

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		
<div>CHECKLIST OF REQUIREMENTS<ul style="list-style-type: none">Approved Activity Design / Purchase Request (PR) and PayrollCertification of No Liquidated CA'sDocumentary requirements</div>		<div>WHERE TO SECURE<ul style="list-style-type: none">Concerned Office & Schools Division SuperintendentAccounting Unit</div>		
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

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	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 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 depedtalisayadminservices@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 depedtalisayadminservices@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 depeditalisayadminservices@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 depedtalisayadminservices@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
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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	PERSON RESPONSIBLE
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

	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.	

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 LRMDs Portal is a repository of digitized quality learning/teaching resources	The LRMDs 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
● 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.	Client
● Learning, Teaching, and Professional Development Resources in digitized	● 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
● 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.	Client
● 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.	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.

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

	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.

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 <ul style="list-style-type: none"> Baptismal Certificate - 1 copy Valid ID (Driver's License, Postal ID, Voters ID/ passport- 1 photocopy 		Client		
		Client		
		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
	1.2. Conduct an assessment screening and FLT	None	3 hours	Instructional Managers /ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS
	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.

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.

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: ___ 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	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	School
8. Curriculum Offering 8.1. Academic Track ___ STEM ___ ABM ___ HUMSS ___ GAS 8.2. Sports Track 8.3. Arts and Design Tract ___ Arts Production (Visual Arts, Media Arts, Literacy Arts ___ 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: ___ 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	Issuing Agency

<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>
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16.5. Copy of Audited Financial Statement (if applicable) 17. Copies of memorandum/Memoranda of Agreement/Memorandum of Understanding for partnership arrangement relative to the SHS Program Implementation, which may include: 17.1. Engagement of the Stakeholders in the localization of the curriculum 17.2. Work Immersion 17.3. Apprenticeship 17.4. Research 17.5. Provision Equipment and Laboratories, workshop, and other facilities 17.6. Organization of career guidance and youth formation activities 18. Additional Requirement Signed QAD Form 017 Affidavit of Authenticity and Completeness of Documents 19.Signed QAD Form 018 (Certificate of Completeness of Documents)		School		
		School		
		School		
		Division Office		

CLIENT STEPS	AGENCY ACTION	FEE 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

	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.

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)
<div>CHEKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	

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 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>
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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			
CHECKLIST 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 2.Photocopy of the Approved SEC Certificate of Registration 3.Certified Photocopy/ies of the Updated Government Permit or Government Recognition 4.Photocopy of the Signed CTOSF of the Previous School Year 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. 6.Financial Statement of the Previous Fiscal Year Showing the Financial Status of the School Duly Certified by a Certified Public Accountant 7.Copy of the Previous Tax Return of the Previous Fiscal Year, Filed and Received by the Bureau of Internal Revenue (BIR) 8.Proof of the Consultation Conducted (Minutes of the Meeting with the Names and signature of attendees) 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 10. Signed QAD FORM 017 (Applicant School Affidavit of Authenticity and Completeness of Documents) 11.Signed QAD Form 018 (Certificate of Completeness of Documents)		School		
		SEC		
		School		
		School		
		School		
		School		
		BIR		
		School		
		School		
		School		
		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 Maharanee 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 Maharanee 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 Maharanee 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 Maharanee 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 Maharanee 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	