, 2 Photocopy) | Requesting Unit |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|----------------------|--|-----------------|-----------------|---------------------|
| 1. Forward to budget | 1.1. Receive the documents from the requesting party | None | 2 minutes | ADAS |
| | 1.2. Review, analyze and verify the documents | None | 5 minutes | ADAS/Budget Officer |
| | 1.3. Verify the availability of allotments | None | 3 minutes | Budget Officer |
| | 1.4. Record and posting of entries in BMS | None | 5 minutes | ADAS/Budget Officer |
| | 1.5. Generate printout of ORS | None | 2 minutes | ADAS/Budget Officer |

| | | | | |
|--|---|-------------|-----------------------------------|---------------------|
| | 1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B) | None | 5 minutes | Budget Officer |
| | 1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his/her direct supervision (Box A) | None | 5 minutes | SDS |
| | 1.8. Forward to Accounting Unit | None | 3 minutes | ADAS/Budget Officer |
| | TOTAL: | None | 30 minutes per transaction | |

2. POSTING/UPDATING OF DISBURSEMENT UPDATING OF STATUS OF DISBURSEMENT REQUESTS

| | |
|---|---------------------------------------|
| Office or Division: | Budget Unit Classification |
| Simple Type of Transaction: | G2G – Government to Government |
| Who may avail? | DepEd Employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1. Reports of Check Issued (RCI) | Cashier's Office |
| 2. Report of Advice to Debit Account Issued (RADAI) | Cashier's Office |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--|---------------------------------------|------------------------|------------------------|---------------------------|
| 1. Submit the required reports (RCI and RADAI) | 1.1. Receive the reports | None | 3 minutes | Receiving personnel |
| | 1.2. Encode /post the data on the BMS | None | 5 minutes | ADAS/Budget Officer |
| | TOTAL: | None | 8 minutes | |

B. CASH UNIT

1. HANDLING OF CASH ADVANCES

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

| Office or Division: | | Cash Unit | | |
|---|---|---|-----------------|-----------------------------|
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | All Bonded DepEd Employees | | |
| <p style="text-align: center;">CHECKLIST OF REQUIREMENTS</p> <ul style="list-style-type: none"> • Approved Activity Design / Purchase Request (PR) and Payroll • Certification of No Liquidated CA's • Documentary requirements | | <p style="text-align: center;">WHERE TO SECURE</p> <ul style="list-style-type: none"> • Concerned Office & Schools Division Superintendent • Accounting Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Activity Design & Purchase Request, Monthly Procurement Plan or Payroll | 1.1 Review documents based on accounting rules and regulations | None | 1 hour | Concerned Office |
| 2. Forward to Head of Office for Approval | 2.1 Sign the documentary requirements needed for Cash Advance | None | 30 mins | Head of office |
| 3. Prepare DV & ORS and attach documentary requirements needed for Cash Advances. | 3.1 Receive the DV, ORS, Activity Design & Purchase Request or Payroll and other documentary requirements for obligation | None | 20 mins | Budget Office Personnel |
| | 3.2 Logging of transaction | None | 10 mins | Accounting Office Personnel |
| | 3.3 Creation of LDDAP -ADA (in case of Fund Transfer) | None | 20 mins | Accounting Office Personnel |
| | 3.4 Forward LDDAP-ADA with DV, ORS and other documentary requirements for review and signature | None | 30 mins | Accountant |
| | 3.5 Forward LDDAP-ADA with DV, ORS and other documentary requirements for Signature Forward DV, ORS and other documentary requirements for preparation of checks | None | 10 mins | Cashier |
| | 3.6 Preparation of Advice of Checks Issued & Cancelled (ACIC) | None | 10 mins | Cashier |
| | 3.7 Sign LDDAP-ADA or ACIC & Check, DV, ORS and other documentary requirements | None | 1 hour | Head of Office |
| | 3.8 Receive the signed LDDAP-ADA or ACIC & Check, DV, ORS and other documentary requirements | None | 10 mins | Cash Personnel |
| | 3.9 Submit LDDAP-ADA, Payfile & ACIC to the bank | None | 1.5 hours | Cash Personnel |
| | 3.10 Notify the clients that the Cash Advances are already credited to ATM | None | 10 mins | Cash Personnel |
| TOTAL: | | None | 6 hours | |

2. 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 field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

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

| | | | | |
|---------------------------|--|-------------|-------------------|----------|
| 2. Checking of email sent | 2.1. None | None | 2 minutes | ICT Unit |
| | 2.2. Evaluate the document sent. If blurry or has erroneous entry, contact the client for any clarification. | None | 10 minutes | ICT Unit |
| | 2.3. Create/ delete/ rename account or reset password of client account | None | 15 minutes | ICT Unit |
| | | | | |
| | 2.4. Give the credentials to the sender | None | 5 minutes | ICT Unit |
| | TOTAL: | None | 32 minutes | |

2. TROUBLE SHOOTING OF ICT EQUIPMENT

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

| Office or Division: | | ICT Unit | | |
|---|---|---------------------------------------|--|---------------------------|
| Type of Transaction: | | Government to Government (G2G) | | |
| Who may avail: | | SDO Personnel, School-based Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | | Where to Secure |
| ICT Technical Assistance Form (Fillable Form) | | | | ICT Unit Office |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of accomplished ICT technical assistance form | 1.1 Stamping "Received" on the document | None | 1 minute | Records Section |
| | 1.2 Transmitting the stamped document to the ICT Unit | None | 5 minutes | |
| | 1.3 Received stamped document | None | 1 minute | Client |
| | 1.4 Evaluate the document and interview the client | None | 10 minutes | ICT Unit |
| | 1.5 Evaluate and analyze the ICT equipment | None | 30 minutes to an hour | ICT Unit |
| | 1.6 Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step | None | 1 hour | Client and ICT Unit |
| | 1.7 Give recommendation To the client on what to do | None | 15 minutes | ICT Unit |
| | 1.8 Return the equipment to the client | None | 5 minutes | ICT Unit |
| | TOTAL: | None | 2 hours and 7 minutes or more, depend on item | |

3. UPLOADING OF PUBLICATIONS

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

| | | | | |
|--|--|---------------------------------------|--|---------------------------|
| Office or Division: | | ICT Unit | | |
| Type of Transaction: | | Government to Government (G2G) | | |
| Who may avail: | | SDO Personnel, School-based Personnel | | |
| CHECKLIST OF REQUIREMENTS | | | | Where to Secure |
| 1. Uploading of Publications Request Sheet | | | | ICT Unit |
| 2. Request Sheet- Certification of Published Article/s | | | | |
| 3. Request Sheet | | | | Records Unit |
| 4. Announcements | | | | |
| 5. Articles | | | | |
| 6. Issuances | | | | Bids and Awards Committee |
| 7. Bidding Documents | | | | |
| 8. Invitation To Bid | | | | |
| 9. Request for Quotation | | | | |
| 10. Notice Award | | | | |
| 11. Notice to Proceed | | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---------------------------------|---|-----------------|-------------------|---|
| 1. Accomplish the Request Sheet | 1.1 Give the Request Sheet and receive the Document/s | None | 2 minutes | Designated Information Officer or Administrative Officer / ICT Unit |
| | 1.2 Receive the document/s | None | 2 minutes | |
| | 1.3 Verify the Document/s to be uploaded | None | 5 minutes | |
| | 1.4 Scan the document/s to PDF format | None | 5 minutes | |
| | 1.5 Upload the document/s on the website or Workplace | None | 5 minutes | |
| TOTAL: | | None | 16 minutes | |

2. LEGAL UNIT

1. **ISSUANCE OF CERTIFICATE OF NO PENDING CASE – (DIVISION LEVEL)**

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, to resign and/or retire, and other purposes.

| Office or Division: | Legal Unit | | | |
|--|--|-----------------|------------------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | G2G - Government to Government | | | |
| Who may avail: | Internal Clients | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request letter, providing his/her full name, position, purpose of the request, and other relevant facts (1 original, 1 photocopy) | Client | | | |
| 2. Gov't-issued ID (1 photocopy) | Client | | | |
| 3. Authorization Letter, if needed (1 original, 1 photocopy) | Client | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the request-letter and other documentary requirements. | 1.1. Receives and records to DTS and/or logbook then forward to SDS for appropriate action. | None | 1 day | Admin Officer IV / Admin Staff (Records Section) |
| | 1.2. Refers the documents to the Legal Unit | None | 10 minutes | SDS |
| | 1.3. Checks the completeness of all the requirements and verifies from the list of employees with pending administrative case; then prepares the Certificate of No Pending Case. [If employee has pending case, he/she will be issued with the Certification stating the title, nature, status, and other details of said case.] | None | 1 day | Division Attorney |
| | Endorses two (2) copies the Certificate to the Records Section for releasing. | | | Division Attorney |
| 2. Receive copy of the Certificate of No Pending Case | 2.1. Release (upon pick-up) one (1) copy of the Certificate to the client; and the remaining copy or receive copy is returned to the Legal Unit. | None | 10 Minutes | Admin Officer IV/ Admin Staff (Records Section) |
| | TOTAL: | None | 2 days and 10 minutes | |

E. PERSONNEL UNIT

1. APPLICATION FOR SICK LEAVE AND PERSONAL LEAVE LESS THEN 15 DAYS

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|----------------------------------|---|---|------------------------|------------------------------|------------------------------------|
| OFFICE: | | Personnel Unit | | | |
| CLASSIFICATION: | | Simple | | | |
| TYPE OF TRANSACTION: | | Government to Government | | | |
| WHO MAY AVAIL: | | Deped Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| 1 | Letter of intent - 1 copy Form 6 - 2 copies Medical Certificate - 1 copy (for sick leave 5 days and above) | Employee | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Prepare and fill up leave application, duly signed by the applicant and school head | 1.1 Records Unit receive and track the application thru DTS and acknowledge by email | None | 10 minutes | Records Unit |
| | | 1.2 Receive the application thru the Data Tracking System from the Records Unit | None | 3 minutes | Leave in-charge |
| | | 1.3 Retrieve and update the leave card and acts on Form 6 then forward to the Administrative Officer IV for signature | None | 20 minutes | Leave in-charge |
| | | 1.4 The AO IV signs the Form 6 and refers back to the leave in-charge | None | 10 minutes | Administrative Officer IV, HRMO II |
| | | 1.5 Release the Form 6 from the DTS and forward to the ASDS/SDS for approval | None | 5 minutes | Leave in-charge |
| | | 1.6 The ASDS/SDS signs the Form 6 and refers back to the leave in charge | None | 10 minutes | ASDS/SDS |
| | | 1.7 Secure a copy of letter and Form 6 for filing then forward the remaining copy to the Records Unit for releasing | None | 5 minutes | Leave in-charge |
| | | 1.8 The Records Unit release the approved Form 6 to the concerned personnel | None | 10 minutes | Releasing in-charge |
| | | TOTAL: | None | 1 hour and 13 minutes | |
| | | | | | |

2. APPLICATION FOR MATERNITY, SICK, AND PERSONAL LEAVE 15 DAYS ABOVE

| | | | |
|----------------------------------|--|--------------------------|--|
| OFFICE: | | Personnel Unit | |
| CLASSIFICATION: | | Simple | |
| TYPE OF TRANSACTION: | | Government to Government | |
| WHO MAY AVAIL: | | DepEd Employees | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1 | Letter of intent - 2 copies Form 6 - 2 copies Division Clearance - 2 copies Medical Certificate - 2 copies (maternity and sick leave only) | Employee | |

| | CLIENT STEPS | AGENCY ACTION | FEE TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|---|----------------|------------------------------|---|
| 1 | Prepare and fill up leave application, duly signed by the applicant and school head | 1.1 Records Unit receive and track the application thru DTS and acknowledge by email | None | 10 minutes | Records Unit |
| | | 1.2 Receive the application thru the Data Tracking System from the Records Unit | None | 3 minutes | Leave In-charge |
| | | 1.3 Retrieve and update the leave card, acts on Form 6, make endorsement, then forward to the Administrative Officer IV for signature | None | 20 minutes | Leave In-charge |
| | | 1.4 The AO IV signs the Form 6 and refers back to the leave in-charge | None | 10 minutes | Administrative Officer IV, |
| | | 1.5 Route the Division clearance for the signature of the Accountant, Attorney and the Administrative Officer V | None | 15 minutes | Leave in charge, Accountant, Attorney, Administrative Officer V |
| | | 1.6 Release the application from the DTS and forward to the ASDS | None | 5 minutes | Leave In-charge |
| | | 1.7 The ASDS signs the Form 6 and forward the application to the SDS office | None | 10 minutes | ASDS |
| | | 1.8 The SDS signs the application and refers back to the leave in-charge | None | 10 minutes | SDS |
| | | 1.7 Forward the approved application to the Records Unit for releasing | None | 5 minutes | Leave In-charge |
| | | 1.8 The Records Unit release the approved application to the concerned personnel | None | 10 minutes | Releasing In-charge |
| | | TOTAL: | None | 1 hour and 38 minutes | |

3. APPLICATION FOR TRAVEL ABROAD

| | |
|--|---|
| OFFICE: | Personnel Unit |
| CLASSIFICATION: | Simple |
| TYPE OF TRANSACTION: | Government to Government |
| WHO MAY AVAIL: | DepEd Employees |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1 Letter of intent - 2 copies Form 6 - 2 copies Division Clearance - 2 copies Latest payslip - 2 copies | Employee |
| Service Records - 2 copies | Service records in-charge, request thru email |
| Provident Clearance - 2 copies | Provident loan in-charge, request thru email |
| Certification that no interruption of work transaction - 2 copies | Leave in-charge |

| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|---|--|-----------------|------------------------------|---|
| 1 | Prepare and fill up leave application, duly signed by the applicant and school head | 1.1 Records Unit receive and track the application thru DTS and acknowledge by email | None | 10 minutes | Records Unit |
| | | 1.2 Receive the application thru the Data Tracking System from the Records Unit | None | 3 minutes | Leave in-charge |
| | | 1.3 Retrieve and update the leave card, acts on Form 6, make endorsement, then forward to the Administrative Officer IV for signature | None | 20 minutes | Leave in-charge |
| | | 1.4 The AO IV signs the Form 6 and refers back to the leave in-charge | None | 10 minutes | Administrative Officer IV |
| | | 1.5 Route the Division clearance for the signature of the Accountant, Attorney and the Administrative Officer V | None | 15 minutes | Leave in charge, Accountant, Attorney, Administrative Officer V |
| | | 1.6 Release the application from the DTS and forward to the ASDS | None | 5 minutes | Leave in-charge |
| | | 1.7 The ASDS signs the Form 6 and forward the application to the SDS office | None | 10 minutes | ASDS |
| | | 1.8 The SDS signs the application and refers back to the leave incharge | None | 10 minutes | SDS |
| | | 1.9 Scan the approved application and email to the Region Office VII | None | 15 minutes | Leave in-charge |
| | | 2.0 Region Office processes the application | None | 2-3 weeks | Region Office leave in-charge |
| | | 2.1 Once travel application is approved and transmitted to the Records Unit, the releasing in-charge will then, release the application to the concerned personnel | None | 5 minutes | Releasing in-charge |
| | | TOTAL: | None | 1 hour and 43 minutes | |

4. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (COE)

| | | | | | |
|----------------------------------|--|--|------------------------|------------------------|---------------------------|
| OFFICE: | | Personnel Unit | | | |
| CLASSIFICATION: | | Simple | | | |
| TYPE OF TRANSACTION: | | Government to Government | | | |
| WHO MAY AVAIL: | | DepEd Talisay City Division Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| 1 | Client to email their request to depedtalisayadmins@deped.gov.ph | DepEd Personnel | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | DepEd Talisay City Division personnel will email their request to depedtalisayadmins@deped.gov.ph using their DepEd official email with the following details: <ul style="list-style-type: none"> ➤ Complete Name ➤ Position ➤ Employee Number ➤ Name of School ➤ Purpose of the request | 1.1 Email will be checked by the personnel in-charge | None | 1 day | DepEd Personnel |
| | | 1.2 COE in-charge will prepare the document. (Base on the updated Service record of the personnel requesting the document) | None | 1 day | COE In-charge |
| | | 1.3 Once done, the in-charge will reply to their email with the attached Certificate of Employment | None | 1 day | COE In-charge |
| | | TOTAL: | None | 3 days | |

5. ISSUANCE OF SERVICE RECORD

| | | | | | |
|----------------------------------|---|---------------------------------------|------------------------|------------------------|---------------------------|
| OFFICE: | | Personnel Unit | | | |
| CLASSIFICATION: | | Simple | | | |
| TYPE OF TRANSACTION: | | Government to Government | | | |
| WHO MAY AVAIL: | | DepEd Talisay City Division Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
| 1 | Client to email their request to depedtalisayadmins@deped.gov.ph | DepEd Personnel | | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | | |
|---|---|---|-------------|---------------|--------------------------|
| 1 | DepEd Talisay City Division personnel will email their request to depedtalisayadmins@deped.gov.ph using their DepEd official email with the following details: <ul style="list-style-type: none"> ➤ Complete Name ➤ Position ➤ Employee Number ➤ Name of School ➤ Purpose of the request | 1.1 Email will be checked by the personnel in-charge | None | 1 day | DepEd Personnel |
| | | 1.2 Service Record in-charge will prepare the document. (Update the record by checking the leave card of the personnel requesting the document) | None | 1 day | Service Record In-charge |
| | | 1.3 Once done, the in-charge will reply their email with the attached updated Service Record | None | 1 day | Service Record In-charge |
| | | TOTAL: | None | 3 days | |

6. LOAN APPROVAL AND VERIFICATION

This service pertains to the approval and verification of Loans from GSIS and PAGIBIG of teaching and non-teaching employees in DepEd.

| Office or Division: | Personnel Unit | | | |
|---|---|-----------------|---|---|
| Classification: | Simple | | | |
| Type of Transaction: | G2G- Government to Government | | | |
| Who may avail: | DepEd SDO Employees | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| For GSIS and PAGIBIG Loans (Online Application) 1) Three (3) most recent payslips - original and photocopy. | | | | |
| For PAGIBIG Loans (Manual Application) 1) Duly accomplished PAGIBIG STL Application Form. 2) Computation of monthly amortization. 3) Three (3) most recent payslips - original and photocopy. 4) Commitment Form (if Division Paid-over the counter payment) | | | PAGIBIG website PAGIBIG Office School ADOF2 | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all necessary documents to School ADOF2 for assessment. | 1.1 Receive of complete documents from School ADOF2. | None | 3 minutes | Administrative Section- Authorized Employee |
| | 1.2 Check and Evaluate loan application if eligible. (Referred to Region for loan verification) | None | 30 minutes | |
| | 1.3 Approve/ Disapprove loan application. | None | 10 minutes | |
| | 1.4 Notify the client on action taken by the Office through ADOF2. | None | 5 minutes | |
| | TOTAL: | None | 48 minutes | |

F. PROPERTY AND SUPPLY UNIT

1. REQUISITION AND ISSUANCE OF SUPPLIES

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

| OFFICE: | | Property and Supply Unit | | |
|--|--|--------------------------|-------------------|------------------------------------|
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | Government to Government | | |
| WHO MAY AVAIL: | | DepEd Employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Filled Out Requisition and Issue Slip (RIS) (3 copies) | | Employee | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Prepare RIS and submit to the Supply Office | 1.1 Receive and check the documents | None | 5 minutes | Property and Supply Unit Personnel |
| | 1.2 Check if the stocks are available | None | 10 minutes | |
| | 1.3 Forwards the RIS to the Division Supply Officer for Approval | None | 3 minutes | |
| Receive supplies and the approved copy of Requisition and Issue Slip (RIS) | 2.1 Release of Supplies | None | 2 minutes | |
| | TOTAL: | None | 20 minutes | |

2. PROPERTY AND EQUIPMENT CELARANCE SIGNING

This process is signing of Property and Equipment Returned Slip (PERS) for retirement, resignation, transfer of division, leave or travel abroad.

| OFFICE: | | Property and Supply Unit | | |
|--|---|--------------------------|-----------------|------------------------------------|
| CLASSIFICATION: | | Complex | | |
| TYPE OF TRANSACTION: | | Government to Government | | |
| WHO MAY AVAIL: | | DepEd Employees | | |
| CHECKLIST OF REQUIREMENT | | WHERE TO SECURE | | |
| 1. Property and Equipment Returned Slip (PERS) (3 copies) | | Employee | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Submit the accomplished PERS form together with the Division Clearance | 1.1 Receives the accomplished forms and checks if the concerned employee has an accountability for property and equipment | None | | Property and Supply Unit Personnel |

| | | | | |
|--|---|-------------|-------------------|------------------------------------|
| | a. If the employee has no accountability, the supply officer signs the Division Clearance | None | 15 minutes | Property and Supply Unit Personnel |
| | b. If concerned employee has an accountability, supply officer will request the employee to settle all his/her accountability | None | | |
| | TOTAL: | None | 15 minutes | |

CITIZEN'S CHARTER – INTERNAL SERVICES

CURRICULUM IMPLEMENTATION DIVISION (CID)

G. CURRICULUM IMPLEMENTATION DIVISION

1. PROGRAM WORKFLOW OF SUBMISSION OF CONTEXTUALIZED LEARNING RESOURCES

SERVICE DESCRIPTION:

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, Development, Production, and Distribution of Contextualized Learning Resources (LRs).

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

| | | | | |
|--|--|-------------|----------------|---|
| 1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports | 1.2 Prepare documents for capability building | None | One 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 | Five 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 the submitted LR | None | Five days | SLRQAT |
| 4. Finalize LR ready for endorsement to District/Division | | None | One day | Writer, School Head |
| 5. Prepare endorsement communication to District/Division Quality Assurance Team | 5.1 Accept endorsement communication | None | Three days | DLRQAT |
| | 5.2 SDO does a final review If final, recommend for pilot testing If not, recommend for revision | None | 15 days | DLRQAT |
| 6. Integrate recommendations based on pilot testing results or resubmit revised LRs to SDO (both hard and soft copy) | 6.1 SDO finalizes the Learning Resources and submits LRs in hard and softcopy to the Regional Office | None | Five days | Division LR Supervisor |
| | 6.2 RO finalizes the Quality Assurance of Learning Resource | None | Five days | Regional LREs |
| 7. Prepare endorsement for uploading to the LR portal | 7.1 Upload LR to portal for online QA | None | One day | Writer, School Head, Division LR Supervisor |
| | 7.2 Approve, produce, and utilize to target users | None | One day | Regional/Division LR Supervisor |
| | 7.3 RO informs SDO while SDO informs the Writer through written communication of the approved and uploaded LRs | None | One day | Regional/ Division LR Supervisor |
| | TOTAL: | NONE | 45 days | |

2. QUALITY ASSURANCE OF SUPPLEMENTARY LEARNING RESOURCE

SERVICE DESCRIPTION:

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

| | |
|---------------------|------------------------------------|
| Office or Division: | Curriculum Implementation Division |
|---------------------|------------------------------------|

| | | | | |
|--|---|--------------------------------|--------------------------------------|--|
| Classification: | | Complex | | |
| Type of Transaction: | | Government to Government (G2G) | | |
| Who may avail: | | DepEd employees | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Detailed Lesson Plan | | Employee | | |
| 2. School Quality Assurance Team (SQAT) Certification | | | | |
| 3. Supplementary Learning Resources (Soft and hard copy) | | | | |
| 4. Teacher User's Guide (for Manipulative Materials only) | | | | |
| 5. Video of Demonstration Teaching | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR) | 1.1 Check and log-in submitted teacher-made Supplementary Learning Resources (SLR) together with other requirements | None | 15 mins. | Curriculum Implementation Division Personnel |
| 2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources | 2.1 Assess/Evaluate the Supplementary Learning Resources | None | One day | |
| 3. Receive the Endorsement Letter from the Division Office | 3.1 Prepare the summary of comments and recommendations as regards the SLR Evaluation | None | Two days | |
| 4. Submit the corrected SLR | 4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter | None | One day | |
| 5. Present the Final Presentation of SLR | 5.1 Review and evaluate the Final Presentation with an evaluation tool | None | One day | |
| 6. Receive the certificate | 6.1 Release the certificate | None | One day | |
| | TOTAL: | NONE | Seven (7) days and 15 minutes | |

CITIZEN’S CHARTER – INTERNAL SERVICES

SCHOOL GOVERNANCE AND OPERATIONS DIVISION (SGOD)

H. SCHOOL GOVERNANCE AND OPERATIONS DIVISION – PLANNING AND RESEARCH SECTION

1. REQUEST FOR BASIC EDUCATION DATA (INTERNAL STAKEHOLDER)

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

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

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

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

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

CITIZEN’S CHARTER – EXTERNAL SERVICES

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT (OSDS)

A. LEGAL UNIT

1. REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORDS

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

| | | | | |
|---|--|--------------------------------|--|--|
| Office or Division: | | Legal Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail? | | All Students | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Endorsement from School Head | | School Head | | |
| 2. Letter of Intent (2 original Copies) | | Client | | |
| 3. Form 137 or FS 9 or Diploma, whichever is applicable (1 certified-true-copy, 1 photocopy) | | School Personnel | | |
| 4. PSA Certificate of Live Birth (1 certified-true-copy, 1 photocopy) | | PSA | | |
| 5. Affidavit of Two Disinterested Persons, if applicable (1 original, 1 photocopy) | | Any Notary Public | | |
| 6. Affidavit of Discrepancy, if applicable (1 original, 1 photocopy) | | Any Notary Public | | |
| 7. Special Power of Attorney, if applicable (1 original, 1 photocopy) | | Any Notary Public | | |
| 8. Special Order of Graduation, for clients graduating from private school (1 certified-true-copy, 1 photocopy) | | | | |
| 9. Affidavit of Guardianship, if applicable (1 original, 1 photocopy) | | Any Notary Public | | |
| 10. Other document/s proving identity of requesting party, if applicable (1 certified-true-copy, 1 photocopy) | | | | |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---------------|-----------------|-----------------|--------------------|
|--------------|---------------|-----------------|-----------------|--------------------|

| | | | | |
|--|--|------|--|--|
| 3. Submit the endorsement, letter-of-intent and pertinent attachments. | 1.1. Receives and records to DTS and/or logbook then forward to SDS for appropriate action. | None | 10 minutes | Admin Officer IV / Admin Staff (Records Section) |
| | 1.2. Refers the documents to the Legal Unit | None | 10 Minutes | SDS |
| | 1.3. Checks the completeness of all the requirements then prepares the Resolution for the correction. | None | 1 Day | Division Attorney |
| | 1.4. Forwards the Resolution to SDS. | None | 10 Minutes | Division Attorney / Legal Unit |
| | 1.5. Approves the Resolution and issues the Order for Correction, and then refers the matter back to the Legal Unit for releasing. | None | 4 Hours | SDS |
| | 1.5. Endorses the Resolution and Order to the Records Section for releasing. | None | 10 Minutes | Attorney III / Legal Unit Admin Officer IV/ Admin Staff (Records Section) |
| | 1.6. Releases (upon pick-up) the Resolution and Order to the endorsing School Principal / School Head. | None | 10 Minutes | Admin Officer IV/ Admin Staff (Records Section) School Principal / School Head |
| 2. Receive copy of the Resolution and Order. | 2.1. Records Section releases (upon pick-up) a copy of the Resolution and Order to the client. | None | 10 Minutes | Admin Officer IV/ Admin Staff (Records Section) |
| | TOTAL: | None | Two (2) days, Four (4) hours, and 50 minutes. | |

B. PERSONNEL UNIT

1. ACCEPTANCE OF EMPLOYMENT APPLICATION FOR INITIAL EVALUATION (Teaching Position)

Any individual with interest in applying for position may submit his or her credentials and other requirements.

| | | | | |
|----------------------------------|---|---|------------------------|------------------------|
| OFFICE: | | Personnel Unit | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | Government to Government | | |
| WHO MAY AVAIL: | | None DepEd Employees | | |
| CHECKLIST OF REQUIREMENTS | | DEPED TALISAY DIVISION MEMORANDUM | | |
| 1 | Pertinent documents in one (1) folder with tabs | Applicants | | |
| | CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME |
| 1 | Submit applications to their preferred school | 1.1 School Sub-Committee (SSC) receives applicant's pertinent | | |

| | | | | | |
|--|--|--|-------------|---------------------------------------|------------------------|
| | | documents for verification against the original documents and certification as to completeness, veracity, accuracy, and authenticity of documents. | None | 1 hour | Applicants |
| | | 1.2 School Sub-Committee (SSC) forwards the documents with transmittal to personnel section thru Records Section. | None | 1 day | School Sub-Committee |
| | | 1.3 Initial evaluation of applicant's qualifications vis-à-vis the CSC approved QS and submission to HRMPSB for deliberation. | None | 1 hour | HRMO II |
| | | 1.4 Posting of Initial Evaluation Result (IER) at the SDO Bulletin Board, near the SDO Entrance and respective school bulletin board. | None | 5 days | Division Sub-Committee |
| | | TOTAL: | None | Six (6) days and Two (2) hours | |

2. ACCEPTANCE OF EMPLOYMENT APPLICATION FOR INITIAL EVALUATION (Non-Teaching and Teaching-Related Positions both for promotion and entry)

Any individual with interest in applying for position and defend me submit his or her credentials and other requirements.

| | | | | |
|----------------------------------|---|--|------------------------|---------------------------|
| OFFICE: | | Personnel Unit | | |
| CLASSIFICATION: | | Simple | | |
| TYPE OF TRANSACTION: | | Government to Government | | |
| WHO MAY AVAIL: | | None DepEd Employees | | |
| CHECKLIST OF REQUIREMENTS | | DEPED TALISAY DIVISION MEMORANDUM | | |
| 1 | Pertinent documents in one (1) folder with tabs | Applicants | | |
| CLIENT STEPS | | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME |
| | | | | PERSON RESPONSIBLE |

| | | | | | |
|---|--|---|-------------|------------------------|------------|
| 1 | Submit pertinent documents in one (1) folder with tabs to the HRMO thru the Records Section via dropbox. | 1.1 Records Section will receive the pertinent documents of applicants for tracking and forward to HRMO. | None | 13 working days | Applicants |
| | | 1.2 HRMO will receive the documents from the Records Section for verification against the original documents and certification as to the completeness, veracity, accuracy, and authenticity of documents. | None | 13 working days | HRMO |
| | | 1.3 Initial evaluation of applicant's qualifications vis-à-vis the CSC approved QS and submission by the HRMO to HRMPSB for deliberation. | None | 10 working days | HRMO |
| | | 1.4 Posting of Initial Evaluation Result (IER) at the SDO Bulletin Board, near the SDO Entrance and respective school bulletin board. | None | 6 calendar days | HRMO |
| | | TOTAL: | None | 29 working days | |

C. PROPERTY AND SUPPLY

1. INSPECTION, ACCEPTANCE AND DISTRIBUTION OF BOOKS, SUPPLIES AND EQUIPMENT

This service is the issuance and receiving of the books, supplies and equipment that are needed for schools and Division Office.

| | |
|-----------------------------|--------------------------|
| OFFICE: | Property and Supply Unit |
| CLASSIFICATION: | Complex |
| TYPE OF TRANSACTION: | Government to Government |
| WHO MAY AVAIL: | Deped Employees |

| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | | |
|---------------------------|---|---|-----------------|-------------------------------------|------------------------------------|
| 1 | Delivery Receipts | Supplier | | | |
| 2 | Inspection and Acceptance Report | Property and Supply Unit | | | |
| 3 | Requisition and Issue Slip (RIS)/ Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR) | | | | |
| CLIENT STEPS | | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 | Delivers the books, supplies, and equipment with the Delivery Receipts | 1.1 Receives and check the quantity of the items delivered through comparing the Delivery Receipt (DR) to the Purchase Order (PO). | None | 10 minutes | Property and Supply Unit Personnel |
| | | 1.2 Inspects and signs IAR for the items delivered whether it's in line with the specifications in the Purchase Order (PO) | None | 5 minutes | Division Inspection Committee |
| | | 1.3 Verifies and signs the Delivery Receipt (DR)and IAR after inspection | None | 2 minutes | Supply Officer |
| | | 1.4 Prepares Requisition and Issue Slip (RIS) for Consumables Items, RIS with Inventory Custodians (ICS) for Semi-expendables Items and RIS with Property Acknowledgement Receipt (PAR) for the PPE | None | 3 minutes | Property and Supply Unit Personnel |
| | | 1.5 Reviews and approves the RIS and ICS or PAR | None | 3 minutes | Supply Officer |
| | | 1.6 Prepares distribution list | None | 10 minutes | Property and Supply Unit Personnel |
| | | 1.7 Informs the Recipient Schools for the distribution schedule | None | 1 day | |
| 2 | Signs the RIS, ICS, PAR for the books, supplies/ equipment received | 2.1 Distributes the books, supplies / equipment with the copy signed RIS, ICS or PAR | None | 3 days | |
| | | TOTAL: | None | Four (4) days and 33 minutes | |

D. RECORDS UNIT

1.A. RECEIVING OF COMMUNICATION AND OTHER DOCUMENTS

DepEd-Division of Talisay City welcomes the public to send communications (document or electronic), be it requests, reports, applications for hiring/ranking and among others that can be acted upon by this Office and its personnel, intended for the information, feedback, use, and reference.

| | | | | |
|--|---|------------------------|--|--------------------------------|
| Office or Division: | Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 4. Receiving Ticket (1 copy) | | | Guard House | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Completely fill-out the Receiving Ticket. | 1. Provide client with the Receiving Ticket. | None | 5 minutes | Guard on Duty |
| 1. Attach the filled-out Receiving Ticket to the document to be submitted and drop it to the Dropbox or to the Records Office. | 2. Get the document received from Dropbox or directly from the client. Record the document, via Document Tracking System. | None | 5 minutes <i>(Please note that the staff will get documents from the Drop box every 2 hrs. Documents received beyond 12pm shall be processed and be forwarded to the action unit concerned not later than 10am of the following day.)</i> | Administrative Staff (Records) |
| | 1.1. Email the tracking details of the document received to the client/sender's email address provided in the Receiving Ticket. | None | 5 minutes | Administrative Staff (Records) |
| | 1.2. Log and forward the received and recorded document to its corresponding Action Unit. | None | 15 minutes | Administrative Staff (Records) |
| | TOTAL: | None | 30 mins. | |

1.B. RELEASING OF COMMUNICATION AND OTHER REQUESTED DOCUMENTS

Documents already acted upon by the Action Units of DepEd-Talisay City Division and are already forwarded to the Records Unit for release to clients/requestors. These documents may include reply letters, Endorsement for Certification, Authentication and Verification of Basic Education School Records, Special Orders, approved/disapproved Application for Leave, processed loan applications, requested documents, etc.

| | | | | |
|---|--|------------------------|--|-------------------------------------|
| Office or Division: | Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Public | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Authorization Letter (1 copy) | | | Requesting person | |
| 2. Valid ID (Original ID and 1 photocopy) | | | Requesting person and/or Authorized Person | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 1. Update the Document Tracking System for the request (acted upon) forwarded by the Action Unit | None | 5 minutes | Administrative Staff (Records Unit) |

| | | | | |
|---|--|-------------|-------------------|-------------------------------------|
| | to the Records Unit, for release. | | | |
| | 1.1. Notify the client on the availability of the document, via posting to official FB Page, text message, call, or email. | None | 5 minutes | Administrative Staff (Records Unit) |
| | TOTAL: | None | 10 minutes | |
| (When Client is Available to Get the Document) | | | | |
| 2. Receive the requested document. | 2. Update the Document Tracking System for the document to be released. | None | 5 minutes | Administrative Staff (Records Unit) |
| | 2.1. Log to the outgoing logbook and/or photocopy the document for release. | None | 5 minutes | Administrative Staff (Records Unit) |
| 3. Sign the logbook or the Division Office copy and receive the document for release. | 2.2 Give the document to the client. | None | 5 minutes | Administrative Staff (Records Unit) |
| | TOTAL: | None | 20 minutes | |

2. RECEIVING OF LEGAL DOCUMENTS

Steps and procedures need to be taken when receiving complaints, answers, motions, pleadings, appeals and other legal processes, and the attachments these documents may have. This is to prevent suppression or unauthorized detachment of such documents.

(Reference: DepEd Records Management Operations Manual)

| | | | | |
|---|---|------------------------|------------------------|--------------------------------|
| Office or Division: | Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | Public | | | |
| | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 5. Receiving Ticket (1 copy) | | | Guard House | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Completely fill-out the Receiving Ticket. | 1. Provide client with the Receiving Ticket. | None | 5 minutes | Guard on Duty |
| 2. Attach the filled-out Receiving Ticket to the document to be submitted and submit it directly to the Records Office. | 1.1. Receive the document from the sender. 1.2. If the legal document is sealed, record it directly to the Document Tracking System, indicating that it is sealed. 1.3. However, if the legal document received is not sealed, check the document and its attachments. Record it to the Document Tracking System. | None | 5 minutes | Administrative Staff (Records) |
| | 1.4. For legal document which is not sealed, make and attach a Certification as to the total number of pages received by the Records Unit. | None | 5 minutes | Records Officer |
| | 1.5. Log and forward the received and recorded document to its corresponding Action Unit. | None | 15 minutes | Administrative Staff (Records) |
| | TOTAL: | None | 30 minutes. | |

3. REQUEST FOR AUTHENTICATION OF DOCUMENTS

The authentication of documents shall be granted to the requesting client, who can present the original copies, originated/created by the Agency and its offices. The request of authentication shall be provided to teaching, non-teaching, teaching-related personnel, retirees, separated, and others. These authenticated documents are to be used for ERF application, retirement, hazard pay, and among others.

| | | | | |
|--|---|------------------------|------------------------|--------------------------------|
| Office or Division: | Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Original Copy of Document for Authentication | | Requesting person | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Present the original document together with its photocopies, for authentication. | 1. Check and validate the document presented. | None | 5 minutes | Administrative Staff (Records) |
| 2. Log the details of the document & the request to the Logbook for Authentication. | | None | 5 minutes | Client |
| 3.Receive the authenticated photocopies of document together with the original copy presented. | 3.1.Stamp with either, “verified true copy” or “certified true copy” and then affix signature. | None | 5 minutes | Records Officer |
| | 3.2.Scan the original copies, then release the authenticated photocopies and the original copies to the client. | None | 10 minutes | Administrative Staff (Records) |
| | TOTAL: | None | 25 mins. | |

4. Certification, Authentication, Verification (CAV)

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 educational allowance/tuition fees of children of Overseas Filipino Workers (OFW); (i.) Such other purposes as maybe required in writing by the DFA.

Note: Only the following cases shall be handled in the Division Office:

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

(Reference: DepEd Order No. 48 s. 2017 “Policy and Procedural Guidelines on the Certification, Authentication and Verification of Basic Education School Records”)

| | |
|---|--|
| Office or Division: | Records Unit |
| Classification: | Simple |
| Type of Transaction: | Government to Citizen |
| Who may avail: | General Public |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| 1.Referral Form – CAV Form 1 | School attended |
| 2. School Referral Form – CAV Form 2 | Requesting Person |
| 3. Request Form for ALS A&E and PEPT Ratings -CAV Form 10 | Requesting Person |
| 4.Valid ID | Requesting person and/or Authorized person |

| 5. Authorization Letter (If the requesting party is not the record owner) (1 original copy) | Requesting person | | | |
|--|---|-----------------|-----------------|--------------------------------|
| A. REFERRAL FROM THE SCHOOL OF THE NON-AVAILABILITY OF ACADEMIC SCHOOL RECORD | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Give the CAV Form 2 and the requirements required in the SRF. | 1. Receive and check the availability of records. | None | 30 mins. | Administrative Staff (Records) |
| 2. Receive the Certification of Non-Availability of Academic School Record in the Division Office –CAV Form 7 | 2. If not found, issue a CAV Form 7 | None | 15 mins. | Records Officer |
| 3. Receive the Indorsement of Schools Division Office to the School (CAV Form 8) or Certification of Discrepancy/ies) (CAV Form 9) | 3. If found, checks and validates the correctness and completeness of the information in the RF. | None | 10 mins. | Records Officer |
| | 3.1. Issue CAV Form 8 or if there's unmatched information in the RF, issue CAV Form 9. | None | 15 mins. | Records Officer |
| | TOTAL: | None | 55 mins. | |
| B. RESULTS OF RATING ON ALTERNATIVE LEARNING SYSTEMS A&E TEST AND PHILIPPINE EDUCATIONAL PLACEMENT TEST (PEPT) | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Give the CAV Form 10 and the requirements required in the RF. | 1. Receive RF and check the completeness of information and requirements required in the RF. | None | 5 mins. | Administrative Staff (Records) |
| | 1.2. Search for the Result of Rating as requested by the client. | None | 10 mins. | Records Officer |
| | 1.3.a. If A&E Rating is not available, inform the client and coordinate with the Division ALS Coordinator who, in turn, will make the necessary verification with the | None | 1hr. | Records Officer |

| | | | | |
|---|--|------------------------|-----------------------------|--------------------------------|
| | Bureau of Education Assessment (BEA), DEPED Central Office | | | |
| | 1.3.b.If PEPT Rating is not available, inform the Applicant that the Division Office has no record; and coordination be made with the Bureau of Education Assessment, DEPED Central Office | None | | |
| 1.4.Receive Certification of Non-availability of the Rating (A&E/PEPT) (CAV Form 11) (If with negative verification) | 1.4.If with negative verification, inform the client accordingly and issue CAV Form 11 | None | | Records Officer |
| 2.If with positive verification, receive the approved ASR and Certification in 2 copies and in sealed envelope, for transmittal to Regional Office. | 2.If with positive verification, prepare Academic School Records and affix initial | None | 30 mins. | Records Officer |
| | 2.1.Check the accuracy and veracity of the ASR and RF and prepares Certification of Rating A&E/PEPT (CAV Form 12) & Division Office Transmittal to the Regional Office (CAV Form 13) | None | 5 mins. | SDS |
| | TOTAL: | None | 1 hr. & 50 mins. | |
| C. SCHOOLS THAT CEASE OPERATION | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Give Referral Form and requirements required in the RF. | 1.Receive RF and check for the availability of records in the Division Office. | None | 30 mins. | Administrative Staff (Records) |
| 1.1.Receive CAV Form 7. | 1.1.If not available, inform the | None | 15 mins. | Records Officer |

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| | client accordingly and issue CAV Form 7. | | | |
| | 1.2.If available, check and validate the correctness and completeness of the information in the RF. | None | 10 mins. | Records Officer |
| 2. Receive CAV Form 13 or CAV Form 9 | 2.If there's no discrepancy in the information, issue CAV Form 13 | None | 15 mins. | Records Officer |
| | 2.1.If there's discrepancy in the information, issue CAV Form 9) | None | 15 mins. | Records Officer |
| | TOTAL: | None | 55 mins. | |

CITIZEN'S CHARTER – EXTERNAL SERVICES

CURRICULUM IMPLEMENTATION DIVISION (CID)

E. CURRICULUM IMPLEMENTATION DIVISION

1. ACCESSING AVAILABLE LEARNING RESOURCES FROM LRMDs PORTAL

SERVICE DESCRIPTION

The LRMDs Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise;
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy;
- Media Gallery – copyright-free illustrations and graphics for teacher's and learner's use, and
- Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, developing, and producing resources.

| SERVICE DESCRIPTION | | SERVICE DESCRIPTION | | |
|---|---|---|-----------------|--------------------|
| The LRMDs Portal is a repository of digitized quality learning/teaching resources | | The LRMDs Portal is a repository of digitized quality learning/teaching resources | | |
| from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | | from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | | |
| ● Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | | ● Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | | |
| ● Learning, Teaching, and Professional Development Resources in digitized | | ● Learning, Teaching, and Professional Development Resources in digitized | | |
| format and locates resources in print format and hardcopy; | | format and locates resources in print format and hardcopy; | | |
| ● Media Gallery – copyright-free illustrations and graphics for teacher's and learner's use, and | | ● Media Gallery – copyright-free illustrations and graphics for teacher's and learner's use, and | | |
| ● Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, developing, and producing resources. | ● Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, developing, and producing resources. | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| SERVICE DESCRIPTION | SERVICE DESCRIPTION | None | 2 mins. | Client |
| The LRMDs Portal is a repository of digitized quality learning/teaching resources | The LRMDs Portal is a repository of digitized quality learning/teaching resources | None | 5 mins. | EPS LR / PDO |
| from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | None | 2 mins | Client |
| ● Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | ● Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | None | 1 min | EPS LR / PDO |
| ● Learning, Teaching, and Professional Development Resources in digitized | ● Learning, Teaching, and Professional Development Resources in digitized | None | 3 mins. | EPS LR / PDO |
| format and locates resources in print format and hardcopy; | format and locates resources in print format and hardcopy; | None | 2 mins. | EPS LR / PDO |
| ● Media Gallery – copyright-free illustrations and graphics for teacher's and learner's use, and | ● Media Gallery – copyright-free illustrations and graphics for teacher's and learner's use, and | none | 1 min. | PDO-LR |
| ● Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, | ● Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, | None | 3 mins. | Client |

| | | | | |
|---|---|------|-------------------|---------------|
| developing, and producing resources. | developing, and producing resources. | | | |
| SERVICE DESCRIPTION | SERVICE DESCRIPTION | None | 1 min. | Client |
| The LRMS Portal is a repository of digitized quality learning/teaching resources | The LRMS Portal is a repository of digitized quality learning/teaching resources | None | 1 min. | Client |
| from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following: | None | 5 mins. | PDO/LIBRARIAN |
| <ul style="list-style-type: none"> Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | <ul style="list-style-type: none"> Books - (textbooks, story books, etc.) information on quantity, quality, and location of supplementary materials, cultural expertise; | None | 1 min. | Client |
| <ul style="list-style-type: none"> Learning, Teaching, and Professional Development Resources in digitized | <ul style="list-style-type: none"> Learning, Teaching, and Professional Development Resources in digitized | None | 2 mins. | Client |
| format and locates resources in print format and hardcopy; | format and locates resources in print format and hardcopy; | None | 1 min. | Client |
| <ul style="list-style-type: none"> Media Gallery – copyright-free illustrations and graphics for teacher’s and learner’s use, and | <ul style="list-style-type: none"> Media Gallery – copyright-free illustrations and graphics for teacher’s and learner’s use, and | None | 1 min. | Client |
| <ul style="list-style-type: none"> Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, developing, and producing resources. | <ul style="list-style-type: none"> Standards, Specifications, and Guidelines for assessing & evaluating, acquiring & harvesting, modifying, developing, and producing resources. | | 31 minutes | |

2. BORROWING OF LEARNING MATERIALS FROM LIBRARIES

SERVICE DESCRIPTION:

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 library services.

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| Office or Division: | Curriculum Implementation Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen (G2C) | | | |
| Who may avail: | Students and Teaching Related Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 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 | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Accomplish Request Form / Slip (online or face-to-face) | 1.1. Check accomplished request form / slip and ID | None | 2 mins. | Librarian/Library Staff |
| 2. Check and browse available LMs | 2.1. Prepare and check the availability of the LM requested | None | 5 mins. | Librarian/Library Staff |
| | 2.2. Send the (1) list of available LMs, (2) Borrower’s Form, and (3) Returning | None | 1 min. | Librarian/Library Staff |

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| | Transaction Form | | | |
| 3. Accomplish Borrower's and Returning Transaction Forms | 3.1. Receive accomplished Borrower's and Returning Transaction Forms | None | 1 min. | Librarian/Library Staff |
| | 3.2. Check the completeness of the Forms | None | 3 mins. | Librarian/Library Staff |
| | 3.3. Inform the borrower of the schedule of pickup (online) or release of resources (walk-in) | None | 3 mins. | Librarian/Library Staff |
| 4. Receive LM | 4.1. Prepare and release the LM | None | 5 mins. | Librarian/Library Staff |
| | 4.2. Sign the Borrower's and Returning Transaction Forms | None | 1 min. | Librarian/Library Staff |
| | TOTAL: | NONE | 21 minutes. | |

3. ALTERNATIVE LEARNING SYSTEM (ALS ENROLLMENT)

SERVICE DESCRIPTION

ALS provides 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.

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| Office or Division: | | Curriculum Implementation Division | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government to Citizen (G2C) | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Latest 1x1 ID picture (2pcs.) with name tag | | Client | | |
| 2. Photocopy of Birth Certificate/ Marriage Certificate or any proof of Identification | | Client | | |
| <ul style="list-style-type: none"> • Baptismal Certificate - 1 copy • Valid ID (Driver's License, Postal • ID, Voters ID/ passport- 1 photocopy | | Client | | |
| 3. Enrolment Form | | CID | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit duly Accomplished enrolment form with required Documents (walk-in or Google link) | 1.1. Receive accomplished enrolment form and all required documents (face to face or online) | None | 5 minutes | CID Personnel Instructional Managers /ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS |
| | 1.2. Conduct an assessment screening and FLT | None | 3 hours | |
| | 1.3. Identify the entry level attained | None | 30 minutes | |
| | 1.4. Group the learners according to literacy level | None | 30 minutes | |
| 2. Receive details and Information regarding learning session | 1.5. Inform schedule of the learning session | None | 10 minutes | |
| | TOTAL: | NONE | Four (4 hours) and 15 minutes | |

CITIZEN'S CHARTER – EXTERNAL SERVICES

SCHOOL GOVERNANCE AND OPERATIONS DIVISION (SGOD)

F. SCHOOL GOVERNANCE AND OPERATIONS DIVISION -PLANNING AND RESEARCH SECTION

1. Request for Basic Education Data (External Stakeholder)

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

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|--|---|----------------------------|------------------------------------|---------------------------|
| Office or Division: | | Planning and Research | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C- Government to Citizen | | |
| Who may avail: | | External Stakeholder | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Letter request address to SDS (1 Original Copy, 1 Photocopy) | | Client | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Submit letter request address to Records Office | 1.1. Receive the letter request from the client and forward it to the SDS | None | 10 minutes | Records Unit Personnel |
| | 1.2. Refer letter request to Chief, SGOD | None | 4 hours | SDS |
| | 1.3 . Refer the letter request to Planning Officer | None | 5 minutes | Chief, SGOD |
| | 1.4. Make the necessary action undertaken to the said letter request | None | 2 days | Planning Officer |
| | 1.5. Prepare the transmittal letter and attachments to be signed by SDS | None | 15 minutes | Planning Officer |
| | 1.6. Received signed report and forward to Records Section | None | 10 minutes | Planning Officer |
| 2.Receive the necessary documents | 2.1. Release the documents to the End User | None | 2 minutes | Records Officer |
| | TOTAL: | None | 2 days, 4 hours, 42 minutes | |

G. SCHOOL GOVERNANCE AND OPERATIONS DIVISION -SCHOOL MANAGEMENT, MONITORING AND EVALUATION SECTION

1. Application for the Opening (Government Permit), Renewal, Recognition /Additional Offering of SHS Program for Private Schools

This service requires Private high schools that wish to offer senior high school (SHS) under the K to 12 Basic Education Program to apply for government permit presenting their plans for the SHS which includes curriculum, instruction, personnel, and facilities. The application must be submitted with the endorsement from the Schools Division Superintendent to the Regional Director for approval.

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| Office or Division: | M and E Unit, SGOD |
| Classification: | Highly Technical |
| Type of Transaction: | Type of Transaction: G2B - Government to Business |
| Who may avail: | Any private school within the Region with graduating students (Grade 12) |
| CHEKLIST OF REQUIREMENTS | WHERE TO SECURE |

| | |
|---|-----------------|
| 1. Endorsement Signed by the Schools Division Superintendent (SDS) | Division Office |
| 2. Signed Standard Letter of Application for Provisional Permit to Offer SHS Program | School |
| 3. Board Resolution certified by the Corporate Secretary and approved by the Board of Directors/Trustees, specifying: | School |
| <input type="checkbox"/> 3.1 Purpose; <input type="checkbox"/> 3.2 School Year of intended operation; and <input type="checkbox"/> 3.3 SHS Curriculum for the track/s and strand/s to be offered | |
| 4. Feasibility Study, indicating the following: 4.1. Need to operate SHS Program; 4.2. Current and projected enrolment for a period of five (5) years; 4.3. School Development Plan; and 4.4. Proposed Budget/Budgetary Requirements | School |
| 5. Philosophy and Goal of the Course | School |
| 6. Securities and Exchange Commission (SEC) Registration 6.1. Registration in the Name of the School; 6.2. Course Applied is Stated in the Articles of Incorporation; and 6.3. Incorporators/Owners are Citizens of the Philippines | SEC |
| 7. School Site, Building, and Fixtures 7.1. Documents Showing Ownership of the School Site (OCT, TCT, Real Property Tax Payment of school building, etc.) 7.2. Copy of Certificate of Occupancy (Institutional) 7.3. Floor Plan Indicating Area and Dimension of Classrooms and Non Academic Rooms 7.4. Pictures of Principal's Office, Guidance Office, Computer Room, Library, Home Economics/ (Tech-Voc Tools, Equipment and Materials) Science Laboratory, Rest Rooms, Canteen, Clinic, Hand Washing Area, etc. 7.5. Picture of Classrooms Showing Desks, Chairs, Tables, Board etc. 7.6. List Laboratory/workshop equipment, apparatus, tools, etc.: by curriculum offering 7.7. Library Holdings (List of Textbooks, Instructional and Supplementary Materials) 7.8. School Environment Must be Conducive to Learning (Adherence to Sections 30.7 and 30.9, DepEd Order No. 88, Series 2010) 7.9. School Disaster Risk Reduction Management (SDRRM) Plan | |
| 8. Curriculum Offering 8.1. Academic Track <input type="checkbox"/> STEM <input type="checkbox"/> ABM <input type="checkbox"/> HUMSS <input type="checkbox"/> GAS 8.2. Sports Track 8.3. Arts and Design Tract <input type="checkbox"/> Arts Production (Visual Arts, Media Arts, Literacy Arts <input type="checkbox"/> Performing Arts (Music, Dance, Theater) 8.4. Technical, Vocational, and Livelihood Track STRAND SPECIALIZATIONS (at most 4, depending on required hours, total must be 640 hours) Agri-Fishery Arts Industrial Arts Home Economics ICT | School |
| 9. Certificate of Recognition of any of the following: <input type="checkbox"/> 9.1 Secondary Education Program (DepED) <input type="checkbox"/> 9.2 Training Program (TESDA) <input type="checkbox"/> 9.3 Higher Education Program (CHED) <input type="checkbox"/> 9.4 Others: (1) FAAP-recognized accrediting agencies | Issuing Agency |

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| <p>(2) Asia Pacific Accreditation and Certification Commission (APACC)</p> <p>10. Proposed Tuition and other Fees by Curricular Offering</p> <p>11. Proposed School Calendar (Semestral)</p> <p>12. Proposed List of Academic Personnel</p> <p>12.1. Name of Academic Personnel per Curricular Offering with TOR and Certificates</p> <p>12.2. For all tracks: Bachelor’s Degree Holder with at least 15 units of Specialization in the subject/s to handle</p> <p>12.3. Attended Training relevant to the subject handled</p> <p>12.4. STEM: Knowledgeable in using software that may aid in using specialization</p> <p>12.5. SPORTS: Certification from any respectable and highly regarded local and international PE, Health, Fitness, Sports, Recreation and Dance Associations or organizations (National Sports Association, American College of Sports and Medicine, National Strength and Conditioning Association, National Association for Sports Medicine and/or American Council in Exercise)</p> <p>12.4. For TVL Track: Must have at least National TVET Certificate (NTTC) Level I, which means National Certificate (at least one level higher than the course to be taught) and Trainers Methodology Certificate (TMC) I</p> <p>12.5. LET Professional License or professional Education Training (CPE) (if not, should pass the LET within 5 years of teaching in the SHS)</p> <p>12.6. Preferably 2 years Teaching Experience Certification</p> <p>12.7. Preferably 2 years of industry/workplace experience Certification (may be gained during the first five years of teaching in SHS)</p> <p>12.8. Teaching Load: Core, Applied, and/or Specialized Subjects to teach per semester</p> <p>12.9. Number of working hours per week</p> <p>12.10. Certification from recognized national/international agencies (TESDA, ABA, and Others)</p> <p>13. Non-academic Personnel</p> <p>13.1. Name of non- academic Personnel per Curricular Offering</p> <p>13.2. Qualifications of Non-Academic Personnel</p> <p>13.3. Job Description</p> <p>13.4. Number of working hours per week</p> <p>13.5. Certification from recognized national/international agencies (TESDA, ABA, and Others)</p> <p>14. Comprehensive Class Program per Curriculum Offering (Track and Strand) indicating the following:</p> <p>14.1. Grade Level (Grade 11 or 12) and Section</p> <p>14.2. Time (i.e.: 8:00-9:00)</p> <p>14.3. Name of subjects (core, applied, specialized)</p> <p>14.4. Assigned lecture/shop/work/laboratory room (name of building)</p> <p>14.5. Number of minutes per subject</p> <p>15. School Governance</p> <p>15.1. Organizational Chart Indicating the Administrative, Teaching and Non-teaching Personnel</p> <p>15.2. Notarized Employment Contract of Employees (Teaching and Non-Teaching)</p> <p>15.3. School Manual of Operations, Incorporating Implementation of Child Protection and Anti-Bullying Policies, etc.</p> <p>16. Finance</p> <p>16.1. Copy of School Budget and Source of Funding</p> <p>16.2. Copy of Proposed Tuition and Other Fees</p> <p>16.3. Copy of the Updated Official Receipts of Remittances to SSS, Pag-IBIG and PhilHealth (if applicable)</p> <p>16.4. Copy of Receipt of Payment for Inspection Fee</p> | <p>School</p> <p>School</p> <p>School</p> <p>School</p> |
|---|---|

| <p>16.5. Copy of Audited Financial Statement (if applicable)</p> <p>17. Copies of memorandum/Memoranda of Agreement/Memorandum of Understanding for partnership arrangement relative to the SHS Program Implementation, which may include:</p> <p>17.1. Engagement of the Stakeholders in the localization of the curriculum</p> <p>17.2. Work Immersion</p> <p>17.3. Apprenticeship</p> <p>17.4. Research</p> <p>17.5. Provision Equipment and Laboratories, workshop, and other facilities</p> <p>17.6. Organization of career guidance and youth formation activities</p> <p>18. Additional Requirement</p> <p>Signed QAD Form 017 Affidavit of Authenticity and Completeness of Documents</p> <p>19. Signed QAD Form 018 (Certificate of Completeness of Documents)</p> | | School | | |
|---|--|-----------------|-----------------|--------------------|
| | | School | | |
| | | School | | |
| | | Division Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Documents will be submitted at the Receiving Area | The Record In-charge will receive the documents and forward it to SGOD- M and E Unit | None | 30 minutes | Records Section |
| | Checking of Documents as to the completeness of attachments based on the RO QAD Form checklist | None | 7 days | EPS II- M and E |
| | Evaluate the documentary requirements 100% compliant Yes - Proceed to the giving | None | | SEPS- M and E |

| | | | | |
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| | of inspection schedule No - Return the application documents to the applicant school | | 8 days | |
| School applicant will pay to the DO Cash Section the inspection fee | The cashier will issue an Official Receipt as proof of payment | Php 2,000.00 | 15 minutes | Cash Section |
| | Onsite inspection and validation of documents and giving of technical assistance to the applicant school | None | 1 day | Division Private Schools Inspectorate Team |
| | Crafting of the Inspection report | None | 5 hours | SEPS- M and E |
| | Evaluation of documents | None | 2 days | EPSvr- In-charge of private schools |
| | Endorsement of the documents through the Schools Division Superintendent to the Regional Office for approval | None | 30 minutes | Chief SGOD and Schools Division Superintendent |
| TOTAL: | | 2,000.00 | 18 days, 6 hours and 15 minutes | |

2. Name of the Service: Application for Special Orders (SO) of Private Schools/ Technical Vocational Institutions

This service requires Private Schools/Colleges and Technical-Vocational Institutions (TVIs) to submit applications for Special Orders (SO) of qualified Grade 12 learners through the Schools Division Office (SDO). This application will be processed by DepEd Regional Office and returned to the school through the SDO.

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| Office or Division: | M and E Unit, SGOD |
| Classification: | Highly Technical |
| Type of Transaction: | Type of Transaction: G2B - Government to Business |
| Who may avail: | Any private school within the Region with graduating students (Grade 12) |
| CHEKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| 1.Letter-request Signed by the School Principal/Registrar 2.Special Order Form (3 Copies) 3.Student's Evaluation Form/s 4.Photocopied School Form 10 of Students 5.Photocopied PSA/NSO-Birth Certificate of Students 6.Certified Photocopy/ies of the Updated Government Permit or Government Recognition Certificate 7.Certificate of Reading Signed by the School Level Reading Committee 8.Certificate of Reading Signed by the Division/District level Reading Committee 9.Signed QAD FORM 017 (Applicant School Affidavit of Authenticity and Completeness of Documents) 10.Signed QAD Form 018 (Certificate of Completeness of Documents) | | School | School | School | School | School | School | School | School | School | District Office | School | Division Office |
|--|---|-----------------|--|--|--------|--------|--------|--------|--------|--------|-----------------|--------|-----------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | | | | | | | | | |
| Documents will be submitted at the Receiving Area | The Record In-charge will receive the documents and forward it to SGOD- M and E Unit | None | 30 minutes | Records Section | | | | | | | | | |
| | Checking of Documents as to the completeness of attachments based on the RO QAD Form 20 checklist | None | 2 days | EPS II- M and E | | | | | | | | | |
| | Evaluate the documentary requirements 100% compliant Yes - Proceed to the next step No - Return the application documents to concerned SDO | None | 7 days, 2 hours and 15 minutes | SEPS- M and E | | | | | | | | | |
| | Evaluation of Documents | None | 3 days | EPSVR-In-Charge of Private Schools | | | | | | | | | |
| | Endorsement through the Schools Division Superintendent to the Regional Office for approval | None | 30 minutes | Chief SGOD and Schools Division Superintendent | | | | | | | | | |
| TOTAL: | | None | 13 days, 2 hours and 15 minutes | | | | | | | | | | |

3. Name of the Service: Application for Senior High School Additional Track/ Strand in the Private School

This service requires Private Schools to submit applications for an additional track/ strand in the private schools to be endorsed to the Regional Office for approval.

| Office or Division: | M and E Unit, SGOD | | |
|--|--------------------|------------------------|--|
| Classification: | Highly Technical | | |
| Type of Transaction: | G2B | | |
| Who may avail: | Private Schools | | |
| CHEKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| 1. Endorsement Signed by the Schools Division Superintendent (SDS) | Division Office | | |
| 2. Signed Standard Letter of Application for Provisional Permit to Offer SHS Program | School | | |
| 3. Board Resolution certified by the Corporate Secretary and approved by the Board of Directors/Trustees, specifying: ___ 3.1 Purpose; ___ 3.2 School Year of intended operation; and ___ 3.3 SHS Curriculum for the track/s and strand/s to be offered | School | | |
| 4. Feasibility Study, indicating the following: 4.1. Need to operate SHS Program; 4.2. Current and projected enrolment for a period of five (5) years; 4.3. School Development Plan; and 4.4. Proposed Budget/Budgetary Requirements | School | | |
| 5. Philosophy and Goal of the Course | | | |
| 6. Securities and Exchange Commission (SEC) Registration 6.1. Registration in the Name of the School; 6.2. Course Applied is Stated in the Articles of Incorporation; and 6.3. Incorporators/Owners are Citizens of the Philippines | School SEC | | |
| 7. School Site, Building, and Fixtures 7.1. Documents Showing Ownership of the School Site (OCT, TCT, Real Property Tax Payment of school building, etc.) 7.2. Copy of Certificate of Occupancy (Institutional) 7.3. Floor Plan Indicating Area and Dimension of Classrooms and Non-Academic Rooms 7.4. Pictures of Principal's Office, Guidance Office, Computer Room, Library, Home Economics/ (Tech-Voc Tools, Equipment and Materials) Science Laboratory, Rest Rooms, Canteen, Clinic, Hand Washing Area, etc. 7.5. Picture of Classrooms Showing Desks, Chairs, Tables, Board etc. 7.6. List Laboratory/workshop equipment, apparatus, tools, etc.: by curriculum offering 7.7. Library Holdings (List of Textbooks, Instructional and Supplementary Materials) | School | | |

| | |
|--|---|
| <p>7.8. School Environment Must be Conducive to Learning (Adherence to Sections 30.7 and 30.9, DepEd Order No. 88, Series 2010)</p> <p>7.9. School Disaster Risk Reduction Management (SDRRM) Plan</p> <p>8. Curriculum Offering</p> <p>8.1. Academic Track ___ STEM ___ ABM ___ HUMSS ___ GAS</p> <p>8.2. Sports Track</p> <p>8.3. Arts and Design Tract ___ Arts Production (Visual Arts, Media Arts, Literacy Arts ___ Performing Arts (Music, Dance, Theater)</p> <p>8.4. Technical, Vocational, and Livelihood Track STRAND SPECIALIZATIONS (at most 4, depending on required hours, total must be 640 hours)</p> <p>Agri-Fishery Arts Industrial Arts Home Economics ICT</p> <p>9. Certificate of Recognition of any the following: ___ 9.1 Secondary Education Program (DepED) ___ 9.2 Training Program (TESDA) ___ 9.3 Higher Education Program (CHED) ___ 9.4 Others: (1) FAAP-recognized accrediting agencies (2) Asia Pacific Accreditation and Certification Commission (APACC)</p> <p>10. Proposed Tuition and other Fees by Curricular Offering</p> <p>11. Proposed School Calendar (Semestral)</p> <p>12. Proposed List of Academic Personnel</p> <p>12.1. Name of Academic Personnel per Curricular Offering with TOR and Certificates</p> <p>12.2. For all tracks: Bachelor’s Degree Holder with at least 15 units of Specialization in the subject/s to handle</p> <p>12.3. Attended Training relevant to the subject handled</p> <p>12.4. STEM: Knowledgeable in using software that may aid in using specialization</p> <p>12.5. SPORTS: Certification from any respectable and highly regarded local and international PE, Health, Fitness, Sports, Recreation and Dance Associations or organizations (National Sports Association, American College of Sports and Medicine, National Strength and Conditioning Association, National Association for Sports Medicine and/or American Council in Exercise)</p> <p>12.4. For TVL Track: Must have at least National TVET Certificate (NTTC) Level I, which means National Certificate (at least one level higher than the course to be taught) and Trainers Methodology Certificate (TMC) I</p> <p>12.5.LET Professional License or professional Education Training (CPE) (if not, should pass the LET within 5 years of teaching in the SHS)</p> <p>12.6.Preferably 2 years Teaching Experience Certification</p> | <p>School</p> <p>Issuing Agency</p> <p>School</p> <p>School</p> <p>School</p> |
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| | |
|---|--|
| <p>12.7. Preferably 2 years of industry/workplace experience Certification (may be gained during the first five years of teaching in SHS)</p> <p>12.8. Teaching Load: Core, Applied, and/or Specialized Subjects to teach per semester</p> <p>12.9. Number of working hours per week</p> <p>12.10. Certification from recognized national/international agencies (TESDA, ABA, and Others)</p> <p>13. Non-academic Personnel</p> <p>13.1. Name of non-academic Personnel per Curricular Offering</p> <p>13.2. Qualifications of Non-Academic Personnel</p> <p>13.3. Job Description</p> <p>13.4. Number of working hours per week</p> <p>13.5. Certification from recognized national/international agencies (TESDA, ABA, and Others)</p> <p>14. Comprehensive Class Program per Curriculum Offering (Track and Strand) indicating the following:</p> <p>14.1. Grade Level (Grade 11 or 12) and Section</p> <p>14.2. Time (i.e.: 8:00-9:00)</p> <p>14.3. Name of subjects (core, applied, specialized)</p> <p>14.4. Assigned lecture/shop/work/laboratory room (name of building)</p> <p>14.5. Number of minutes per subject</p> <p>15. School Governance</p> <p>15.1. Organizational Chart Indicating the Administrative, Teaching and Non-teaching Personnel</p> <p>15.2. Notarized Employment Contract of Employees (Teaching and Non-Teaching)</p> <p>15.3. School Manual of Operations, Incorporating Implementation of Child Protection and Anti-Bullying Policies, etc.</p> <p>16. Finance</p> <p>16.1. Copy of School Budget and Source of Funding</p> <p>16.2. Copy of Proposed Tuition and Other Fees</p> <p>16.3. Copy of the Updated Official Receipts of Remittances to SSS, Pag-IBIG, and PhilHealth (if applicable)</p> <p>16.4. Copy of Receipt of Payment for Inspection Fee</p> <p>16.5. Copy of Audited Financial Statement (if applicable)</p> <p>17. Copies of memorandum/Memoranda of Agreement/Memorandum of Understanding for partnership arrangement relative to the SHS Program Implementation, which may include:</p> <p>17.1. Engagement of the Stakeholders in the localization of the curriculum</p> <p>17.2. Work Immersion</p> <p>17.3. Apprenticeship</p> <p>17.4. Research</p> <p>17.5. Provision Equipment and Laboratories, workshop, and other facilities</p> <p>17.6. Organization of career guidance and youth formation activities</p> | <p>School</p> <p>School</p> <p>School</p> <p>Division Office, Cash Section</p> <p>School</p> |
|---|--|

| 18. Additional Requirement Signed QAD Form 017 Affidavit of Authenticity and Completeness of Documents Signed QAD Form 018 (Certificate of Completeness of Documents) | | School Division Office | | |
|---|---|-------------------------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Documents will be submitted at the Receiving Area | The Record In-charge will receive the documents and forward it to SGOD- M and E Unit | None | 30 minutes | Records Section |
| | Checking of Documents as to the completeness of attachments based on the RO QAD Form checklist | None | 7 days | EPS II- M and E |
| | Evaluate the documentary requirements 100% compliant Yes - Proceed to the giving of inspection schedule No - Return the application documents to concerned SDO | None | 8 days | SEPS- M and E |
| School applicant will pay to the DO Cash Section the inspection fee | The cashier will issue an Official Receipt as proof of payment | Php 2,000.00 | 15 minutes | Cash Section |
| | Onsite inspection and validation of documents and giving of technical assistance to the applicant school | None | 1 day | Division Private Schools Inspectorate Team |
| | Crafting of the Inspection report | None | 5 hours | SEPS- M and E |
| | Evaluation of documents | None | 2 days | EPSvr- In-charge of private schools |

| | | | | |
|---------------|--|-----------------|--|--|
| | Endorsement of the documents through the Schools Division Superintendent to the Regional Office for approval | None | 30 minutes | Chief SGOD and Schools Division Superintendent |
| TOTAL: | | 2,000.00 | 18 days, 6 hours and 15 minutes | |

4. Name of the Service: Application of Summer Permit for Private Schools

This service allows the private schools to submit to the Division Office an application for Permit to Conduct Summer Classes or End of School Year Classes as per provisions on DO 13, s. 2018 Implementing Guidelines on the Conduct of Remedial and Advancement Classes during Summer for the K to 12 Basic Education Program and DO 25, s.2022, Amendment to DepEd Order no. 13, s.2022.

| | | | | |
|---|--|------------------------|--|------------------------------------|
| Office or Division: | M and E Unit, SGOD | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Private Schools | | | |
| CHEKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Signed Letter-Request of the Applicant School 2. List of students who will take up remedial or advancement classes during summer. 3. List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes (See Enclosure No. 1 of DO 13, s. 2018 for the template) 4. Tentative list of learning area/s to be offered and schedule of classes approved by the School Head. 5. Written consent of parents/guardians whose learners will attend summer classes (See Enclosure No. 2 of DO 13, s. 2018 for the template) 6.List of teachers and the subjects that they will teach during summer classes. 7. Individual Learning Monitoring Plan by teachers handling the EOSY classes | | School | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Documents will be submitted at the Receiving Area | Receive the application documents from the applicant school | None | 5 minutes | Records Section |
| | Endorse to SEPS- M and E | None | 20 minutes | EPS II- M and E |
| | Validate the documentary requirements 100% compliant Yes - Proceed to the preparation of the permit No-Return the application documents to applicant school | None | 1 day | SEPS- M and E |
| | Evaluate and prepare the permit and submit it to the Chief Education Supervisor | None | 2 hours | EPSvr In-charge of Private Schools |
| 2.Approve the document | Sign the approved Permit to conduct Summer or EOSY Classes | None | 30 minutes | Schools Division Superintendent |
| Total: | | None | One (1) day, Two (2) hours and 55 minutes | |

5. Name of the Service: Application for Confirmation of Tuition Fee and Other Fees without Increase (CTOSF)

This service requires Private Schools applying or not for increase tuition fee and other miscellaneous fees to submit application or updates to the Division office not later than May 15 of every year. The application must be submitted with complete documentary requirements and updates endorsed by the Schools Division Superintendent to the Regional Director for approval.

| | | | | |
|---|--|------------------------|--|------------------------------------|
| Office or Division: | M and E Unit, SGOD | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Private Schools | | | |
| CHEKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Signed Letter-Request of the Applicant School | | School | | |
| 2.Photocopy of the Approved SEC Certificate of Registration | | SEC | | |
| 3.Certified Photocopy/ies of the Updated Government Permit or Government Recognition | | School | | |
| 4.Photocopy of the Signed CTOSF of the Previous School Year | | School | | |
| 5. Signed QAD FORM 017 (Applicant School Affidavit of Authenticity and Completeness of Documents) | | School | | |
| 6.Signed QAD Form 018 (Certificate of Completeness of Documents) | | Division Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Documents will be submitted at the Receiving Area | Receive the application documents from the applicant school | None | 15 minutes | Records Section |
| | Endorse to SEPS- M and E | None | 3 days | EPS II- M and E |
| | Evaluate the documentary requirements 100% compliant Yes - Proceed to the preparation of TOSF and endorsement. No-Return the application documents to concerned SDO | None | 10 days | SEPS- M and E |
| | Prepare the TOSF and endorsement and submit it to the Chief Education Supervisor | None | 4 hours | EPSvr In-charge of Private Schools |
| 2.Endorse the documents | Sign the endorsement of the documents through the Schools Division Superintendent to the Regional Office for approval | None | 3 hours | Schools Division Superintendent |
| | | None | 13 days, 7 hours and 15 minutes | |

6. Name of the Service: Application for Confirmation of Tuition Fee and Other Fees with Increase (CTOSF)

This service requires Private Schools applying or not for increase tuition fee and other miscellaneous fees to submit application or updates to the regional office not later than May 15 of every year. The application must be submitted with complete documentary requirements and updates endorsed by the Schools Division Superintendent to the Regional Director for approval.

| | | | | |
|---|---|------------------------|------------------------|---------------------------|
| Office or Division: | M and E Unit, SGOD | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2B | | | |
| Who may avail: | Private Schools | | | |
| CHEKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1.Signed Letter-Request of the Applicant School | | School | | |
| 2.Photocopy of the Approved SEC Certificate of Registration | | SEC | | |
| 3.Certified Photocopy/ies of the Updated Government Permit or Government Recognition | | School | | |
| 4.Photocopy of the Signed CTOSF of the Previous School Year | | School | | |
| 5.Statement of itemized current rates of tuition and other charges and the corresponding itemized proposed to be imposed, and all the proposed allocation of the incremental proceeds. Such statements shall, when accomplished be under oath by the proper official (s) of the school concerned. | | School | | |
| 6.Financial Statement of the Previous Fiscal Year Showing the Financial Status of the School Duly Certified by a Certified Public Accountant | | School | | |
| 7.Copy of the Previous Tax Return of the Previous Fiscal Year, Filed and Received by the Bureau of Internal Revenue (BIR) | | BIR | | |
| 8.Proof of the Consultation Conducted (Minutes of the Meeting with the Names and signature of attendees) | | School | | |
| 9.Certification under oath that 70% of the tuition or other school fees or charges shall be allocated for payment of salaries, wages, allowances and other benefits of the members of the faculty and all other employees of the school concerned, and the balance for institutional development, student assistance and extension services, and return of investment | | School | | |
| 10. Signed QAD FORM 017 (Applicant School Affidavit of Authenticity and Completeness of Documents) | | School | | |
| 11.Signed QAD Form 018 (Certificate of Completeness of Documents) | | | | |
| | | Division Office | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Documents will be submitted at the Receiving Area | Receive the application documents from the applicant school | None | 15 minutes | Records Section |
| | Endorse to SEPS- M and E | None | 3 days | EPS II- M and E |
| | Validate the documentary requirements 100% compliant Yes - Proceed to the preparation of TOSF and endorsement. No-Return the application documents to concerned SDO | None | 10 days | SEPS- M and E |

| | | | | |
|--------------------------|---|-------------|--|------------------------------------|
| | Evaluate and prepare the TOSF and endorsement and submit it to the Chief Education Supervisor | None | 4 hours | EPSvr In-charge of Private Schools |
| 2. Endorse the documents | Sign the endorsement of the documents through the Schools Division Superintendent to the Regional Office for approval | None | 3 hours | Schools Division Superintendent |
| TOTAL: | | None | 13 days, 7 hours and 15 minutes | |

H. SCHOOL GOVERNANCE AND OPERATIONS DIVISION - EDUCATION FACILITIES

1. EVALUATION OF NEW TECHNOLOGY/CONSTRUCTION MATERIALS FOR SCHOOL BUILDINGS

The Education Facilities Division receives unsolicited proposals from contractors/ manufacturers/fabricators introducing the use of new technology or construction materials in the design and construction of school buildings. The proposals are evaluated by EFD technical personnel to determine its viability in the design and construction of school buildings prior to the approval of the Undersecretary for Administration.

| | | | | | |
|--|---|------------------------|------------------------|-------------------------------------|--|
| Office or Division: | Administrative Service - Education Facilities Division | | | | |
| Classification: | Highly Technical | | | | |
| Type of Transaction: | G2B – Government to Business | | | | |
| Who may avail: | Contractors/Manufacturers/Fabricators offering new technology in the construction of school buildings | | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | | |
| <ul style="list-style-type: none"> • Letter request for evaluation of new technology/construction material • Complete technical description of product offered • Sample of product being offered • Advantages of product being offered • Certificate of Registration with the Bureau of Research and Standard (BRS) of the Department of Public works and Highways (DPWH) | | | Contractor | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE | |
| 1. Submission of Letter request for evaluation with supporting documents | 1.1. Receive and check the completeness of documents | None | 5 minutes | Receiving personnel of EFD | |
| 2. Request evaluation of technical specifications of new technology/ construction materials | 2.1. Conduct evaluation of technical specifications (with product demonstration) | None | 4 days | Engineer/Architect and Chief of EFD | |

| | | | | |
|---|----------------------------|-------------|---------------|------------------------------|
| 3. Request evaluation of mock-up (if presented) | 3.1. Evaluation of mock-up | None | 1 day | Chief and Engineer/Architect |
| Total: | | None | 5 days | |

2. PROJECT DESIGN OF DEPED SCHOOL BUILDING PROGRAMS AND PROJECTS

The actual design of the school building projects in conformity with the National Building Code, Bureau of Fire and Protection, Mining and Geosciences Bureau, and the DepEd School Building Projects standards. The EFD-Project Design Unit (PDU) reviews and evaluates the Program of Works (POWs) submitted by field engineers/architects, and the joint validation of DepEd engineers with the DPWH engineers.

| | | | | |
|---|---|--|-----------------------------------|----------------------------|
| Office or Division: | Education Facilities Division – Project Design Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | Division Engineers/Architects DPWH Engineers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Program of Works (POWs) 2. Soil Exploration Certificates 3. Building Permits 4. Bureau of Fire Permits 5. Land Titles (TCT), Usufruct Agreement 6. Materials Price data 7. Architectural plans 8. Site Development plans | | <ul style="list-style-type: none"> • Office of the Undersecretary for Administration • Education Facilities Division • DepEd Regional Offices • Schools Division Offices • Local Government Units (LGUs) • Bureau of Fire and Protection | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request to check, review and evaluate Program of Works (POW) of school buildings damaged by recent typhoons, regular school buildings, Electrification Programs, Gabaldon Restoration Program, repair of Schools Division Offices, Group Handwashing Facilities, School Clinics and other related DepEd infrastructure projects. | 1.1. Evaluation | None | 10 minutes (per Program of Works) | Technical Staff of EFD-PDU |
| 2. Request to review, update and manage cost of construction material price/data on a quarterly basis | 2.1. Consolidation | None | 15 minutes (per Division) | Technical Staff of EFD-PDU |
| 3. Request standardization on the preparation of Program of Works (POW) | 3.1. Preparation of standard template for POW | None | 3 days | Technical Staff of EFD-PDU |

| | | | | |
|---|---|-------------|----------------------------|----------------------------|
| 4. Request for the preparation of complete working drawings consisting of architectural, structural, electrical, sanitary and plumbing, mechanical and electronics(if needed) designs for the construction of Schools Division Office Buildings, School Buildings, Group Handwashing Facilities, Gabaldon School Buildings, Last Mile School Building Facilities and other related DepEd infrastructure projects. | 4.1. Drafting | None | 30 days | Technical Staff of EFD-PDU |
| 5. Request for the preparation of Terms of Reference, budgetary estimates, conduct market survey, coordination to DepEd and PS-DBM Bids and Awards Committees and to attend procurement conferences and meetings for EFD projects under procurement. | 5.1. Preparation of procurement documents (including conduct of market survey) | None | 5 days | Technical Staff of EFD-PDU |
| 6. Request to provide technical assistance to Service Providers/Suppliers for EFD projects under implementation. | 6.1. Coordination and evaluation | None | 1 day | Technical Staff of EFD-PDU |
| 7. Request to review and evaluation of the submitted final deliverables of Service Providers/Suppliers for the Preparation of School Site Development Plan | 7.1. Evaluation | None | 15 minutes (per school) | Technical Staff of EFD-PDU |
| 8. Request for the assessment and recommendation on the damaged school buildings, Schools Division Offices and other facilities especially on its structural stability | 8.1. Evaluation and validation (including on-site inspection) | None | 3 days | Technical Staff of EFD-PDU |
| 9. Request for management of Special Projects – CO improvement projects | 9.1. Assessment and evaluation (including on-site inspection) | None | 2 days | Technical Staff of EFD-PDU |
| 10. Request for procurement, supply and delivery of School Furniture | 10.1. Validation (including preparation of documents, detailed drawings and Program of Works) | None | 5 days | Technical Staff of EFD-PDU |
| Total: | | None | 49 days, 40 minutes | |

3. PAYMENT OF PBLIGATION TO CONTRACTORS WITH EXISTING INFRASTRUCTURE CONTRACT WITH DEPED CENTRAL OFFICE

The Education Facilities Division processes the request for billing of Contractors that have existing infrastructure contracts with DepEd Central Office. The Contractor submitted Statement of Work Accomplishment and request for its payment subject to the evaluation of the Education Facilities Division technical personnel before submission to the Office of the Undersecretary for Administration and to the Accounting Division.

| | | | | |
|---|---|------------------------|----------------------------------|---|
| Office or Division: | Administrative Service - Education Facilities Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B- Government to Business | | | |
| Who may avail: | Contractors with existing infrastructure contracts with DepEd | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter request for payment 2. Original copy (for 1 st billing) or Photocopy (for succeeding billings) of Contract Documents | | | Supplier | |
| 3. ORS and Disbursement Voucher 4. Certificate of Payment (COP) 5. Certificate of 100% Completion (COC) -for final billing 6. Certificate of Final Acceptance (for the release of retention money) | | | EFD | |
| 7. Warranty Security (for the release of retention money) 8. Duly signed Statement of Work Accomplishment (SWA) | | | Contractor | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Letter request for payment with required documents | 1.1. Receiving | None | 5 minutes | Receiving personnel of EFD |
| 2. Request evaluation and preparation of Statement of Work Accomplishment | 2.1. Evaluation and preparation of SWA | None | 3 days (with on-site inspection) | Engineer and Chief of EFD conformed by contractor |
| 3. Request preparation of COP | 3.1. Preparation of documents | None | 2 hours | EFD Engineer and Chief |
| 4. Request preparation of Disbursement Voucher | 4.1. Preparation of documents | None | 1 hour | EFD Engineer and Chief |
| Total: | | None | 4 days | |

4. PAYMENT OF OBLIGATION TO SUPPLIER WITH EXISTING CONTRACT WITH DEPED CENTRAL OFFICE FOR THE SUPPLY AND DELIVERY OF SCHOOL FURNITURE

The Education Facilities Division processes the request for billing of suppliers that have existing contracts with DepEd CO for the Supply and Delivery of School Furniture. Upon delivery of the school furniture by the Supplier and acceptance by the recipient, a request for payment shall be submitted by the Supplier. The request for payment submitted by the supplier will be evaluated for completeness of documents before submission to the Office of the Undersecretary for Administration and to the Accounting Division.

| | | | | |
|--|--|------------------------|--|---|
| Office or Division: | Education Facilities Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B- Government to Business | | | |
| Who may avail: | Suppliers of School Furniture with existing contracts with DepEd | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter request for payment 2. Original copy (for 1 st billing) or Photocopy (for succeeding billings) of Contract Documents | | | Supplier | |
| 3. 4 copies of duly signed Inspection and Acceptance Report (IAR) 4. 2 copies of duly signed Property Transfer Report (PTR) | | | Submitted by Supplier after signing of authorized inspectors and receiving officer | |
| 5. ORS and Disbursement Voucher 6. Summary of Deliveries 7. Copy of the Pre-Delivery Inspection Report 8. Certificate of Completion and Acceptance 9. Copy of Post-Delivery Inspection Report (for the release of retention money) 10. Certificate of Contract Compliance | | | EFD | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of Letter request for payment with required documents | 1.1. Receive and check the completeness of submitted documents | None | 5 minutes | Receiving personnel of EFD |
| 2. Request evaluation of submitted documents | 2.1. Evaluate submitted documents | None | 2 days per region | EFD Engineer |
| 3. Request preparation of Certificate of Completion | 3.1. Preparation of documents | None | 2 hours | EFD Engineer, Chief of EFD |
| 4. Request preparation of Summary of Deliveries | 4.1. Preparation of Documents | None | 1 day | EFD Engineer, Asst Chief and Chief of EFD |
| 5. Request preparation of Disbursement Voucher | 5.1. Preparation and signing of documents | None | 1 hour | EFD Engineer and Chief of EFD |
| Total: | | | 3 days, 3 hours, 5 minutes | |

I. SCHOOL GOVERNANCE AND OPERATIONS DIVISION – HEALTH AND NUTRITION UNIT

1. MEDICAL/DENTAL CONSULTATIONS

| | |
|---------------------|--|
| Office or Division | Health and Nutrition Unit |
| Classification | Simple |
| Type of Transaction | Government to Government Employee |
| Who May Avail | Teaching and Non-teaching Personnel, Bonafide DepEd Pupils |

| Checklist of Requirements | | | Where to Secure | |
|--|--|---|--|---|
| Previously requested diagnostic test results | | | Private/Government Laboratory Services | |
| Client Steps | Agency Action | | Processing Time | Person Responsible |
| | Applicant/Client | Service Provider | | |
| 1 | General Assessment | Gathering personal data of the client and response to simple queries | 5 minutes | Anthony Bornel Dolores Almendras Dawn Tagimacruz Maharane Calumpang Moonyeen Pelayo |
| 2 | Vital Signs Taking: Blood Pressure, Heart or Pulse Rate, Respiration Rate, Temperature, Oxygen Saturation | | 5 to 10 minutes | Anthony Bornel Dolores Almendras Dawn Tagimacruz Maharane Calumpang Moonyeen Pelayo |
| 3 | Consultation | <ul style="list-style-type: none"> Interview of history of present complaint, medical history, and physical/dental examination Verification and evaluation of diagnostic test result Advise and prescription | 15 - 30 minutes | Dr. Emmanuel Cañas Dr. Byrceles Daan Dr. Veveylou Conquera |

2. ANNUAL MEDICAL EXAMINATION

| Checklist of Requirements | | | Where to Secure | |
|-----------------------------|--|---|--|---|
| CBC, Urinalysis, Xray Chest | | | Private/Government Laboratory Services | |
| Client Steps | Agency Action | | Processing Time | Person Responsible |
| | Applicant/Client | Service Provider | | |
| 1 | General Assessment | Gathering personal data of the client and response to simple queries | 5 minutes | Anthony Bornel Dolores Almendras Dawn Tagimacruz Maharane Calumpang Moonyeen Pelayo |
| 2 | Vital Signs Taking: Blood Pressure, Heart or Pulse Rate, Respiration Rate, Temperature, Oxygen Saturation | | 5 to 10 minutes | Anthony Bornel Dolores Almendras Dawn Tagimacruz Maharane Calumpang Moonyeen Pelayo |
| 3 | Consultation | <ul style="list-style-type: none"> Interview of history of present complaint, medical history, and physical/dental examination Verification and evaluation of diagnostic test result Advise and prescription | 15 to 30 minutes | Dr. Emmanuel Cañas Dr. Byrceles Daan Dr. Veveylou Conquera |

3. MEDICAL CERTIFICATE/CLEARANCE

| Checklist of Requirements | | | Where to Secure | |
|--|---------------------|--|--|---|
| Inclusive diagnostic results Official Clearance Forms | | | Private/Government Laboratory Services Institution issuing the forms/HNU Office | |
| Client Steps | Agency Action | | Processing Time | Person Responsible |
| | Applicant/Client | Service Provider | | |
| 1 | General Assessment | Gathering personal data of the client and response to simple queries | 5 minutes | Anthony Bornel Dolores Almendras Dawn Tagimacruz Maharane Calumpang Moonyeen Pelayo |
| 2 | Vital Signs Taking: | | 5 to 10 minutes | Anthony Bornel Dolores Almendras |

| | | | | |
|---|---|--|------------------|--|
| | Blood Pressure, Heart or Pulse Rate, Respiration Rate, Temperature, Oxygen Saturation | | | Dawn Tagimacruz Maharanee Calumpan Moonyeen Pelayo |
| 3 | Consultation | <ul style="list-style-type: none"> • Interview of history of present complaint, medical history, and physical examination • Verification and evaluation of diagnostic test results (if any) • Advise and issuance of medical certificate/clearance (if clearable) | 15 to 30 minutes | Emmanuel Cañas |

4. DISBURSEMENT OF MEDICATIONS

| Checklist of Requirements | | Where to Secure | | |
|--|--|--|------------------|-----------------------------|
| CBC, Urinalysis, Xray Chest (if necessary) | | Private/Government Laboratory Services | | |
| Client Steps | Agency Action | | Processing Time | Person Responsible |
| | Applicant/Client | Service Provider | | |
| 1 | Log details of request in the disbursement logbook | <ul style="list-style-type: none"> • Assessment and evaluation of condition for appropriateness of requested medication | 10 to 20 minutes | Any available HNU personnel |
| 2 | Approach any HNU personnel for receipt of medication | <ul style="list-style-type: none"> • Disbursement of medication | 5 minutes | |

I. SCHOOL GOVERNANCE AND OPERATIONS DIVISION – YOUTH FORMATION DIVISION

1. REQUEST OF INFORMATION AND DATA (SPG/SSG, YES-O, SIGA, BKD)

Submission of reports of the List of Officers for the monitoring of data of the Youth Formation Division.

| | | | | |
|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office or Division: | SGOD – Youth Formation Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G-Government to Government | | | |
| Who may avail: | Officer/Employee of the Central Office Officer/Employee of the Regional Office | | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | | |
| None | | | | |
| CLIENT'S STEP | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|-------------|---|-----------------------------|
| 1. Forward request through written communication/official correspondences | 1.1 Process and prepare the data requested | None | 20 minutes | Youth Formation Coordinator |
| 2. Receive the data requested. | 1.2 Release the data requested | None | Upon the availability of data from the field. | |
| TOTAL: | | None | 20 minutes | |