



CITIZEN'S CHARTER HANDBOOK

2023 (2nd Edition)

Office of the Regional Director
Public Affairs Unit



SAMA-SAMA SA PAG SULONG NG
EduKALIDAD



**DEPARTMENT OF EDUCATION
CARAGA REGIONAL OFFICE**



Republic of the Philippines
Department of Education
OFFICE OF THE SECRETARY

CERTIFICATE OF COMPLIANCE
Year: 2021

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **Leonor Magtolis Briones**, Filipino, of legal age, **Secretary** of the **Department of Education**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) **The Department of Education** including **its 16 Regional Offices, 226 Schools Division Offices, and 47,421 Public Schools** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen' Charter Handbook Edition: 2021, 1st Edition (Year, Edition Number)
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

✓	Citizen's Charter Information billboard (In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)
✓	Citizen's Charter Handbook (Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)
✓	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

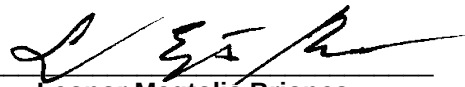
- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;

- vi. Person responsible for each step;
 - vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.



Leonor Magtolis Briones
Secretary
Department of Education

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DEFINITION OF ACRONYMS

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

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

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	DepEd Teaching and Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request for stoppage deletion of loans with valid/justifiable reason/s (1 original copy)		Client		
2. Photocopy of DepEd ID (3 copies)		Client		
3. Latest Pay slip (1 Original and 2 photocopies)		Client		
4. Filled out deletion form with original stamp from PLIs (1 Original and 2 photocopies)		Personnel Section		
5. Certificate of No Obligations from PLIs or Original Copy of Official Receipt (1 Original and 2 photocopies)		Client		
<i>Note: All Documents should be submitted on or before the 22nd of every month to be reflected in the next month payroll</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate the submitted documents and take appropriate action	None	10 minutes	ADAS/ Personnel Section Staff
	1.3 Forward to the CAO, Admin. Division for initial/ signature	None	10 minutes	ADAS/ CAO/ RD

	or to the ORD for signature <i>Note:</i> <i>Signatory varies depending on the gravity of request.</i>			
	1.4 Release the signed document through the Records Section	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	30 minutes	

A. Administrative Services Division

A.1. Cash Unit

1. CASH/CHECK COLLECTION

The Cash Unit of Administrative Service Division provides services to the Regional Office related to cash/check collections, disbursements, liquidations and preparation of financial reports.

Office or Division:	Cash Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	All, Teachers, Employees, Stakeholders and Private Schools			
Checklist of Requirements		Where to Secure		
Payment List		QAD for the Private School permit		
Order of Payment		BAC for the BID DOCS		
		RELC for the Room Accommodation or Venue Rental		
		Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secure a payment list to the concern Division as to the nature of his payment	1. In-Charge of the concern Division issue a payment list	None	5 minutes	ADAS I (concerned unit requestor)
2. Client proceed to Accounting Unit for the Order of Payment	2. The concern Accounting staff prepare an Order of Payment	None	5 minutes	Edna A. Serrano, Admin Assistant V / other Accounting Unit personnel
3. Client pay to the Cash Unit for the issuance of OFFICIAL RECEIPT	The Cashier will issue an Official Receipt upon receiving the cash/check as payment	Payments depend on the amount stipulated in the Order of Payment	5 minutes	Ma. Jenita B. Guimary, Cashier III (AO V)
TOTAL		None	15 minutes	

2. PAYMENT OF OBLIGATION

Pay for the Government obligations in accordance with accounting rules and regulations.

Office or Division:	Cash Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	All, Teachers, Employees and Private Lending Institutions			
Checklist of Requirements		Where to Secure		
1. Valid I.D. and SPA or Authorization in case claimant is a representative		Claiming party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents valid ID and SPA or authorization in claiming released of check, if needed.	1. In-Charge receives the ID and SPA or authorization from the client	None	5 minutes	Lomen D. Dalogdog, Cashier I (admin Officer I)
2. Client affixes her name, signature and date to the Disbursement Voucher and issue an OFFICIAL RECEIPT as proof of payment	2. In-charge releases the check to the client right after he/she signed the disbursement voucher.	None	5 minutes	Lomen D. Dalogdog, Cashier I
3. Client receives the check or a copy of ADA as proof of payment	3. In-charge keeps and segregates the paid disbursement vouchers/ADA in preparation of financial reporting	None	5 minutes	Lomen D. Dalogdog, Cashier I
TOTAL		None	15 minutes	

3. 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 Section			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Office		
2. Certification of No Unliquidated CAs from Accountant (1 Original Copy)		respective office/bureau/service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Request Authority to Cash Advance	None	10 minutes	Ma. Jenita B. Guimary, Administrative Officer V
	1.1. Forward the request to Head of Office for approval	None	5 minutes	Rosalinda B. Sajol, Administrative Aide I/Cash Unit staff
	1.2. Receive the approved request and complete the documentary requirements needed for Cash Advances	None	10 minutes	Ma. Jenita B. Guimary/Lomen D. Dalogdog, Admin Officer I/Cash unit personnel
	1.3. Prepare ORS/DV	None	10 minutes	Ma. Jenita B. Guimary/Lomen D. Dalogdog, Admin Officer I/Cash unit personnel
	1.4. Forward the ORS/DV to signatories	None	10 minutes	Lomen D. Dalogdog, Admin Officer

				I/Rosalinda B. Sajol, Admin Aide I/Cash unit personnel
	1.5. Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of	None	10 minutes	Lomen D. Dalogdog, Admin Officer I/Rosalinda B. Sajol, Admin Aide I/Cash unit personnel

	No Unliquidated CAs			
	1.6. Prepare check/ACIC	None	10 minutes	Lomen D. Dalogdog /Ma. Jenita B. Guimary
	1.7. Review and Sign the check/ADA and ACIC	None	10 minutes	Ma. Jenita B. Guimary, Admin Officer V
	1.8. Forward check and ACIC to the Head of Office for signature	None	10 minutes	Rosalinda B. Sajol, Admin Aide I/Cash unit personnel
	1.9. Sign the check/ADA and ACIC	None	2 days	Ma. Ines C. Asuncion, Regional Directoer
	1.10. Cash Section receive the signed check and ACIC	None	10 minutes	Lomen D. Dalogdog /Ma. Jenita B. Guimary
	1.11. Submit the ACIC to the bank/encode details to EMDS (on-line banking facility)	None	1 hour	Lomen D. Dalogdog /Ma. Jenita B. Guimary
	1.12. Encash for disbursement	None	1 hour	Ma. Jenita B. Guimary

2. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	2.1. Disburse the cash to the payees from the approved activity design	None	10 minutes	Ma. Jenita B. Guimary, Cashier
	2.2. Segregate and prepare the cash for each payee (payroll account)	None	1 hour	Ma. Jenita B. Guimary, Cashier
TOTAL:		None	2 days, 4 hours, 45 minutes	

A.2. Records Unit

1. RECEIVING INCOMING COMMUNICATION

One of the services provided by Administrative Service Division which is significant in keeping the flow of communication from external clients. The Records Unit facilitates the incoming of communication that is vital to the day to day operation of the Office.

Office or Division:	Records Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	All, Teachers, Employees, Field Offices and Central Office			
Checklist of Requirements		Where to Secure		
1. Complete set of documents for submission 2. Letter/Correspondence/Transmittal (Please provide extra copy for office or personal file)		Party submitting the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. c	1. In-Charge receives documents and evaluates its completeness	None	5 minutes	Menchie L. Salang, Admin Asst. I
	2.If Complete, stamp RECEIVED, affix time, date and signature and return to the client the file copy		5 minutes	Menchie L. Salang, Admin Asst. I
	3. Route the received document to concerned office/official		5 minutes	Menchie L. Salang, Admin Asst. I
TOTAL		None	15 minutes	

2. RELEASING COMMUNICATION/DOCUMENTS

Releasing is equally important just like the receiving. It guarantees the dissemination of important information, policies, rules and regulations as well as decisions acted by the agency in response to the needs of the transacting public and internal clients

Office or Division:	Records Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Field Offices, Central Office, Teachers and Employees			
Checklist of Requirements		Where to Secure		
1. Valid I.D. or proof of identity in case claimant is a representative.		Claiming party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents valid ID or any proof of identity in claiming released documents, if needed.	1.In-Charge receives the ID or any proof of identity from the client and ascertain its authenticity to avoid coincidence of impersonation	None	5 minutes	Menchie L. Salang, Admin Asst. I
2. Client affixes her name, signature, date and time of receipt and return the document to the In-charge	2.If authentic, locate the documents claimed and stamp it RELEASED, record it, affix date, time and signature of releasing personnel and present to the client the office file copy for the latter's signature.		5 minutes	Menchie L. Salang, Admin Asst. I
3. Client receives the document and proof of identity	3.In-charge segregates the file and ascertains its completeness and give the released documents to the client along with the presented proof of identity		5 minutes	Menchie L. Salang, Admin Asst. I
TOTAL		None	15 minutes	

3. CERTIFICATION, AUTHENTICATION, AND VERIFICATION

Refers to an 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 Department of Education (DepEd) and the Department of Foreign Affairs (DFA) pursuant to existing arrangements by the said Departments; and shall be issued to the applicant.

Office or Division:	Records Unit/Administrative Division			
Classification:	Complex			
Type of Transaction:	P2G – Private to Government or G2G – Government to Government			
Who may avail:	Clients who want to avail CAV			
Checklist of Requirements			Where to Secure	
1. CAV Application Form (CAV Form 15)			Records unit, School, Division	
2. Diploma			School	
3. Form 137			School	
4. Certificate of Enrolment/Completion/Graduation (CAV Form 4)			School	
5. Certification of English as a Medium of Instruction (CAV Form 17) (Optional)			School	
6. Special Order (Private Schools only)			School	
7. List of Approved CAV Request (CAV form 6)			School	
8. Indorsement (CAV form 5)			Applicant	
9. I.D. Picture (3pcs passport size w/white background)			Applicant	
10. Documentary stamp (1 pc)			School	
11. Certificate of Accreditation (for PAASCU Accredited Schools)			Applicant	
12. Long Brown Envelope (1 pc)				
For ALS A&E / PEPT:			Division Office	
1. CAV Application Form (CAV Form 15)			Division Office	
2. Certification from BEA			Division Office	
3. Certification of Rating (CAV Form)			Division Office	
4. Transmittal (CAV Form 13)			Applicant	
5. I.D. Picture (3pcs passport size w/white background)			Applicant	
6. Documentary stamp (1 pc)			Applicant	
7. Long Brown Envelope (1pc)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and check CAV Application Form (CAF)	1. Receive CAF	None	5 mins	Mary Christine A. Odtojan, Records Officer (Administrative Officer V) / other Records Unit staff
2. Review of CAF	2. Review of completeness and accuracy of documents. Check		20 mins	

	veracity of signature of the school head 3. Validation of Records 4. Prepare the CAV 5. Sign the CAV 6. Sort, scan, email, seal, and release CAV		30 mins 15 mins within 2 hours 10 mins	Mary Christine A. Odtojan, Records Officer (Administrative Officer V) Maria Ines C. Asuncion, Regional Director Records Unit staff
TOTAL		None	3 hours, 20 minutes	

4. ISSUANCE OF REQUESTED DOCUMENTS (Non-CTC)

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

Office or Division:		Records Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 Copy)		requestor		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand in letter request	1.1. Receive the letter request from the client	None	15 minutes	Menchie L. Salang, Admin Asst. I/ other Records Unit staff
2. Receive the requested document	2.1. Print and give the document to the client	None	10 minutes	Menchie L. Salang, Admin Asst. I/ other Records Unit staff
TOTAL:		None	25 minutes	

5. ISSUANCE OF REQUESTED DOCUMENTS (CTC and Photocopy of Documents)

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

Office or Division:		Records		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		requestor		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1.1. Receive and stamp the letter request	None	5 minutes	Menchie L. Salang, Admin Asst. I/ other Records Unit staff
	2.2. Print or photocopy the requested document	None	10 minutes	
	2.3. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Ma. Christine A. Odtojan, Admin Officer and/or Admin Officer in the Personnel Unit
3. Receive the requested document	3.1. Release the document to the client	None	10 minutes	Records Section Staff/ADAS
TOTAL:		None	40 minutes	

A.3. Personnel Unit

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

All DepEd Personnel are required to process authority to travel before being allowed to travel on a foreign country. The application for travel authority on official time or official business shall reflect the following:

- The purpose of the trip is strictly within the mandate of the requesting official/personnel
- The projected expenses for the trip
- The trip is expected to bring substantial benefit to the country

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Personnel (Teaching, Non-Teaching, Related Teaching)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Authority Request Form A (DO No. 43 s. 2014) (3 original copies)		Division Office		
2. DepEd Memo from CO/RO/SDO (1 original)		CO/RO/SDO		
3. Letter of invitation from the sponsoring party (1 original 2 photocopies)		Sponsoring Party		
4. Endorsement of the School Principal/SDS (1 original copy)		School/SDO		
5. Clearance from the Region/ Division/ District/ School (3 Original Copies)		RO/SDO/School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application indorsed by SDS/Chief of RO Personnel, received by Records Section	1. Receive complete documents from RD/CAO	None	30 minutes	Sheryl R. Puyo, AO V Irish Jean P. Abejar, AO II Fe M. Baring, TCE II
	1.1. Evaluate supporting documents	None	1 hour	Sheryl R. Puyo, AO V
	1.2. Transmit documents to	None	30 minutes	Irish Jean P. Abejar, AO II

	Legal Unit for signing of clearance (Form A)			
	1.3. Legal Unit check if the applicant has pending case and signs clearance	None	3 hours	Atty. Jose B. Guibone, Attorney IV Atty. Jessa M. Miolata, Attorney III
	1.4. Receive documents from Legal Unit and Prepare the endorsement to the Central Office	None	30 minutes	Irish Jean P. Abejar, AO II
	1.5. Review and countersign indorsement and Form A by the Administrative Officer V (HRMO III) / SAO	None	30 minutes	Sheryl R. Puyo, AO V / Meriam C. Dela Rita, SAO / Joel B. Rosales, CAO
	1.6. CAO Signs the Form A and countersigns indorsement	None	30 minutes	Joel B. Rosales, CAO
	1.7. Approval / Signature of the RD / Authorized Representative	None	1 day	Maria Ines C. Asuncion, RD/Authorized Representative
	1.8. Release documents through the Records Section	None	30 minutes	Mary Christine A. Odtojan, AO V (Records Officer) / Authorized Employee
TOTAL:		None	1 day and 7 hours	

2. FOREIGN TRAVEL AUTHORITY REQUEST (FOR PERSONAL REASON)

All DepEd Personnel are required to process authority to travel before being allowed to travel on a foreign country. The application for travel authority on personal reason shall observe the following policy:

- Appropriate travel authorization has been obtained from the agency
- The requisite leave forms have been duly accomplished
- The absence shall not hamper the operational efficiency of the agency

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Government		
Who may avail:		DepEd Personnel (Teaching, Non-Teaching, Related Teaching)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter request to travel specifying the destination, purpose of travel, and period of travel (1 original copy)		Employee		
2.Clearance from money and property accountability from School and SDO for leave of absence for 30 days or more (3 Original Copies)		RO/ SDO/ School		
3.Certificate of No pending Case (1 Original Copy)		School/SDO		
4.Duly approved CSC Form 6 (1 Original Copy)		School/SDO		
5.Endorsement of the School Principal/SDS to RO (1 Original Copy)		School/SDO		
6.Leave Form (3 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present documents to the Records Section of the RO	1. Receive the complete documents	None	5 minutes	Irish Jean P. Abejar, AO II/ Admin Aide IV/Personnel Unit
	1.1. Stamp documents as received	None		
2.Proceed to the Personnel Section with duly stamped documents	2. Evaluate supporting documents	None	10 minutes	Irish Jean P. Abejar, AO II/ Admin Aide IV/Personnel Unit

	2.1. Prepare the endorsement to the Central Office	None	5 minutes	Irish Jean P. Abejar, AO II/ Admin Aide IV/Personnel Unit
	2.2. Review and initial of the Administrative Officer V (HRMO III) / SAO	None	5 minutes	Sheryl R. Puyo, Admin Officer V
3.Proceed to the CAO/RD Office	3. Approval / Signature of the RD / Authorized Representative	None	5 minutes	Joel B. Rosales, CAO / Maria Ines C. Asuncion, RD
	3.1. Release documents through the Records Section	None	5 minutes	Mary Christine A. Odtojan, AO V (Records Officer) / Authorized Employee
TOTAL:		None	45 minutes	

3. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND/OR SERVICE RECORD

Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provide a document history of a personnel's activities and accomplishments while serving as an employee of the Department.

Office or Division:		Admin. Division - Personnel Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		DepEd RO Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Prepare the requested Service Record/ Certification of Employment	None	1 hour	Irish Jean P. Abejar, AO II/ Authorized Employee
	1.1. Approval of the RD / Authorized Representative	None	1 hour	RD Maria Ines C. Asuncion/ Authorized Representative
TOTAL:		None	2 hours	

4. REQUEST FOR TRANSFER FROM ANOTHER REGION

This process covers the steps on the preparation of indorsement specifically on the request for transfer of workstation indorsed to Regional Office by the Division or Regional Offices and other agencies.

Office or Division:	Admin. Division-Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Teachers/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request for transfer (1 Original Copy)		From the concern employee		
2.Indorsement of the School Principal (1 Original Copy)		School		
3.Indorsement from the SDS (1 Original Copy)		SDO		
4.Indorsement from the RD (1 Original Copy)		RO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete documents to the Records Section	1. Receive the complete documents and the request for Transferfrom anotherregion	None	5 minutes	Requesting Party / Personnel Unit
	1.1. Check completeness/ Prepare indorsement	None	5 minutes	Sheryl R. Puyo, Admin Officer V
	1.2. Approval/ Signature of Chief Administrative Officer	None	5 minutes	RD Maria Ines C. Asuncion/ Authorized Person
2.Proceed to the Records Section for release	2. Stamp "Released" and provide file copy	None	10 minutes	Menchie L. Salanag, Admin Assistant I
TOTAL:		None	25 minutes	

5. APPLICATION FOR LEAVE

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Personnel (for 3rd level officials and RO Employees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. Form 6 (1 original copy) 2. Clearance Form, if needed (1 original copy) 3. Letter request, if needed (1 originalcopy)	ISO Portal / DepEd employee (http://isoportal.depedcaraga.com) DepEd employee
Sick Leave 1. Form 6 (1 original copy) 2. Medical Certificate (1Copy) 3. Letter request, if needed (1 originalcopy)	ISO Portal / DepEd employee DepEd employee
Paternity Leave 1. Form 6 (1 original copy) 2. Letter request, if needed (1 originalcopy) <i>Additional Requirements:</i> • Marriage Contract (1photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1photocopy)	ISO Portal / DepEd employee DepEd employee
Maternity Leave 1. Form 6 (1 original copy) 2. Letter request, if needed (1 originalcopy) <i>Additional Requirements:</i> • Special Order Form (3 original copies) • Medical Certificate (1Copy) • Clearance (3 originalcopies)	ISO Portal / DepEd employee DepEd employee DepEd employee
Solo Parent Leave 1. Form 6 (1 original copy)	ISO Portal / DepEd employee

2.Letter request, if needed (1 original copy)		DepEd employee		
<i>Additional Requirements:</i> Birth Certificate of Child (1 photocopy) Photocopy of Solo Parent ID(1 photocopy)		DepEd employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete documents to the Personnel Unit of the RO	1. Receive the complete documents approved by the concerned Chief of FD	None	5 minutes	Irish Jean P. Abejar, AO II/ Authorized Employee
	1.1. Stamp documents as received	None		
	1.2. Evaluate supporting documents	None	1 hour	Irish Jean P. Abejar, AO II / Authorized Employee
	1.3. Review and countersign by the Administrative Officer V (HRMO III)	None	2 hours	Sheryl R. Puyo, AO V
2.Proceed to the RD's Office	2. Approval / Signature of the RD / Authorized Representative	None	3 hours	Maria Ines C. Asuncion, Regional Director/ Authorized Representative
	2.1. Return the documents to the Personnel Unit	None	30 minutes	Irish Jean P. Abejar, AO II / Authorized Employee
TOTAL:		None	6 hours and 35 mins	

6. APPLICATION FOR RETIREMENT/SURVIVORSHIP/DISABILITY BENEFIT

Processing of Retirement for DepEd Personnel Reaching the Age of 65 and above. This is also the process that covers the steps on the preparation of indorsement to Government Service Insurance System (GSIS) for DepEd employees who intend to apply for optional or mandatory retirement. It may also include the application for Resignation/Separation, Disability and/ Death Benefits Claim/ SurvivorshipBenefitsClaim.

Office or Division:	Personnel Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Retirees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1st Indorsement from SDO (1 Copy)		DepEd Schools Division Office
2.Duly-Accomplished GSIS Application Form for Retirement/ Separation (1 Copy)		
3.Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)		
4.Updated Service Record (1 Original Copy)		
5.Clearance from School/District/Division (2 Original Copies)		
6.Certificate of Last Payment (2 Original Copies)		
7.SALN – Latest (1 Original Copy)		
8.Certificate of no pending administrative case (SDO) (1 Original Copy)		
9. In case of deceased of retiree, the legal heir/beneficiaries must submit the following (Original and AuthenticatedCopy): • GSIS Forms (Funeral Claim, Survivorship Application with duly Subscribed Corroboration Statement and Affidavit of Surviving Heirs, Retirement/Separation from the Government Service/Life Insurance, • PSA Death Certificate • PSA Birth Certificate of Claimant • PSA MarriageCertificate • PSA Birth Certificate of Husband and Children (illegitimate and legitimate) • Special Power of Attorney (SPA) for claimant/processor other than husband • Judicial or Extra Judicial Settlement of Estate (duly notarized)		

10. 2 nd Indorsement from the Regional Office (1 Original Copy) with enclosed complete required documents for GSIS Application for Retirement / Death Claim Benefits			DepEd Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1. Receive complete documents	None	15 minutes 5 minutes	Irish Jean P. Abejar, Admin Officer II/Personnel Unit staff
	1.1. Review and check the requirements needed for retirement/separation from the Government Service	None		
	1.2. Prepare 2nd indorsement intended to the GSIS	None		
	1.3. Approve/Sign prepared indorsement by the authorized representative of the Regional Director	None	5 minutes	Joel B. Rosales, Chief Admin Officer/ Meriam C. Dela Rita, Supervising Admin Officer
	1.4. Release the duly signed 2nd Indorsement intended for GSIS	None	5 minutes	Menchie L. Salang, Admin Assistant I
	TOTAL	None	30 minutes	

7. PROCESSING OF TERMINAL LEAVE BENEFITS

This process covers the steps on the preparation of indorsement to be transmitted to the Department of Budget and Management (DBM) for request of funding (SARO and NCA) to DepEd Non-teaching and Teaching-related personnel who apply for monetization of leave credits and terminal leave benefits claim from the Schools Division Offices (SDOs).

Office or Division:	Admin. Division - Personnel Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Personnel (Teaching, Non-Teaching, Related-Teaching) Permanent & Coterminous Appointments
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Endorsement of the Schools Division Superintendent (1 Copy)	Schools Division Office
2.GSIS Application for Retirement (1 Copy)	
3.Letter of Intent to retire approved by the SDS (1 Copy)	
4.Updated Service Record (1 Original Copy)	
5.Certification of Sick and Vacation Leave Credits Balance(1 Original Copy)	
6.GSIS Clearance (1 Original Copy)	
7. Latest NOSA (1 Copy)	
8.Employees Leave Card (1 Original and CTC)	
9.Terminal Leave Computation (1 Copy)	
10. Latest Appointment (1 Original and CTC)	
11. Clearance from School/District/Division (1 Original Copy)	

12. In case of deceased retiree, the legal heir/beneficiaries must submit the following (1 AuthenticatedCopy): • PSA Death Certificate • PSA MarriageCertificate • PSA Birth Certificate of children • Judicial or Extra Judicial Settlement of Estate(duly notarized)				
13. Endorsement from the Regional Office (1 Copy)		DepEd Regional Office		
14. 2nd Endorsement with enclosed complete required documents for DBM Application for Terminal Leave Benefits (1 Copy)				
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Subm it require d compet e docume nts	1. Receive the complete documents	None	1 hour	Irish Jean P. Abejar, Admin Officer II/ Other Personnel unit staff
	1.1. Review the submitted documents	None		
	1.2. Compute/ Assess the requirements needed for terminal leave benefits	None		
	1.3. Prepare Memo, certification of highest salary received and terminal leave computation to Finance Division for payment	None	15 minutes	Sheryl R. Puyo, Administrative Officer V
	1.4. Forward to Finance Division the necessary documents	None	2 minutes	Irish Jean P. Abejar, Admin Officer II
	TOTAL:	None	1 hour, 17 minutes	

8. SUBMISSION OF EMPLOYMENT APPLICATION

Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her following credentials and other requirements.

Office or Division:	Admin. Division - Personnel Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government, G2C - Government to Client
Who may avail:	Any personnel who are Eligible for the Position

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Letter (1 Copy)		Requestor		
2.Personal Data Sheet (1 Original Copy)		CSC Website		
3. Service Record / Certificate of Employment (if employed)		Requestor		
4. Photocopy of Certificate of Eligibility/License/ID		PRC		
5. Photocopy of Transcript of Records, with CAV / Scholastic/Academic Record		School/s attended		
6. Photocopy of the Latest Performance Ratings in the last three (3) rating periods, if any		Previous/Current employer		
7. Photocopy of Certificates of Trainings Attended, if applicable;		Requestor		
8. Photocopy of Certificates of Recognition, Commendation, if any		Requestor		
9. Omnibus Sworn Statement of Authenticity and Veracity of Documents		Requestor		
CLIENT STEPS	AGENCY ACTION	FEESTO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter of intent addressed to the Regional Director with supporting documents	1. Receive and check completeness of the submitted requirements for application	None	10 minutes	Sheryl R. Puyo, Admin Officer V / Other Personnel Unit staff
2.Receive application receipt	2. *Interview schedule for qualified applicants will be communicated through email and SMS.	None	10 minutes	Sheryl R. Puyo, Admin Officer V
TOTAL:		None	20 minutes per transaction	

9. PROCESSING OF EQUIVALENT RECORD FORM (ERF)

Equivalent Record Form is a document indicating educational preparation, training, teaching experience and extra-curricular activities for professional growth undertaken by teacher. It is one of the ways for the upgrading of positions of Teachers and for Head Teachers when there is no available position due to retirement or natural vacancy

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		G2C - Government to Government		
Who may avail:		DepEd Teaching Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the SDS (1 Original Copy)		SDO		
0. Performance rating for one (1) rating period (1 original copy)				
1. Updated Service Record (1 Original Copy)		Client		
2. Letter of the requesting personnel (1 Original Copy)				
3. Transcript of Records – TOR (1 Original Copy and 2 certified true copies)				
4. Certificate of training from seminars attended (1 Original copy each)				
5. Sworn statement of the teacher in accordance with the provision of DepEd Order No. 2, s. 1962 (1 Original Copy)				
6. Latest Appointment (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents through courier or by SDO liaison officers to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	Menchie L. Salang, Admin Assistant I/ Record Section Staff

	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	Fe M. Baring, TCE II
	1.3 Forward to CAO and RD for approval of ERF and initial on the transmittal letter	None	1 day	Fe M. Baring, TCE II, Meriam C. Dela Rita, Supervising AO, RD Maria Ines C. Asuncion
	1.4 Forward the transmittal letter of the ERF to be signed by CAO	None	10 minutes	Joel B. Rosales, Chief Admin Officer
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	Menchie L. Salang, Admin Assistant II/ Records Section Staff
TOTAL:		None	1 day and 40 minutes	

10. PROCESSING OF STUDY LEAVE

Teaching Personnel

Study Leave is a privilege enjoyed by teachers in the public schools who rendered at least seven (7) years in service. If opt to avail this leave, they are entitled to the following:

- Study leave not exceeding one (1) school year
- At least sixty percent (60%) of their monthly salary

Non- Teaching Personnel

Study Leave is a privilege enjoyed by Officials and employees with a permanent position and rendered at least two (2) years of service with at least satisfactory performance for the last two (2) rating periods immediately preceding the application. If opt to avail this leave, they are entitled to the following:

- Study leave of six (6) months for taking their bar or board examinations or complete their master's degree; four (4) months for completion of master's degree (with pay)

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	DepEd Teaching and Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the SDS (1 Original Copy)		SDO		
2. Duly filled-up and signed CSC form 6 (1 Original Copy)		Client		
3. Schedule of study leave (1 Original Copy)		Client		
4. Study Leave Agreement/MOA (1 Original Copy)		Client		
5. For teachers - Certification without substitution (1 Original Copy)		SDO		
6. Certificate of bonafide employee (1 Original copy)		SDO		
7. Permit to Study (1 Original copy)		SDO		
8. Performance Ratings (1 Original copy)		SDO		
9. Medical Certificate – Physically Fit (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documents to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	Menchie L. Salang, Admin Assistant I S/ Record Section Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	Irish Jean Abejar, Admin Officer II/ Personnel Unit Staff
	1.3 Forward to Chief Administrative Officer, Admin. Division for initial	None	10 minutes	Joel B. Rosales, CAO
	1.4 Forward the documents to RD/ARD for approval or disapproval	None	10 minutes	RD Maria Ines C. Asuncion/ARD Pedro Escobarte, Jr.
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	Menchie L. Salang, Admin Assistant I S/ Record Section Staff
TOTAL:		None	50 minutes	

A.4 Regional Payroll Services Unit

1. REQUEST FOR RPSU (REGIONAL PAYROLL SERVICES UNIT) CLEARANCE / LAST PAYMENT CERTIFICATE

Required for every separating employee to ensure the return of all state owned items such as state records, and equipment; all loans both government and private lending institutions and salary advances have been paid (cleared) prior to the issuance of last payment certificate.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers, Employees and Legal Heirs			
Checklist of Requirements		Where to Secure		
Retirement/Resigned/Transferred (3 copies each) • Approved Application Letter for Retirement/Resignation/Death Claims/Advice Order of Transfer. • Service Record (Duly Signed) • RO/SDO/District/School Clearance • Certificate of no obligation from private companies or Official Receipts of full payment for existing loans. • Certified photocopy of the latest pay slip.		Schools Division Office(SDO)-Admin GSIS Office – Retirement In-Charge Regional Office(Admin) - Employees in RO SDO (OSDS)-Employees from SDO and/or Schools SDO-Records Unit Applicant/Claimant School/District In-charge – for school and district clearance Private Lending Institution where employee has an existing Loans		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness. Return immediately if there is/are lacking documents	None	5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
2.Client checks for name spelling correctness	2. RPSU In-charge print RPSU clearance and present to CAO or his/her representative for signature and release it to the client		5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
TOTAL		None	10 minutes	

2. REQUEST FOR INCLUSION OF NEW DEDUCTION/S

Contributions and other deductions to be included in the APDS (Automatic Payroll Deductions System) must be approved in writing by the employee thru duly accomplished form of Notice of New Deductions.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers, Employees and Legal Heirs			
Checklist of Requirements		Where to Secure		
- Duly accomplished Notice of New Deduction Form - Latest payslip - Loan index - Travel Authority/Pass Slip/Form 6 - Certified true copy of appointment - Photocopy of the PhilHealth MDR - Pag-ibig MID and ATM Card - GSIS Agency Remittance Advice (ARA) -Form C		SDO- Form - Applicant RPSU – Form		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	3 minutes	Nelvin M. Bermudez, Administrative Assistant III, / RPSU staff
2.Client logged name in the log book.	2. RPSU In-charge receives the documents.		2 minutes	Nelvin M. Bermudez, Administrative Assistant III, / RPSU staff
3. Client receives the stamped RECEIVED file copy	3. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		2 minutes	
	4. Add in the Payroll System the new deduction/s in compliance with the APDS guidelines.		5 minutes	Nelvin M. Bermudez, Administrative Assistant III, / RPSU staff
TOTAL		None	11 minutes	

3. REQUEST FOR CHANGE/CORRECTION OF NAMES DUE TO MARRIAGE AND INCORRECT SPELLING

Change offirst names due to incorrect spelling and change of last name due to marriage should be corrected by filing a change/correction of names form.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Retirement/Resigned/Transferred • Duly accomplished RPSU form. • One certified true copy from the original marriage certificate/birth certificate/court order for annulled. • Latest Pay slip • Agency Remittance Advice (ARA) GSIS Form E.		Schools Division Office(SDO)-Admin PSA – Marriage/Birth Certificate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	3 minutes	Roselle Burdeos, Admin Aide VI/ other RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		2 minutes	Roselle Burdeos, Admin Aide VI/ other RPSU staff
	3. Edit in the Payroll System the corrections of the employee's name.		2 minutes	Roselle Burdeos, Admin Aide VI/ other RPSU staff
TOTAL		None	7 minutes	

4. EFFECTING NOTICE OF STEP INCREMENT

Step increment is the increase in salary from step to step within the salary grade of a position. The grant of step increments to government personnel based on their lengths of service.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Notice of Step Increment Form • Duly accomplished PSU form. • Updated Notice of Step Increment (NOSI) • Latest Plantilla of Personnel • Updated Service Record • Certified photocopy of the latest pay slip. • Agency Remittance Advice (ARA) GSIS Form C		Schools Division Office(SDO)-Admin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		3 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
	3. Edit in the Payroll System the salary step as well as the basic salary.		5 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
TOTAL		None	13 minutes	

5. REQUEST FOR ADJUSTMENT DUE TO PROMOTION

In terms of a career, a promotion refers to the advancement of an employee's rank or position in a hierarchical structure. A job promotion is usually handed to an employee who has displayed exceptional performance or has developed the appropriate skills and knowledge necessary to take on the higher job responsibility.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Notice Promotion Form • Duly accomplished PSU form. • Latest Plantilla of Personnel • Updated Service Record • Appointment • Certified photocopy of the latest pay slip. • Agency Remittance Advice (ARA) GSIS Form C		Schools Division Office(SDO)-Admin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		3 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
	3. Edit in the Payroll System the position code and the basic salary of the promoted employee		5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
TOTAL		None	13 minutes	

6. REQUEST FOR INCLUSION IN THE PAYROLL SYSTEM ROSTER (FOR NEW TEACHING AND NON-TEACHING PERSONNEL)

Inclusion in the RPSU rosters means that all, regardless of their positions and assignments as long as it has a permanent appointment, have the right to be included in the RPSU roster.

Office or Division:	Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Request for Inclusion in the RPSU roster ATM account Number GSIS BP-Number Philhealth Number Pag-IBIG Number • Certified true copy from the Original Appointment. • Previous appointment, if any • Taxpayer Record Update (TRU 1902/2305) • Latest Voucher/payrolls paid by the schools or Division Certification • Certified true copy from original duly signed (PSIPOP). • Agency Remittance Advice (ARA) GSIS Form C		Schools Division Office(SDO)-Admin GSIS Office – New Accounts In-Charge Landbank/DBP – New Accounts BIR – TIN section PAG – IBIG – New Member Section PhilHealth – Registration Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		3 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
2. Client receives the stamped RECEIVED file copy	3. Indicate in the RPSU Inclusion monitoring logbook the details of the employee to be included.		5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
	4. Incorporate in the Payroll System the newly appointed teacher/non-teaching personnel.		5 minutes	Cindy S. Soberano, Admin Aide VI/ other RPSU staff
TOTAL		None	18 minutes	

7. REQUEST FOR STATION TRANSFER

A transfer to a different work station is a sign the organization cares about and will provide opportunities for the employee's development, one of five factors employees say they want to obtain from work.

Office or Division:	Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Request for Station Transfer Form • Duly accomplished PSU form. • Certified true copy from the original New appointment (If transferee from other division and from secondary schools) • Certified true copy from the original division order from schools Division Superintendent for elementary teachers • First day of service signed by the District Supervisor of the New Station. • Certified photocopy of the latest pay slip. • Agency Remittance Advice (ARA) GSIS Form B		Schools Division Office(SDO)-Admin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1.In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Grace B. Fuentes, Admin Aide VI/ other RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy.		3 minutes	Grace B. Fuentes, Admin Aide VI/ other RPSU staff
	3. Edit in the Payroll System the corrections of the employee's station.		5 minutes	Grace B. Fuentes, Admin Aide VI/ other RPSU staff
TOTAL		None	13 minutes	

8. REQUEST FOR DELETION OF DEDUCTION/S

Deductions are company-specific, and not necessarily required by the government. Deductions can be one-time or recurring. Deletion of deductions can be done manually or through bill-file.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Request for Deletion • Duly accomplished PSU form. • Certification of Full Payment or No obligation from the company • Official Receipt (O.R.) with Notation of “Full Payment” • Stamped received/approved by the GLI/PLI on the space provided in the PSU form. • Certified photocopy of the latest pay slip. • Travel Authority/Pass Slip/Form 6		Schools Division Office(SDO)-Admin Lending Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents her required documents to the Receiving In-charge	1. In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file copy		3 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
	3. Delete in the Payroil System the deduction/s which is/are fully paid based on the certification from the PLI		5 minutes	Niña Jonalyn B. Gambe, Admin Aide VI / RPSU staff
TOTAL		None	13 minutes	

9. LOAN VERIFICATION

During the application verification process, we may need to assess and verify the loan details provided by the lending institution (GLI, PLI), the net pay of the applicant and current and incoming deductions.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Application for Loan Verification and Approval • Latest pay slip • Evaluated pay slip of the applicant from the loan officer of the PLI and AO - V of the GLI. • Sent through email by the applicant herself/himself using the official email address given by the ICT department of the division for PLI and can be sent by AO for GLI.		Schools Division Office(SDO)-Admin Lending Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client / AO sends required documents to the verifier in – charge per division through email. 2. Client will receive confirmation of the loan as denied or approved.	1.In-Charge receives the requirements via email and conducts initial evaluation, as to completeness. Noting the time and email of the applicant.	None	5 minutes	Nelvin M. Bermudez, Administrative Assistant III, / other RPSU staff
	2. Check the foxpro system for applicant's deduction details and net pay.		10 minutes	Nelvin M. Bermudez, Administrative Assistant III, / other RPSU staff
	3. Type in the accounts and monetary balance if net pay suffices the monthly amortization (Ledger).		10 minutes	Nelvin M. Bermudez, Administrative Assistant III, / other RPSU staff
	4. Reply will be sent to the applicant and to the concerned loan officer for PLI (AO) for GLI.	None	10 minutes	Nelvin M. Bermudez, Administrative Assistant III, / other RPSU staff
TOTAL		None	35 minutes	

10. BILLING

Billing is compliance, preparing and transmitting claims, monitoring payer adjudication, generating employee's statements or bills, and assigning employees payments and arranging.

Office or Division:	Regional Payroll Services Unit/Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teachers and other DepEd Employees			
Checklist of Requirements		Where to Secure		
Billing • Billing from PLI's (soft and hard copy) • Billing from GLI's (soft and hard copy) • Reports from SDO's (hard copy)		PLI GLI SDO's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents her required documents to the Receiving In-charge both hard and soft copy. (Cut-off every 10 th of the Month)	1. In-Charge receives the requirements and conducts initial evaluation, as to completeness	None	5 minutes	Raeven Pasok, Admin Aide VI/ other RPSU staff
2. Client receives the stamped RECEIVED file copy	2. Stamp RECEIVED, affix time, date and signature and return to the client the file		3 minutes	Raeven Pasok, Admin Aide VI/ other RPSU staff
3.				
TOTAL		None	8 min	

B. Field Technical Assistance Division

1. PROVISION OF TECHNICAL ASSISTANCE TO SCHOOLS DIVISION OFFICES/SCHOOLS (NORMAL CONDITION)

Field Technical Assistance Division is tasked to manage the provision of technical assistance to the Schools Division Offices (SDOs) in coordination with the functional divisions and units in the Regional Office.

Office or Division:	Field Technical Assistance Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2C and (Government to Client)			
Who may avail:	Field Offices			
Checklist of Requirements		Where to Secure		
Accomplished Customized Division Technical Assistance Plan (CDTAP)		Regional Office - FTAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The SDO submits the accomplished Quarterly CDTAP.	1. Receives and gathers the documents.	None	1 day	Menchie L. Salang, Admin Assistant I
	2. Reviews the documents and evaluates its correctness.		1 day	Dr. Alejandro P. Macadatar, / Jonathan F. Garzon, Education Program Supervisors
	3. If Complete, the FTAD staff pre-assesses the particular CIGPs of the SDOs viz-a-viz the data from the EBEIS and DEDP.		1 day	
	4. If NOT, return the CDTAP to SDOs' for enhancement.		2 days	Dr. Alejandro P. Macadatar, / Jonathan F. Garzon, Education Program Supervisors/ Regional CDTAP Coordinator
	5. Consolidates all the SDOs' Customized TA Plan on the identified improvement areas.		2 days	
	6. Develops Regional Assistance Plan and designs interventions.		1 day	FTAD Chief with the Regional Field Technical Assistance Teams (RFTATs) from all functional divisions
	7. Manages the presentation of the Quarterly CDTAP Accomplishment Report.			

			2 days	RFTATs
	8. Monitors the proposed interventions found in the CDTAP and provides technical assistance on the problems and needs found in the RTAP.		1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	9. Analyses the results of the implementation of the CDTAP and the RTAP.		2 days	FTAD Chief
	10. Prepares reports on the M&E as well as the agreements and submits to FTAD.		½ day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	11. Communicates the results on M&E to the SDOs (e.g. MANCOM conference or through Policy Guidelines).		4 days	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	12. Gathers reports on TA provision as input for the quarterly report.		1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	13. Reviews and finalizes the report for finalization.		½ day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	14. Submits a report to the top management.			Christie May Juyad, Admin Assistant I
TOTAL		None	20 days	

2. PROVISION OF TECHNICAL ASSISTANCE TO SCHOOLS DIVISION OFFICES/SCHOOLS (EMERGENCY CONDITION)

Field Technical Assistance Division is tasked to manage the provision of technical assistance to the Schools Division Offices (SDOs) in coordination with the functional divisions and units in the Regional Office.

Office or Division:	Field Technical Assistance Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2C and (Government to Client)			
Who may avail:	Field Offices			
Checklist of Requirements		Where to Secure		
Accomplished Customized Division Technical Assistance Plan (CDTAP)		Regional Office - FTAD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The SDO submits the accomplished Quarterly CDTAP.	1. Receives and gathers the documents.	None	1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	2. Reviews the documents and evaluates its correctness.		1 day	
	3. If Complete, the FTAD staff pre-assesses the particular CIGPs of the SDOs viz-a-viz the data from the EBEIS and DEDP.		1 day	
	4. If NOT, return the CDTAP to SDOs' for enhancement.		1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	5. Consolidates all the SDOs' Customized TA Plan on the identified improvement areas.		2 days	
	6. Develops Regional Assistance Plan and designs interventions.		2 days	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS /Regional CDTAP Coordinator
	7. Manages the presentation of the Quarterly CDTAP Accomplishment Report thru virtual platforms.		1 day	
	8. Monitors the proposed interventions found in the CDTAP and provides		2 days	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS with the RFTATs
				RFTAT from the different

	technical assistance on the problems and needs found in the RTAP either virtual or face to face. 9. Analyses the results of the implementation of the CDTAP and the RTAP. 10. Prepares reports on the M&E as well as the agreements and submits to FTAD. 11. Communicates the results on M&E to the SDOs (e.g. MANCOM conference or through Policy Guidelines). 12. Gathers reports on TA provision as input for the quarterly report. 13. Reviews and finalizes the report for finalization. 14. Submits a report to the top management.		1 day 2 days 1 day 2 days 1 day 1 day	functional divisions Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS Christie May Juyad, Admin Assistant I
TOTAL		None	20 days	

3. PROVISION OF TECHNICAL ASSISTANCE PER INVITATION (NORMAL CONDITION)

Field Technical Assistance Division is tasked to manage the provision of technical assistance to the Schools Division Offices (SDOs) in coordination with the functional divisions and units in the Regional Office.

Office or Division:	Field Technical Assistance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Public and Private Agencies, Employees, Field Offices and Central Office			
Checklist of Requirements		Where to Secure		
1. Letter of Invitation (Please provide an extra copy for office or personal file)		The party submitting the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party presents letter of invitation to the Receiving In-Charge	1. The Record Section In-Charge receives the letter of invitation and forwards it to the Office of the Regional Director for approval.	None	5 minutes	Menchie L. Salang, Admin Assistant I or other Records Unit staff
	2. Receives the forwarded letter of invitation.	None	2 minutes	Liwanag S. Garcia/Irish Jumamil, ORD Secretary
	3. Reviews the letter request for approval.		5 minutes	Maria Ines C. Asuncion, Regional Director
	4. If NOT, the ORD In-Charge returns the letter of invitation to the requesting party.		2 minutes	Liwanag S. Garcia/
	5. If APPROVED, the ORD In-Charge forwards the letter of invitation to the Field of Technical Assistance Division.		2 minutes	Liwanag S. Garcia, ORD Secretary, Christie May Juyad, Admin Assistant I
	6. Records the approved invitation.		2 minutes	Christy Mae J. Juyad, Administrative Assistant I
	7. Evaluates the client's request and decides what TA to be provided based on		5 minutes	

	need/s of the requesting party. And give it to the TA Provider. 8. The TA Provider/s visit the requesting party for Technical Assistance. 9. The TA Provider/s submit a Feedback form to FTAD.		1 day 1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS RFTAT from Regional Office RFTAT from Regional Office
TOTAL		None	2 days & 23 minutes	

4. PROVISION OF TECHNICAL ASSISTANCE PER INVITATION (EMERGENCY CONDITION)

Field Technical Assistance Division is tasked to manage the provision of technical assistance to the Schools Division Offices (SDOs) in coordination with the functional divisions and units in the Regional Office.

Office or Division:	Field Technical Assistance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Public and Private Agencies, Employees, Field Offices and Central Office			
Checklist of Requirements		Where to Secure		
1. Letter of Invitation (Please provide an extra copy for office or personal file)		The party submitting the documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party presents letter of invitation to the Receiving In-Charge	1. The Record Section In-Charge receives the letter of invitation and forwards it to the Office of the Regional Director for approval.	None	5 minutes	Menchie L. Salang, Admin Assistant I or other Records Unit staff
	2. Receives the forwarded letter of invitation.	None	2 minutes	Liwanag S. Garcia/Irish Joy Jumamil, ORD Secretary
	3. Reviews the letter request for approval.		5 minutes	Ma. Ines C. Asuncion, Regional Director
	4. If NOT, the ORD In-Charge returns the letter of invitation to the requesting party.		2 minutes	Liwanag S. Garcia/ Irish Joy Jumamil, ORD Secretary
	5. If APPROVED, the ORD In-Charge forwards the letter of invitation to the Field of Technical Assistance Division.		2 minutes	Liwanag S. Garcia/ Irish Joy Jumamil, ORD
	6. Records the approved invitation.		2 minutes	
	7. Evaluates the client's request and		5 minutes	Christy Mae J. Juyad, Administrative Assistant

	decides what TA to be provided based on need/s of the requesting party. And give it to the TA Provider. 8. The TA Provider/s provides Technical Assistance to the requesting party through a virtual platform. 9. Provides online feedback form to the clients. 10. Fill-up the feedback form on the Provision of TA given by the TA providers. 11. Analyzes the result of the Feedback. 12. Gives feedback to the TA providers for information / improvement.		5 minutes 5 minutes 10 minutes 5 minutes 5 minutes	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS RFTAT from Regional Office RFTAT from Regional Office Client/ Requesting party Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
TOTAL		None	53 minutes	

5. VALIDATION OF SBM LEVEL OF PRACTICE OF SCHOOLS UNDER NORMAL CONDITION

School-Based Management (SBM) is lodged in the Field Technical Assistance Division. This milestone aims to decentralize the decision making from the higher offices to schools with the school personnel and community (stakeholders) working together to improve learners' performance.

Together with the Regional SBM Coordinating Team, the school's practices shall be validated and if found to have been conforming to the highest standard set by DepEd, the school shall be given due recognition.

Office or Division:	Field Technical Assistance Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2C and (Government to Client)			
Who may avail:	Field Offices			
Checklist of Requirements		Where to Secure		
1. Letter of Intent by the School Head duly endorsed/recommended by the Schools Division Superintendent 2. Filled-out SBM Validation e-Tool and must have a minimum rating of 2.50 under Key Performance Indicators		School and Division Level		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The schools (at least 3 per transaction) through the SDO submits the letter of intent together with filled-out SBM Validation e-Tool duly endorsed by the Schools Division Superintendent	1. Receives documents and forward to FTAD.	None	1 day	Menchie L. Salang, Admin Assistant/other Records unit personnel
	2. Reviews the completeness, veracity, and accuracy of the documents.		1 day	Dr. Alejandro P. Macadatar, EPS (SBM Coordinator)
	3. If complete and compliant, sets the date of the visit/validation		1 day	Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	4. If NOT, returns the documents to the origin for compliance.		1 day	Dr. Alejandro P. Macadatar, EPS (SBM Coordinator)
	5. Conducts the field validation (of the three schools) in each SDO.		1 day	Dr. Alejandro P. Macadatar, EPS & the Regional SBM Coordinating Team
	6. Deliberates the results.		30 minutes	

	7. Releases of the validation results. (Pending upon after all schools have been validated which usually takes at most four (4) months)		5 minutes	Regional SBM Coordinating Team Dr. Alejandro P. Macadatar, EPS/ Jonathan F. Garzon, EPS
	TOTAL	None	5 days and 35 minutes	

C. Finance Division

C.1. Office of CAO & Accounting Unit

1. REQUEST FOR ISSUANCE OF AGENCY CODE

This procedure shall apply to the conversion of public schools under the control and supervision of the Department of Education classified as non-implementing unit into an implementing unit school.

Office or Division:	CAO Unit/Finance Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools/s
Checklist of Requirements	Where to Secure
1. Secondary School concerned must be included in the Current GAA Official Gazette with at least 6M appropriation. <i>-Attach Copy of the current GAA where the appropriation of the school is reflected</i>	Current GAA/DBM/Division Office
2. The school must have a Principal position per latest PSIPOP and with at least twenty (20) teachers. (Please attach certified true copy of the appointment paper of the "current principal" and latest / updated PSIPOP). <i>-Duly signed latest and updated PSIPOP</i> <i>-Copy of attested appointment of the current School Principal-Reassignment Order, if any</i>	School/Division Office
3. The school must have designated / appointed financial staff (Bookkeeper and Disbursing Officer) moreover, please attach the certificates of trainings / seminars attended by the financial staff related to financial management and Certification of the School Head as to the capability to comply with the submission of financial reports to oversight agencies such as COA, DBM, NEDA, Senate, House of Representative, etc. (Kindly attach the appointment papers of financial staff and the certification should be at least be certified by Schools Division Superintendent) <i>-Copy of attested appointment of the School Bookkeeper (ADAS III) and School Disbursing Officer (ADAS II)</i> <i>-Copy of Certificate of Training/ Seminars attended by financial staff on Financial Management</i> <i>-Certification of the School Head as to the capacity of the school to comply with the</i>	School/Division Office/Finance Staff

<i>submission of financial reports to COA, DBM, NEDA, House of Representatives, etc duly noted by Schools Division Superintendent.</i> 4. EBEIS data on enrolment per grade level for the current school year. <i>-Duly signed EBEIS data on enrolment per grade level for the current school year including School Profile.</i> 5. Letter Request for the issuance of Agency Code by the School Head addressed to the Schools Division Office. (Must be prepared by the "current principal") 6. Indorsement letter from the Schools Division Office to Regional Office. 7. Indorsement letter from the Regional Office concerned. <i>Note:</i> 1. The name of the School should be consistent in all supporting documents and with the GAA. In case there is inconsistency in the name of school, please submit certification that they are one and the same school or any legal basis for the change of name. 2. All photo copies should be certified.		School/Division Office School/Division Office School/Division Office CAO Unit-Finance Division, Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Records In-charge presents the documents to the Credential Evaluator In-Charge	1. Receives the Indorsement Letter from the Records Unit together with all the supporting documents, record it in the Receiving Logbook and give it to the Chief Administrative Officer (CAO) 2. Based on the Checklist of Requirements for Agency Code Request the CAO initially scrutinize the documents and hand it over to the Supervising	None	3 minutes CAO – 20 minutes	Anthea Berida, ADASI Fe L. Alegado, Chief Administrative Officer – Finance Division Elaine N. Navarro, Supervising Admin

	Administrative Officer (SAO) to do the detailed evaluation of the Validity and Completeness of the supporting documents submitted by using the Evaluation Sheet.		SAO – 4 hrs.	Officer – Finance Division
	3. Prepare Indorsement Letter addressed to DepEd Central Office if all supporting documents are complied with, however return to Division Office if the documents submitted are not valid/complete.		10 minutes	Fe L. Alegado, Chief Administrative Officer – Finance Division or Elaine N. Navarro, Supervising Admin Officer – Finance Division
	4. CAO affix initial on the Indorsement Letter addressed to DepEd Central Office if all supporting document are valid/complete.		5 minutes	Fe L. Alegado, Chief Administrative Officer – Finance Division
	5. CAO affix initial on the Indorsement Letter addressed to Division Office if supporting documents are invalid/incomplete.		5 minutes	Fe L. Alegado, Chief Administrative Officer – Finance Division
	6. Record in the releasing logbook and DTS and forward to RD/ARD's office for signature.		5 minutes	Anthea T. Berida, Admin Assistant I
	7. RD/ARD signs Indorsement Letter and forward to Record's Unit for release.		10 minutes	Maria Ines C. Asuncion, Regional Director Menchie L. Salang, Admin Assistant I
TOTAL		None	4 hrs. & 58 minutes	

2. BUDGET MOBILIZATION & UTILIZATION (DISBURSEMENT)

Catering Services/Meals/Room Accommodation (Competitive Bidding/Public Bidding)

The corresponding allowable expenses chargeable for activities utilizing hotels and other training facilities/venues or other service providers necessary for the conduct of trainings, seminars, workshops and other capacity development activities organized and conducted by the Department of Education, shall include: (a) meals and snacks; (b) use of function room/s; (c) provision of audio-visual system/facility; and (d) other equipment and requirements (e.g. free-flowing coffee, free internet connection, LCD projector, among others).

Office or Division:	Accounting Unit/Finance Division
Classification:	Highly Technical
Type of Transaction:	G2C (Government to Client) and G2B (Government to Business Entity)
Who may avail:	Service Provider
Checklist of Requirements	Where to Secure
Purchase Order/Contract Processing: 1. Budgetary Requirement/Activity Proposal 2. Purchase Request 3. PhilGEPS publication/Invitation to Bid 4. Minutes of Pre-Bid conference 5. Minutes of Bidding conference 6. Abstract of Bids 7. BAC Resolution 8. Notice of Award 9. Performance Security 10. Business Permit 11. PhilGEPS Registration 12. Purchase Order/Contract 13. Obligation Request & Status <i>(if charge to MDS regular account)</i> 14. Budget Utilization Request & Status <i>(if charge to Trust fund)</i> 15. Disbursement voucher 16. Notice to Proceed 17. Memorandum/Communication 18. Training Matrix/Program of Activities 19. Attendance Sheet w/Travel Authority 20. Statement of Account/Charge Invoice <i>with the following details:</i> Name of Caterer Title of Activity Date of Activity No. of Pax& Rate per Pax 21. Menu details 22. Room Assignment 23. Inspection & Acceptance Report	Implementing office or Accounting unit

24. Other Supplementary requirement: -Official Receipt/Sales Invoice (upon payment)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present documents to the Receiving In-Charge	1. Evaluates, receives and records the Disbursement Vouchers(DV) with complete supporting documents (SDs)	None	1 day	Emma S. Luminaria, Admin Assistant II
	2. Reviews /pre-audit of claims and assigns DV number and records transaction details in the logbook		12 days	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II Emma S. Luminarias, ADAS III
	3. Final reviews/ pre-audits of claims and certifies DV		3 days	Sahly Tina A. Dacut, Accountant III
	4. Prepares Tax Certificate, logs signed DVs with BIR Tax Certificate and forwards the same to CAO for approval		40 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I Fe L. Alegado, CAO - Finance
	5. Logs to index and forwards the documents to the Regional Director or Authorized representative for Approval of DV.		30 minutes	Emma S. Luminarias, ADAS III
	6. Receives approved DVs from the cash unit and certifies LDDAP-ADA		5 minutes	Sahly A. Dacut, Accountant III
	7. Releases LDDAP-ADA, DV and its supporting documents to RD/ authorized representative for approval		2 minutes	Emma S. Luminarias, ADAS III
TOTAL		None	18 days, 1 hour & 17 minutes	

3. BUDGET MOBILIZATION & UTILIZATION (DISBURSEMENT) CATERING SERVICES/MEALS/ROOM ACCOMMODATION (SMALL VALUE PROC)

The corresponding allowable expenses chargeable for activities utilizing hotels and other training facilities/venues or other service providers necessary for the conduct of trainings, seminars, workshops and other capacity development activities organized and conducted by the Department of Education, shall include: (a) meals and snacks; (b) use of function room/s; (c) provision of audio-visual system/facility; and (d) other equipment and requirements (e.g. free-flowing coffee, free internet connection, LCD projector, among others).

Office or Division:	Accounting Unit/Finance Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Service Provider			
Checklist of Requirements		Where to Secure		
- Budgetary Requirement/Activity Proposal - Purchase Request - PhilGEPS publication (<i>if above 50,000</i>) - Call for quotation/canvass - Abstract of Proposals/Quotations - BAC Resolution (<i>if above P50,000</i>) - Business Permit - PhilGEPS registration - Purchase order/Contract - Obligation Request & Status (<i>if charge to MDS regular account</i>) - Budget Utilization Request & Status (<i>if charge to Trust/RELC fund</i>) - Memorandum/Communication - Training Matrix/Program of Activities - Attendance Sheet w/Travel Authority - Statement of Account/Charge Invoice <i>with the following details:</i> - Name of Caterer - Title of Activity - Date of Activity - No. of Pax& Rate per Pax - Menu details - Room Assignment - Inspection & Acceptance Report - Disbursement voucher - Other Supplementaty requirement: -Official Receipt/Sales Invoice (<i>upon payment</i>)		Implementing office or Accounting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client present documents to the Receiving In-Charge	1. Evaluates, receives and records the Disbursement Vouchers(DV) with complete supporting documents (SDs)	None	10 minutes	Emma S. Luminarias, ADAS III
	2. Reviews /pre-audit of claims and assigns DV number and records transaction details in the logbook		3 days	Jeanne Francis K. Tatad/Jasmin T. Escolano,Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II
	3. Final reviews/ pre-audits of claims and certifies DV		1 day	Emma S. Luminarias, ADAS III Sahly Tina A. Dacut, Accountant III
	4. Prepares Tax Certificate, logs signed DVs with BIR Tax Certificate and forwards the same to CAO for approval		10 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano,Accountant I Accountant I Fe L. Alegado, CAO-FD
	5. Logs to index and forwards the documents to the Regional Director or Authorized representative for Approval of DV.		10 minutes	Emma S. Luminarias, Admin Assistant III
	6. Receives approved DVs from the cash unit and certifies LDDAP-ADA		5 minutes	Sahly Tina A. Dacut, Accountant III
	7. Releases LDDAP-ADA, DV and its supporting documents to RD/ authorized representative for approval		2 minutes	Emma S. Luminarias, Admin Assistant III, Liwanag S. Garcia/Irish Joy Jumamil, ORD Secretary
TOTAL		None	4 days & 37 minutes	

4. BUDGET MOBILIZATION & UTILIZATION (DISBURSEMENT)

PROCUREMENT OF GOODS/SUPPLIES & MATERIALS (BIDDING)

This refers to all items, supplies, materials and general support services, except consulting services and infrastructure projects, which may be needed in the transaction of public business or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security and related or analogous services, as well as procurement of materials and supplies provided by the procuring entity for such services.

Office or Division:	Accounting Unit/Finance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Supplier			
Checklist of Requirements		Where to Secure		
1. Purchase Request 2. PhilGEPS Publication/Invitation to Bid 3. Minutes of Pre-bid Conference 4. Minutes of Bidding Conference 5. Abstract of Bids 6. Resolution to Award 7. Notice of Award 8. Performance Security (<i>ex.Surety bond issued by Insurance Co. duly certified by the Insurance Commission</i>) 9. Business Permit 10. PhilGEPS Registration 11. Purchase Order/Contract 12. Notice to Proceed 13. Delivery Receipt 14. Charge Invoice 15. Inspection & Acceptance Report 16. List of Recipients, if applicable 17. Obligation Request & Status (<i>if charge to MDS regular account</i>) 18. Budget Utilization Request & Status (<i>if charge to Trust/RELC Fund</i>) 19. Disbursement voucher 20. Other Supplementaty requirement: -Official Receipt/Sales Invoice (<i>upon payment</i>)		Implementing office or Accounting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client present documents to the Receiving In-Charge	1. Evaluates, receives and records the Disbursement Vouchers(DV) with complete supporting documents (SDs)	None	3 days	Emma S. Luminarias, Admin Assistant III
	2. Reviews /pre-audit of claims and assigns DV number and records transaction details in the logbook		12 days	Jeanne Francis K. Tatad/Jasmin T. Escolano,Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II
	3. Final reviews/ pre-audits of claims and certifies DV		3 days	Emma S. Luminarias, ADAS III
	4. Prepares Tax Certificate, logs signed DVs with BIR Tax Certificate and forwards the same to CAO for approval		40 minutes	Sahly Tina A. Dacut, Accountant III
	5. Logs to index and forwards the documents to the Regional Director or Authorized representative for Approval of DV.		30 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano,Accountant I Accountant I Fe L. Alegado, CAO-FD
	6. Receives approved DVs from the cash unit and certifies LDDAP-ADA		5 minutes	Emma S. Luminarias, ADAS III
	7. Releases LDDAP-ADA, DV and its supporting documents to RD/ authorized representative for approval		2 minutes	Emma S. Luminarias, ADAS III
	TOTAL	None	18 days, 1 hour & 17 minutes	

5. BUDGET MOBILIZATION & UTILIZATION (DISBURSEMENT)

PURCHASE OF SUPPLIES & MATERIALS (SHOPPING)

This refers to all items, supplies, materials and general support services, except consulting services and infrastructure projects, which may be needed in the transaction of public business or in the pursuit of any government undertaking, project or activity, whether in the nature of equipment, furniture, stationery, materials for construction or personal property of any kind, including non-personal or contractual services such as the repair and maintenance of equipment and furniture, as well as trucking, hauling, janitorial, security and related or analogous services, as well as procurement of materials and supplies provided by the procuring entity for such services.

Office or Division:	Accounting Unit/Finance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Client) and G2B (Government to Business Entity)			
Who may avail:	Supplier			
Checklist of Requirements		Where to Secure		
1. Budgetary Requirement/Activity Proposal 2. Purchase Request 3. PhilGEPS publication <i>(if above P50,000)</i> 4. Call for quotation/canvass 5. Abstract of Proposals/Quotations 6. BAC Resolution <i>(if above P50,000)</i> 7. Business Permit 8. PhilGEPS registration 9. Purchase order/Contract 10. Obligation Request & Status <i>(if charge to MDS regular account)</i> 11. Budget Utilization Request & Status <i>(if charge to Trust/RELC fund)</i> 12. Charge invoice/Delivery Receipt 13. Inspection & Acceptance Report 14. Requisition & Issue Slip 15. Inventory of Custodian Slip <i>(semi-expendable items costing to less than 15,000)</i> 16. Property Acknowledgment Report 17. Disbursement voucher 18. Other Supplementary requirement: -Official Receipt/Sales Invoice <i>(upon payment)</i>		Implementing office or Accounting unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present documents to the Receiving In-Charge	1. Evaluates, receives and records the Disbursement Vouchers(DV) with	None	5 minutes	Emma S. Luminarias, Admin Assistant III

	complete supporting documents (SDs)		30 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II Emma S. Luminarias, ADAS III
	2. Reviews /pre-audit of claims and assigns DV number and records transaction details in the logbook		30 minutes	Sahly Tina A. Dacut, Accountant III
	3. Final reviews/ pre-audits of claims and certifies DV (if necessary)		10 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Fe L. Alegado, CAO - FD
	4. Prepares Tax Certificate, logs signed DVs with BIR Tax Certificate and forwards the same to CAO for approval		5 minutes	Emma S. Luminarias, Admin Assistant III
	5. Logs to index and forwards the documents to the Regional Director or Authorized representative for Approval of DV.		5 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II Emma S. Luminarias, ADAS III
	6. Receives approved DVs from the cash unit and certifies LDDAP-ADA		2 minutes	Emma S. Luminarias, Admin Assistant III
	7. Releases LDDAP-ADA, DV and its supporting documents to RD/ authorized representative for approval			Emma S. Luminarias, Admin Assistant III
TOTAL		None	1 hour & 27 minutes	

6. BUDGET MOBILIZATION & UTILIZATION (DISBURSEMENT)

REIMBURSEMENT OF LOCAL TRAVEL EXPENSES

Claims for travel reimbursement consist of actual expenses incurred such as, Transportation and Miscellaneous Expenses and the Daily Travel Expenses (DTE). The allowable transportation expenses and reasonable miscellaneous expenses (e.g., terminal fees, parking fees, road tolls, etc.) from the permanent official station to the destination or place of assignment and the amount to cover expenses for DTE, which consist of (i) cost for hotel accommodation or lodging, including the prescribed taxes and services charges, (ii) meals, and (iii) incidental expenses, including cost for local or inland transportation and reasonable miscellaneous expenses at the place of assignment.

Office or Division:	Accounting Unit/Finance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) and G2C (Government to Client)			
Who may avail:	Employees & External customer			
Checklist of Requirements		Where to Secure		
1. Disbursement voucher 2. Obligation Request & Status (duly signed by the Division Chief & Budget Officer) 3. Itinerary of Travel (original copy) 4. Certificate of Appearance (original copy) 5. Original Documents: Plane Ticket, Vessel Ticket, Bus Ticket, Boarding Pass, Terminal Fee, CENRR/RER, Official Receipt 5. Call-up/Memorandum Order Travel 6. Travel order (duly signed by RD/ARD/AO) 7. Travel report (if monitoring)		Implementing office or Accounting Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present documents to the Receiving In-Charge	1. Evaluates, receives and records the Disbursement Vouchers(DV) with complete supporting documents (SDs) 2. Reviews /pre-audit of claims and assigns DV number and records transaction details in the logbook	None	5 minutes	Emma S. Luminarias, Admin Assistant III
			30 minutes	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II Emma S. Luminarias, ADAS III Sahly Tina A. Dacut, Accountant III
			30 minutes	

	3. Final reviews/ pre-audits of claims and certifies DV (if necessary)		5 minutes	Emma S. Luminarias, Admin Assistant III
	4. Logs to index and forwards the documents to the Regional Director or Authorized representative for Approval of DV.		5 minutes	Sahly Tina A. Dacut, Accountant III
	5. Receives approved DVs from the cash unit and certifies LDDAP- ADA		2 minutes	Emma S. Luminarias, Admin Assistant III Liwanag S. Garcia/Irish Joy Jumamil, ORD Secretary
	6. Releases LDDAP- ADA, DV and its supporting documents to RD/ authorized representative for approval			
TOTAL		None	1 hour & 17 minutes	

7. BUDGET EXECUTION-ISSUANCE OF SUB-ARO

This is a process of utilization of allotment directly released by Regional Office by issuance of Sub-ARO to the Division Offices and Implementing Units/Schools.

Office or Division:	Budget Unit/Finance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	SDOs, IUs, PAPs Coordinator			
Checklist of Requirements		Where to Secure		
1. Letter Request/s 2. List of Recipient/s or Breakdown of Amount		1. Server/downloads or Communication		
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Approved Request for Preparation of Sub-ARO	1. FD ADAS forwards the Approved Request to download funds to the Budget Office for Issuance of Sub-ARO.	None	5 minutes/request	Admin Assistant from functional divisions, Lucille Jane P. Bucay/Emily G. Cabaraban, Budget Officer I
	2. Prepares Sub-ARO. Fill-in data as to Sub-ARO#, PAPs, Date, Legal Basis, Reference, Date of Sub-ARO, Fiscal Year, Purpose, Division/ Office Concern (Addressee), Particulars, Allotment Class/ Code, and Authorized amount. Affix initial and forward to Budget Officer III.		30 minutes/Sub-ARO	Lucille Jane P. Bucay/Emily G. Cabaraban, Budget Officer I Noemi A. Plazon, Budget Officer III
	3. The Budget Officer III will check the accuracy of the details of the SubARO to be issued and affix initial on the Certified Correct		BO III-10 minutes/Sub-ARO SAO-3 minutes/Sub-ARO CAO-3 minutes/Sub-ARO	Noemi A. Plazon, Budget Officer III, Elaine N. Navarro, Supervising AO, Fe L. Alegado, Chief AO, ADAS

2. Receives Approved Sub-ARO	portion. The Supervising AO will review the document and certify as to correctness of the prepared Sub-ARO. The CAO will verify and affix signature for Recommending Approval then forward to the Office of the Regional Director for Approval.		ADAS-5 minutes/S ub-ARO	Maria Ines C. Asuncion, Regional Director, Emily G. Cabaraban/Lucille Jane P. Abucay, Budget Officer I Noemi C. Plazon, Budget Officer III
	4. The Regional Director will approve the Sub-ARO. The approved Sub-ARO will be forwarded to the Budget Unit for release to the field. 5. Informs in advance the Division Budget Officers of the SubARO issued via email (scanned copy). The original copy will be released to the Schools Division Superintendent, Budget Officer or the authorized representative.		5 minutes/ Sub-ARO 10 minutes/ Sub-ARO	
TOTAL		None	1 hour & 11 minutes	

8. BUDGET EXECUTION-UTILIZATION & OBLIGATION

This is a process of utilization and allotment obligation of the approved budget for judicious utilization.

[illegible]

	other details in Box C as to the Status of Obligation. Encodes and post data in the Registry of Allotments and Obligation using eBMS. Log entries of the ORS in the logbook. 5. Logs ORS in logbook and forward to the offices of the Chief of Finance for Approval. 6. Receives ORS and Certifies Section B of the ORS as to Allotment Availability and Obligated for the Purpose/ Adjustments 7. Submits the certified and obligated ORS together with the processed DVs and supporting documents for review and pre-audit to the accountant. Any adjustments in the ORS must be covered by a corresponding NORSA to be prepared by the Accounting Unit copy furnished the Budget Unit.		5 minutes/ ORS 5 minutes/ ORS 5 minutes/ ORS	Lucille Jane P. Abucay/Emily G. Cabaraban, Budget Officer I Evelyn C. Buo, Budget Officer II Lucille Jane P. Abucay/Emily G. Cabaraban, Budget Officer I Evelyn C. Buo, Budget Officer II Lucille Jane P. Abucay/Emily G. Cabaraban, Budget Officer I Evelyn C. Buo, Budget Officer II Fe L. Alegado, Chief Admin. Officer, Elaine N. Navarro, Supervising Admin. Officer, Noemi A. Plazon, Budget Officer III
TOTAL		None	41 minutes	

9. CERTIFICATION AS TO AVAILABILITY OF FUNDS

Certificate as to Availability of Funds (CAF) refers to the certification made by the proper accounting official of the agency concerned that funds have been duly appropriated/allotted for the purpose of entering into a contract involving expenditure of public funds and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure on account thereof, as verified by the Auditor concerned, pursuant to Section 86 of PD 1445.

Office or Division:	Finance Division - Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved WFP 3. Approved PR 4. Approved Supplemental PPMP/PPMP 5. Other supporting documents validated by the accounting section 6. AR/ATC or AC 7. Approved Memo		Requesting Office/Unit and External Client		
Notice of Award/Contracts (Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC		BAC Secretariat, Requesting Office/Unit and External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive the submitted documents	None	5 minutes	Emma Luminarias, Administrative Assistant/Accounting Unit staff
	1.2 Review and evaluate of documentations requirements	None	3 hours	Jeanne Francis K. Tatad/Jasmin T. Escolano, Accountant I, Remedios B. Daniel/Cladie Mae A. Manlangit, Accountant II

	1.3 Forward to Budget Section for the preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	None	30 minutes	Noemi A. Plazon, Budget Officer
	1.4 Receive submitted request with certified ORS/BURS	None	10 minutes	Fe L. Alegado, Chief Administrative Officer -Finance Division
	1.5 Certify request as to availability of funds	None	10 minutes	Fe L. Alegado, Chief Administrative Officer -Finance Division
	1.6 Forward processed request, ORS/BURS and supporting documents to BAC	None	10 minutes	Emma Luminarias, Administrative Assistant/ Accounting Unit personnel
TOTAL:		None	4 hours and 5 minutes	

10. ENDORSING REQUEST FOR CASH ALLOCATION FROM SDOs

Notice of Cash Allocation (NCA) is a cash authority issued by the DBM to central, regional, and other offices and operating units through the authorized government servicing banks of the MDS, to cover the cash requirements of the SDO.

Office or Division:	Finance Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Schools Division Offices and Implementing Secondary Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter from the Division Office – for Implementing Secondary Schools		SDO		
2. Letter Request for Cash Allocation		Client		
3. Monthly Disbursement Program (BED no. 3)				
4. Sub-ARO for current year accounts payable (certified true copy)				
5. Financial Accountability Report No. 3 for Prior Years Accounts Payable				
6. Financial Accountability Report No. 1 for continuing appropriations - unobligated allotment				
7. Journal Entry Voucher for Stale checks				
8. Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM				
9. Computation for Cash Deficiency				
10. Bank Certification for lapsed NCA		Servicing Bank		
11. Other requirements as determined by the DBM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit the complete documents	1.1 Receive and review completeness of submitted documents for endorsement	None	35 minutes	Emma Luminarias, Admin Assistant/ Budget Unit staff
	1.2 Prepare endorsement letter	None	10 minutes	Noemi A. Plazon, Budget Officer
	1.3 Review the endorsement letter request and supporting documents	None	10 minutes	Elaine N. Navarro, Supervising Administrative Officer
	1.4 Forward endorsement letter, letter request and SDs to Office of the Chief of Finance Division for initial on the endorsement letter	None	10 minutes	Anthea Tomoling, Administrative Assistant/ Fe L. Alegado, Chief Administrative Officer -Finance Division
	1.5 Forward endorsement letter, letter request and SDs to the Office of ARD for initial	None	10 minutes	Adam Pulido, Job Order/Office of ARD
	1.6 Forwards endorsement letter, letter request and SDs to the Office of RD for approval and signature	None	10 minutes	Liwanag S. Garcia, Job Order/Jamaica Estacio/Irish Mascariñas/Office of RD
	1.7 Release the endorsement letter through the Records Section	None	5 minutes	Menchie L. Salanag, Administrative Assistant/ Records Section Staff
TOTAL:		None	1 hour and 30 minutes	

C.2. Budget Section

1. OBLIGATION OF EXPENDITURES (INCURRENCE OF OBLIGATION OF EXPENDITURE CHARGED TO APPROVED BUDGET ALLOCATION PER GAA AND OTHER BUDGET LAWS/AUTHORITY)

It is the fundamental law of budgeting and accounting that no disbursement shall be made without proper authorization. All claims chargeable against government funds need to be obligated first before payment and/or Purchase Order/contract can be done or entered into. This is to make sure that an amount is allotted for the payment of such expense and/or contract.

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved PR 3. Approved Supplemental PPMP/PPMP 4. Other supporting documents validated by the accounting section 5. AR/ATC or AC 6. Approved Memo		DepEd Asset Management Section, Requesting Office/Unit and External Client		
Notice of Award (Bidding) 1. Signed Contract		BAC Secretariat		
Various Claims (TEV, Supplies, Trainings with ORS and DV) 1. ORS and Accomplished DV/Payroll 2. Supporting documents such as: Billing, Statement of Account, etc. 3. AR/ATC or AC 4. Approved Memo 5. Other supporting documents validated by the accounting section		DepEd Asset Management Section, Requesting Office/Unit, End User or External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Requesting unit will submit the Obligation Request Status (ORS) with the	1.1. Receive and record the documents	None	5 minutes per ORS	Emily Cabaraban, Administrative Officer II/ Lucille P. Abucay, Administrative Officer II
complete attachments to Finance Division				
	1.2. Review and verify documents and identify fund source and allotment availability of PPA	None	30 minutes per ORS	Noemi A. Plazon, Budget Officer In- charge
	1.3. Assign ORS number, indicate fund source, and Object of Expense Code	None	30 minutes per ORS	Noemi A. Plazon, Budget Officer In- charge
	1.4. Encode in the Registry of Allotment (RAO) thru BMS	None	20 minutes per ORS	Noemi A. Plazon, Budget Officer In- charge
	1.5. Initial on the processed ORS box B	None	1 minute per ORS	Noemi A. Plazon, Budget Officer In- charge

	1.6. Review and sign box B of ORS	None	10 minutes per ORS	Noemi A. Plazon, Budget Officer In-charge of Budget Unit / Chief Fe L. Alegado Administrative Officer for Finance Division
	1.7. Forward to Accounting Section	None	2 minutes	Anthea Berida, Admin Assistant I
TOTAL:		None	1 hour and 38 minutes	

2. DISBURSEMENT UPDATING

Process of Updating the Status of Disbursement

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Checks Issued (RCI)		DepEd Cashiers Section		
2. Report of Advice to Debit Account Issued (RADAI)		DepEd Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit RCI and RADAI to Finance Division	1.1. Receive RCI and RADAI from Cashier Section	None	3 minutes	Evelyn C. Buo, Budget Officer II
	1.2. Post/Update payment on the disbursement details in the BMS	None	5 minutes	Evelyn C. Buo, Budget Officer II
TOTAL:		None	8 minutes	

3. DOWNLOADING/FUND TRANSFER OF SAROs RECEIVED FROM CENTRAL OFFICE TO SDOS AND IMPLEMENTATING UNITS

This refers to issuance of Sub-Allotment Release Order to Schools Division Offices (SDO) and Implementing Units (IU) for program support funds or for the implementation of Programs/Projects/Activities that Central Office (CO) have downloaded to the Regional Office (RO) for the SDOs and IUs.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Schools Division Offices and Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Allowance 1. Signed indorsement letter from SDS (1 original and 1 photocopy) 2. Computation as to the amount requested (1 original and 1 photocopy)	Requesting SDOs and Records Section
Master Teacher, Reclassification of Positions, Step-Increments, ERF 1) Signed indorsement letters from the SDS (1 original and 1 photocopy) 2) Certified true copy of Appointments (1 original and 1 photocopy) 3) Appointment details (1 original and 1 photocopy) 4) Computation as to the amount requested (1 original and 1 photocopy)	Requesting SDOs and Records Section

Other Sub-AROs issued by DepEd-CO for Downloading to SDOs 1. Memorandum (1 original and 1 photocopy) 2. Approved Request to download (1 original and 1 photocopy) 3. Breakdown/ Distribution List (1 original and 1 photocopy) 4. Work and Financial Plan (WFP) (2 photocopies) 5. Sub – ARO from Central Office (1 original and 1 photocopy)	Requesting Office/Program Focal Person/DepEd Regional Website
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request to download funds with complete attachments to Finance Division	1.1. Received and record documents	None	3 minutes	Emily Cabaraban, Administrative Assistant II/ Lucille Abucay, Administrative Officer II
	1.2. Review completeness of documents and verify availability	None	30 minutes	Noime A. Plazon, Budget Officer III
	1.3. Prepare Sub-ARO	None	1 hour per SARO	Noime A. Plazon, Budget Officer III
	1.4. Prepare ORS, assign number, indicate fund source, fund code, and object code	None	20 minutes	Noime A. Plazon, Budget Officer III
	1.5. Post to RAO thru BMS and initial in the Box B of ORS	None	10 minutes	Noime A. Plazon, Budget Officer III

	1.6. Sign allotment available in ORS and recommending of SARO issued	None	5 minutes	Noemi A. Plazon, Budget Officer III/ Fe L. Alegado, Chief Administrative Officer of Finance Division
	1.7. Release to the Office of the Regional Director for approval of SARO	None	5 minutes	Anthea T. Berida, Admin Assistant I/Emily Cabaraban, Admin Assistant I
	1.8 Sign and approval of SARO	None	5 minutes	Maria Ines C. Asuncion, Regional Director

	1.9 Signed SARO for release to SDO/IUs a. Via email b. To be picked up by the Liaison Officers	None	5 minutes	Noemi A. Plazon, Budget Officer III
TOTAL:		None	2 hours and 23 minutes	

4. LETTER OF ACCEPTANCE FOR DOWNLOADED FUNDS

Letter of Acceptance is issued as a proof that the concerned office is willing to accept sub-allotment release order from Central/Region/Schools Division Offices.

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Schools Division Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Memorandum		Requesting Office/Unit		
2. Letter Request of acceptance of the Functional Divisions				
3. List of Participants				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter request for acceptance with the Memorandum and list of participants	1.1 Receive and review the request and its supporting documents	None	10 minutes	Emily Cbaraban, Admin Assistant I/Lucille Abucay, Admin Officer II
	1.2 Prepare Letter of Acceptance	None	30 minutes	Noemi A. Plazon, Budget Officer III
	1.3 Forward to SAO and CAO for initial and signature	None	10 minutes	Noemi A. Plazon, Budget Officer III / Elaine N. Navarro, SAO and Fe L. Alegado, CAO
	1.4 Return to the requesting office	None	5 minutes	Anthea T. Berida, Admin Assistant I/ Budget Unit staff
TOTAL:		None	55 minutes	

5. PROCESSING OF BUDGET UTILIZATION REQUEST AND STATUS (BURS)

The incurrence of budget utilization shall be made through the issuance of Budget Utilization Request and Status (BURS). The BURS shall be prepared by the Requesting/Originating Office supported by valid claim documents like DV, payroll, purchase/job order, itinerary of travel, etc.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government and G2B - Government to Business
Who may avail:	Internal and External Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order (PO) 1. BURS 2. Accomplished Purchase Order 3. Approved WFP 4. Approved PR 5. Approved Supplemental PPMP/PPMP 6. Other supporting documents validated by the accounting section 7. AR/ATC or AC 8. Approved Memo	Requesting Office/Unit and External Client
Notice of Award/Contracts (Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC	BAC Secretariat, Requesting Office/Unit and External Client
Various Claims (TEV, Supplies, Trainings with ORS and DV) 1. BURS and Accomplished DV/Payroll 2. Approved WFP 3. Supporting documents such as: Billing, Statement of Account, etc. 4. AR/ATC or AC 5. Approved Memo Other supporting documents validated by the accounting section	Requesting Office/Unit and External Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Disbursement Vouchers with complete supporting documents	1.1 Receive the pre-audited documents from the Accounting Section	None	5 minutes per BURS	Anthea T. Berida, Admin Assistant I/Budget Unit staff
	1.2 Check as to availability of budget	None	10 minutes per BURS	Noemi A. Plazon, Budget Officer III
	1.3 Prepare Budget Utilization Requests and Status (BURS)	None	10 minutes per BURS	Noemi A. Plazon, Budget Officer III
	1.4 Record and assign serial number to BURS	None	10 minutes per BURS	Noemi A. Plazon, Budget Officer III
	1.5 Forward to the CAO and certify charges to appropriation/allotment are necessary/lawful under his direct supervision and supporting documents valid, proper and legal.	None	5 minute per BURS	Fe L. ALEGADO, Chief Administrative Officer for Finance Division

	1.6 Receives BURS from CAO and certifies as to allotment available and obligate for the purpose/adjustment necessary as indicated	None	5 minutes per BURS	Noemi A. Plazon, Budget Officer III
	1.7 Retains Original copies of	None	10 minutes per BURS	Noemi A. Plazon, Budget Officer III
	BURS for recording to RBUD			
	1.8 Encode signed BURS to RBUD	None	10 minutes per BURS	Noemi A. Plazon, Budget Officer III
	1.9 Forward to Accounting Section	None	5 minutes	Anthea T. Berida, Admin Assistant I/ Budget Unit staff
TOTAL:		None	1 hour and 5 minutes	

D. Human Resource Development Division (HRDD)

1. REWARDS AND RECOGNITION

Granting of Rewards and Recognition to Qualified Teaching and Non-Teaching Personnel of DepEd

Office or Division:	Human Resource Development Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Teaching and Non-Teaching Personnel			
Checklist of Requirements		Where to Secure		
1. Guidelines and Criteria		PRAISE Committee		
2. Nomination Form		PRAISE Committee/ HRDD		
3. Profile of the Applicant		Applicant		
4. Indorsement of the Regional Director/ SDS/ School Principal		Principal/SDS/RD		
5. Other Required Documents		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	0. Conduct meeting (headed by the PRAISE Committee)	None	4 hours	PRAISE Committee
	0.1 Prepare and issue memorandum for the activity	None	1 hour	Abe Neriza Ibano, Education Program Specialist II /other PRAISE Secretariat member
1. Submit application	1. Accept and check the completeness of all the documents submitted for the different categories and transmit to the PRAISE Secretariat Receive and record endorsement and documents submitted for the different categories and route to the PRAISE Committee Secretariat	None	2 hours	Menchie L. Salang, Admin Assistant I/Records unit personnel
	1.1 Receive and sort application documents to different categories and forward to the PRAISE Committee and Evaluation Team	None	2 days	Roy S. Rele, Senior Education Program Specialist, /other PRAISE Secretariat members
	1.2 Validate and evaluate document applications	None	1 day	PRAISE Committee Evaluators and Validators

	Check completeness and evaluate required documents based on the award category criteria		5 days	PRAISE Committee and the Evaluation Team
2. Receive notice for interview and undergoes the interview process	2. Issue memorandum for the schedule of the field validation and interview schedule	None	1 Hour	PRAISE Secretariat/ HRDD
	2. 1Conduct field validation	None	2 days 5 days	PRAISE Committee Evaluation Team and Validators
	2.1 Conducts interview to the finalists	None	1 days	PRAISE Committee, Evaluators/Validators
	2.2 PRAISE Committee convenes and deliberates the results	None	4 hours	PRAISE Committee
3. Receive memorandum on the results of the search and notice for the awarding ceremony	3. Prepare and issue memorandum for the awarding	None	1 hour	Dr. Flordelisa R. Dalin, Chief Education Supervisor - HRDD Marlyne M. Villareal, Education Program Supervisor, PRAISE Committee & PRAISE Secretariat and other HRDD staff
	3.1 Prepare logistics for the awarding ceremony	None	2 days 5 days	Dr. Flordelisa R. Dalin, Chief Education Supervisor - HRDD Marlyne M. Villareal, Education Program Supervisor, PRAISE Committee & PRAISE Secretariat and other HRDD staff
4. Receive the award	4. Conduct awarding ceremony	None	4 hours	Dr. Flordelisa R. Dalin, Chief Education Supervisor - HRDD Marlyne M. Villareal, Education Program Supervisor, PRAISE Committee & PRAISE Secretariat and other HRDD staff Regional Director, SDOs and Regional Office personnel
TOTAL		None	18 days & 17 hours	

2. APPLICATION FOR SCHOLARSHIPS

This is an application of foreign or local scholarship service that is facilitated by DepEd to internal and external clients.

Office or Division:	Human Resource Development Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	DepEd Employees			
Checklist of Requirements		Where to Secure		
Scholarship application requirements – 1 original copy		SDO/RO through a memorandum published in the official website		
Memo on the Result of the Qualified Applicants – 1 Copy		Regional Office		
Endorsement from the School Principal/Division Chief – 1 original copy		Schools/Schools Division Office		
Endorsement from the SDO through the Office of the SDS with complete application documents – 1 original copy		Schools Division Office		
Endorsement of the Regional Director to the Central Office SDO through the Office of the SDS with complete application documents – 1 original copy		Regional Office		
Nomination Letter from the Regional/Bureau Director or his/her duly authorized representative (thru the Regional HRDD Chiefs		Regional Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements for the scholarship	1. Receives the complete documents and forwards to HRDD.	None	10 minutes	Menchie L. Salang, Admin Assistant I / other Records Unit personnel
	1.1. Receives the application and checks if the documents are complete, otherwise return to client step 1	None	15 minutes	Elmer Augustus Conde, Education Program Specialist II
	1.2. Conducts validation of documents	None	4 hours	Elmer Augustus Conde, Education Program Specialist II and Personnel Development Committee (PDC)
2. Report for an interview if necessary	2. Conducts interview if necessary	None	4 hours	Elmer Augustus Conde, Education Program Specialist II and Personnel Development Committee (PDC)

	2.1. Finalizes the result of the screening	None	4 hours	Elmer Augustus Conde, Education Program Specialist II and Personnel Development Committee (PDC)
	2.2. Prepares and submits endorsement on the list of qualified applicants signed by the Regional Director to the national office and/or sponsoring agency. Wait for results at the National Scholarship Committee	None	4 hours	Elmer Augustus Conde, Education Program Specialist II
Subtotal		13hours, 25 mins		
	3.1 Prepares and disseminates the national memorandum on successful scholars to School Division Offices. As soon as results from the central office are received	None	20 minutes	Elmer Augustus Conde, Education Program Specialist II and PDC
	3.2. Publishes the approved regional memo on the list of successful scholars.	None	20 minutes	Menchie L. Salang, Admin Assistant I / other Records Unit personnel
3. Client reports for announcement of result	3.3 Facilitates the signing of the Scholarship Service Contract/ Memorandum of Agreement and other pertinent documents	None	20 minutes	Elmer Augustus Conde, Education Program Specialist II and PDC
	3.4. Submits to the national office the list of the qualified scholars and their pertinent documents	None	30 minutes	Menchie L. Salang, Admin Assistant I / other Records Unit personnel
TOTAL		14 hours, 55 minutes		

3. RECOGNITION OF PROFESSIONAL DEVELOPMENT AT THE NEAP REGIONAL OFFICE

All DepEd Central Office Bureaus, Services and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP.

Proposals of DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) shall be submitted to the NEAP-CO. Proposals by Schools Division Offices shall be submitted to their respective NEAP-RO.

Office or Division:	National Educators Academy of the Philippines – Regional Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	DepEd Service Providers (DSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Scanned Form R.1 PD Course Recognition Application		NEAP-RO Drive		
2. Soft copy of Learning Resources (Modules, Worksheets, Slide Deck)		Learning Service Providers		
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick's Model - Level 2)		Learning Service Providers		
4. Soft copy of Feedback Form or end of the day evaluation (Kirk Patrick's Model - Level 1)		Learning Service Providers		
5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator		Learning Service Providers		
6. Soft copy of Budget Estimate		Learning Service Providers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Form R.1 with the complete required attachments	1. Sends Acknowledgement Letter to LSP that Form R.1 with the complete required attachments is being checked for completeness. EPS II for NEAP RO Helpdesk will email within 2 days if the	None	10 minutes	Elmer Conde, EPS II for NEAP RO Helpdesk

	application has deficiencies. LSP repeats step 1. If complete, the application for Recognition is forwarded to Recognition Evaluation Committee			
	1.1 Checks if Form R.1 with the complete required attachments have deficiencies.	None	3 days	Elmer Conde, EPS II for NEAP RO Helpdesk for Recognition
	1.2 Selects and assigns specific content experts as a member of the Recognition Evaluation Committee	None	1 day	Elmer Conde, EPS II for NEAP RO Helpdesk for Recognition
2. Waits for the evaluation of the application for Recognition	2. Evaluates Form R.1 with the complete required attachments using Form R.2 Evaluation Form for Recognition	None	5 days	Recognition Evaluation Committee (REC) of DepEd Caraga
	2.1 Deliberates Form R.2 Evaluation Form for Recognition	None	2 days	Recognition Evaluation Committee (REC) of DepEd Caraga Region
	2.2 Consolidates Form R.2 Evaluation Form for Recognition using Form R.3 Consolidation Form for Recognition	None		Recognition Evaluation Committee (REC) Head
	2.3 Forwards Form R.3 to EPS II for Recognition	None		Recognition Evaluation Committee (REC) Head
	2.4 Prepares Memo with Form R.3 as an attachment to NEAP/HRDD Chief	None	2 hours	EPS II for Recognition

	2.5 Checks and validates the Memo with Form A.3	None	6 hours	SEPS for Program Recognition Team
	2.6 Validates and endorses Memo with Form R.3 as an attachment to Recognition Approval Committee (RAC)	None	5 hours	NEAP/HRD D Chief
3. Waits for the approval of the evaluation results for the Application for Recognition	3. Decides the evaluation results for the Application for Recognition. If unsuccessful on the first submission, repeat Step 1. <i>Note: Only 2 resubmissions of an application shall be entertained.</i>	None	4 days	Assistant Regional Director Regional Director
4. Waits for the release of Certificate of Recognition if successful. Notice, if unsuccessful.	4. Prepares Certificate of Recognition if successful. Notice, if unsuccessful.	None	1 hour	EPS II for Recognition
	4.1 Signs Certificate of Recognition if successful. Notice, if unsuccessful.	None	4 hours	Assistant Regional Director Regional Director NEAP/HRD D Chief
5.1. Receives the Certificate of Recognition if successful. Notice from NEAP, if unsuccessful.	5. Sends signed Certificate of Recognition if successful. Signed notice, if unsuccessful.	None	10 minutes	EPS II for NEAP RO Helpdesk
If received Notice, wait for the next Call for Recognition				
Total:		None	15 days, 18hours, 20 minutes¹	

E. Public Affairs Unit (Office of the Regional Director)

1. CUSTOMER HANDLING (OFFLINE/ONLINE)

This procedure intends to maximize the use of social media platform for information dissemination and efficient customer service.

Office or Division:		PAU/Office of the Regional Director		
Classification:		Simple		
Type of Transaction:		Government to Public		
Who may avail:		General Public		
Checklist of Requirements		Where to Secure		
Customer Satisfaction Survey Form		PAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients discuss the concern/s (walk-in or through social media platforms)	1. Gathers information from the customer: name and other pertinent information. Conduct identity check.	None	2 minutes	Mr. Pedro A. Tecson, Administrative Officer V/other Public Affairs Unit personnel
2. Receive feedback on the concern	2. Probes the customer regarding his/her concern or query to assess whether or not such could be address by the Public Affairs Unit.	None	2 minutes	Mr. Pedro A. Tecson, Administrative Officer V/other Public Affairs Unit personnel
	3. If the concern requires technical knowledge or information, refer the customer to the division concerned. If the concern requires general information that is readily available and no further technical	None	5 minutes	Mr. Pedro A. Tecson, Administrative Officer V/other Public Affairs Unit personnel

3. End the conversation and fill out Customer	assistance is required, provide the information or address the concern.	None	5 minutes	Mr. Pedro A. Tecson, Administrative Officer V
	4. Provide the customer with the information required. Ensure to confirm understanding of the enquiry so that the customer will be provided with the correct information and the appropriate solution.	None	5 minutes	Mr. Pedro A. Tecson, Administrative Officer V
	5. In case of transfer, educate the customer of the transfer process and the next steps to take. Provide the customer with contact information in case the transaction gets disconnected. Offer further assistance.	None	1 minute	Mr. Pedro A. Tecson, Administrative Officer V/other Public Affairs Unit personnel
	6. Provide the customer the link to the Online Customer Satisfaction Survey.	None	1 minute	Mr. Pedro A. Tecson, Administrative Officer V/other Public Affairs Unit personnel
	7. Close the transaction with the			

Satisfaction Survey Form	customer. Invite the customer to visit website, Official FB Page, and other social media accounts of DepEd Caraga.			
TOTAL		None	21 minutes	

2. MEDIA INTERVIEW REQUEST PROCESS

This procedure intends to establish a standardized process of responding to media interview request and/ or attending to media concerns addressed to the Regional Public Affairs Unit (RPAU).

Office or Division:	PAU/Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	Government to Public/Media			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Interview Request Slip		PAU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Media fills out Interview request slip 2. Conducts interview	1. The assigned PAU staff issues interview request slip.	None	1 minute	Erma D. Pagapong, Admin Assistant I/other PAU Staff
	2. For Phone/Online interviews, the staff shall record in the log sheet the name of media partners, date of interviews and other details		2 minutes	Erma D. Pagapong, Admin Assistant I/other PAU Staff
	3. The interviewer submits the completed Request Slip to the Regional Information Officer (RIO). The RIO reviews the topics.		1 minute	Pedro A. Tecson, Admin Officer V
	4. Upon approval by the RIO, the interview proceeds either by live face-to-face interview, phone patch, or by recording for print, radio, and TV broadcast.		10 minutes	Pedro A. Tecson, Admin Officer V /Requested Personnel
	5. The assigned staff keeps the signed interview request		1 minute	Erma Dabalos, Admin. Assistant I

3. Drops Survey Form to drop box	slip and enters it into the log sheet (excel file) 6. Staff hands out Customer Satisfaction Survey Form to interviewer/s.		1 minute	/other PIA staff Erma Dabalos, Admin. Assistant I /other PIA staff
TOTAL			16 minutes	

F. Curriculum and Learning Management Division

1. ACCESS TO LRMDs PORTAL

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

Office or Division:		Curriculum and Learning Management Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Everyone (Learners, Parents, Teachers, Stakeholders)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		Client		
2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders		LR Portal (lrmds.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrmds.deped.gov.ph	1.1. If client is in CLMD, assist in browsing the LR Portal	None	1 minute	Alexander Xavier M. Pag-ong, Jr., Admin Assistant I/other Learning Resources Center personnel may assist the borrowers
2. Log-in to the LR portal		None	1 hour	Client/Alexander Xavier M. Pag-ong, Jr., Admin Assistant I/ other LR personnel
3. On the upper left side menu bar, click the Resources Tab and select K to 12 Resources		None		Client/Alexander Xavier M. Pag-ong, Jr., Admin Assistant I/ other LR personnel

4. Select Grade Level		None		Client/Alexander Xavier M. Pagong, Jr., Admin Assistant I/ other LR personnel
5. Select your desired topic/category		None		Client/Alexander Xavier M. Pagong, Jr., Admin Assistant I/ other LR personnel
6. Select a title from the list. The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.		None		Client/Alexander Xavier M. Pagong, Jr., Admin Assistant I / other LR personnel
7. Click view or download. (Those without DepEd account can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)		None		Client/Alexander Xavier M. Pagong, Jr., Admin Assistant I/ other LR personnel
8. Open and accomplish the Online Feedback Form	8.1 Generate Client Report	None	1 minute	Client/Alexander Xavier M. Pagong, Jr., Admin Assistant I/ other LR personnel
TOTAL:		None	1 hour, 2 minutes	

2. PROCEDURE FOR THE USE OF LRMDs COMPUTERS

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

- i. information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- ii. access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- iii. standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum and Learning Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2C - Government to Citizen			
Who may avail:	Everyone (Learners, Parents, Teachers, Stakeholders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered LR Account or email address		www.lrmds.deped.gov.ph		
2. Valid ID/Borrower's card		Learning Resource Management and Development Center, Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the LRMDc computer logbook	1.1. Assist client	None	1 minute	Alexander Xavier M. Pag-ong Jr., Administrative Assistant I/ Judylyn T. Bongcales, Teaching Aid Specialist
2. Ask for assistance from the Librarian/TA S the following: opening of browser engine; logging-in the LR Portal; searching/ browsing the LR Facility	2.1. Assist client	None	30 minutes	Ma. Theresa M. Golosino, Librarian/Judylyn T. Bongcales, Teaching Aid Specialist

3. If needed LRs not found, ask for assistance otherwise, open feedback mechanism tab and accomplishes online feedback form in the Contact us tab	3.1. Assist client	None		Ma. Theresa M. Golosino, Librarian II/Judylyn T. Bongcales, Teaching Aids Specialist
4. Log out and shutdown computer	4.1. Assist client	None	1 minute	Ma. Theresa M. Golosino, Librarian II/Judylyn T. Bongcales, Teaching Aids Specialist
5. Signs and submits the CLMD Feedback Form	5.1. Generate Client Report	None		Ma. Theresa M. Golosino, Librarian II/Judylyn T. Bongcales, Teaching Aids Specialist
6. Sign out the logbook and claim belongings	6.1. Assist client	None	1 minute	Ma. Theresa M. Golosino, Librarian II/Judylyn T. Bongcales, Teaching Aids Specialist
TOTAL:		None	35 minutes	

G. Legal Unit (Office of the Regional Director)

1. FILING OF COMPLAINT

Any person who has a cause of action may file an administrative complaint against teaching/ teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49

s. 2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases

Office or Division:		Legal Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Formal Complaint under oath containing a certification/statement on non- forum shopping (3 Copies and 1 additional copy per additional person complained of)		Complainant		
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 Copies + 1 copy per additional person complained of)		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1. Receive and evaluate the formal requirements of a complaint pursuant to D.O. 49, s. 2006 a. <i>Non-Compliant:</i> Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk-In	None	20 minutes	Denisa O. Lindog, Admin Assistant I/Paulita S. Lomonsod, Legal Assistant II/any Legal unit staff

	Client Intake and Action Form b. <i>Compliant:</i> Request the client to proceed to the Records Section for processing			
2. Receive receiving copy of the complaint	2. Stamp receipt in the complaint and release it to the client	None	5 minutes	Denisa O. Lindog, Admin Assistant I/Paulita S. Lomonsod, Legal Assistant II/any Legal unit staff
TOTAL:		None	25 minutes	

2. REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORD

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

Office or Division:	Legal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students with records in DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 Original Copy)		Client		
2.School records to be corrected- <i>Diploma and Form 137</i> (1 Original Copy)		School		
3.Certification or Indorsement from the School Head (1 Photocopy)		School		
4.Certified true copy of the Certificate of Live Birth (1 Original)		PSA		
5.Affidavit of Discrepancy (1 Original Copy)		Applicant If minor, with assistance of parent/guardian		
6.Affidavit of two disinterested persons (1 Original Copy)		Affiants		
7.Certification or Indorsement from the Schools Division Office (1 Photocopy)		SDO Legal Officer/Administrative Officer		
8.Special Order of Graduation (<i>only required for clients who graduated in a private school</i>) (1 Original)		School		
9.Proof of identity of requesting party (Valid ID: with photo and signature) If representative, proof of identity with authorization letter from requesting party		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Evaluate the completeness of the requirements	None	10 minutes	Denise O. Lindog, Admin Assistant I/Ma. Pulita S. Lomonsod, Legal Assistant II , Legal Unit Staff and the Regional Director

	1.1. Prepare resolution and countersign	None	1 hour	Denise O. Lindog, Admin Assistant I/Ma. Pulita S. Lomonsod, Legal Assistant II , Legal Unit Staff and the Regional Director
	1.2. Signature and approval of the resolution	None	15 minutes	Atty. Jose B. Guibone, Attorney IV/,ARD Pedro T. Escobarte, Jr, /RD Maria Ines C. Asuncion
2. Receive the Resolution	2. Resolution to be officially released from the Records Section	None	5 minutes	Menchie L. Salanag, Admin Assistant I/other Records Unit staff
TOTAL:		None	1 hour and 30 minutes	

3. LEGAL ASSISTANCE TO WALK-IN CLIENTS

This process intends to establish the conduct, management, and treatment of legal queries and/or concerns of internal or external clients.

Office or Division:		Legal Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Regional Office personnel, SDO or School personnel, General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.A copy of written query/concern, if necessary		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit Office	1.1. If external client, he/she is referred to the visitor's logbook. If internal client, he/she may directly go to the Legal Officer	None	5 minutes	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III
	1.2. The necessary information surrounding the query/concern are asked from the client. The Legal Officer determines whether information is sufficient, or documents are needed before a legal advice is given	None	1 hour	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III /Paulita S. Lomonsod, Special Investigator III

	1.3. If sufficient information or documents is acquired by the Legal Unit, the information is then evaluated and legal advice is given based on the gathered data	None	30 minutes	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III /Paulita S. Lomonsod, Special Investigator III
	1.4. If the information provided by the client is incomplete, he/she is advised to acquire the needed information/ documents first and then return for further final evaluation and legal advice	None	15 minutes	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III /Paulita S. Lomonsod, Special Investigator III
TOTAL:		None	1 hour, 50 minutes	

4. COMMUNICATION RECEIVED THROUGH PUBLIC ASSISTANCE ACTION CENTER (PAAC)

This process intends to establish the conduct, management, and treatment of legal queries and/or concerns of internal or external clients.

Office or Division:	Legal Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Email address		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email concern to the Office of the Regional Director	1.1 Received and records incoming communication and forward to the Legal Unit	None	10 minutes	Liwanag S. Garcia/Iris h Joy Jumamil of the Office of the Regional Director
	1.2 Review the document/assign to LU staff to prepare/draft the necessary correspondence or document needed	None	5 hours	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III /Paulita S. Lomonsod , Special Investigator III
	1.3 Review and affix initial on the draft correspondence/document	None	1 hour	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III
	1.4 Forward to the Office of the Regional Director for review and signature	None	10 minutes	Denise O. Lindog, Admin Assistant I/

				Paulita S. Lomonsod, Special Investigator III
	1.5 Approve/sign the correspondence/ document	None	30 minutes	RD Maria Ines C. Asuncion/ ARD Pedro T. Escobarte, Jr.
	1.6 Release the signed document through the Records Section	None	10 minutes	Menchie L. Salang, Admin Assistant I/other Records Unit staff
TOTAL:		None	7 hours	

5. REQUEST FOR CERTIFICATES AS TO THE PENDENCY OR NON-PENDENCY OF AN ADMINISTRATIVE CASE

This process intends to establish an issuance of a Certificate as to the pendency or non-pendency of an administrative case of teaching, teaching-related employees including the employees in the Regional Office.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Teaching Personnel, Teaching-Related, Regional Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Copy of Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit a copy of letter request via email or google link	1.1. Receive the request and forward for appropriate action	None	5 minutes	Menchie L. Salang, Admin Assistant I/other Records Unit personnel
	1.2. Verify the name of the requestor from the database of pending cases	None	10 minutes	Denise O. Lindog, Admin Assistant I/ Paulita S. Lomonsod, Special Investigator III
	1.3. Prepare certificate and countersign and forward to the head of Legal Unit	None	15 minutes	Denise O. Lindog, Admin Assistant I/ Paulita S. Lomonsod, Special Investigator
	1.4. Sign the certificate	None	5 minutes	Atty. Jose B. Guibone, Attorney IV/ Atty. Jessa M. Miolata, Attorney III
2.Receive the certificate	2.1 Certificate to be officially released from the Records Section	None	5 minutes	Menchie L. Salang, Admin Assistant I/other Records Unit personnel
TOTAL:		None	40 minutes	

H. Policy, Planning and Research Division

1. GENERATION OF SCHOOL IDs FOR NEW SCHOOLS AND/OR ADDING/UPDATING OF SHS PROGRAM OFFERING (Public, Private & SUC/LUC)

The School Identification (ID) Number is a unique and permanent six-digit number assigned to any educational institution offering basic education in the Philippines. To acquire a School ID, the institution must offer Kindergarten, Elementary, Junior High School, Senior High School and/or a combination of these education levels. The school must also secure approval from the DepEd Regional Office.

Office or Division:		Policy, Planning and Research Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Business		
Who may avail:		Public Schools, Private Schools, & SUC/LUC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For New Schools:				
1. Approved copy of permit/recognition of private schools or approved endorsement on the establishment of public school		Quality Assurance Division (QAD)		
2. Duly accomplished School Profile Form		PPRD		
B. For Adding or Updating of SHS Program Offering:				
1. Letter of Approved Additional Senior High School Program Offering		Quality Assurance Division (QAD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QAD will forward the approved copy of permit/recognition of private school or approved endorsement on the establishment of public schools and/ or a copy of the	1.1. Receive and check completeness of the submitted document and forward to the person in-charge	None	5 minutes	Johnrey M. Ebasco, Admin Assistant I/other PPRD personnel

approved letter for additional SHS Program Offering				
	1.2 Encode in the duly accomplished school profile form	None	10 minutes	Johnrey M. Ebasco, Admin Assistant I/Empha Grace M. Perez, Statistician I/other PPRD personnel In-charge of the Enhanced Basic Education Information System (EBEIS)
	1.3 Generate the School ID by the EBEIS system	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In-charge of the EBEIS
	1.4 Inform the SDO through the Planning Officer of the newly created ID via email	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In-charge of the EBEIS
	1.5 Print hard copy for reference and filing	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In-charge of the EBEIS
TOTAL:		None	30 minutes	

2. REQUEST FOR BASIC EDUCATION INFORMATION AND DATA¹

Any of the documents evidencing the level of academic completion or accomplishment of a learner which encompasses kindergarten, elementary, and secondary education as well as alternative learning systems for out-of-school learners and those with special needs.

Office or Division:	PPRD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 Original Copy)		Client		
2. Request Slip (1 Original)		PPRD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request addressed to the Office of the Regional Director	1.1. Receive the letter request and Issue request slip	None	5 minutes	Johnrey M. Ebasco, Admin Assistant I/ other PPRD personnel
2. Fill up the request slip and handover to Admin Assistant or concerned staff of PPRD	2.1. Receive request slip	None	1 hour	Johnrey M. Ebasco, Admin Assistant I/ other PPRD personnel
	2.2. Prepare the data information requested	None	2 days	Empha Grace M. Perez, Statistician I/Dandee

				Jonathan F. Monton, Planning Officer III/other PPRD personnel
3. Receive the data information requested	3.1. Provide the requested data	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F. Monton, Planning Officer III/other PPRD personnel
TOTAL:		None	2 days. 1 hour and 10 minutes	

¹ Request for data and information, unless access is denied when such data and information fall under any of the exceptions enshrined in the Constitution, existing law or jurisprudence, shall be guided by the DepEd Freedom of Information Manual (Department Order No. 72, s. 2016). request for data and information, unless access is denied when such data and information fall under any of the exceptions enshrined in the Constitution, existing law or jurisprudence, shall be guided by the DepEd Freedom of Information Manual (Department Order No. 72, s. 2016).

3. REQUEST FOR REVERSION

Even after end of school year that enrolment status of learners in a class/section has been finalized, updates can still be made for as long as the school level finalization has not been done. To revert the finalized status of a class, the School Head or School Representative Admin user shall click on the locked key and then click on “Reopen updating.” This action will enable updating of learner status that belongs to a certain class.

Office or Division:		Policy, Planning and Research Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Business		
Who may avail:		DepEd Employees and Private Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reversion Request from SDO (through EBEIS System)		EBEIS System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SDO will forward an online request for reversion to the PPRD	1. Review request and determine if the reason is valid. a. If valid, it will be approved for reversion b. If not valid, disapprove reversion	None	25 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In- charge of the EBEIS
	1.2 Process valid request for reversion using the EBEIS system	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In- charge of the EBEIS
	1.4 Inform the SDO through the Planning Officer of the approved/ disapproved reversion request via email	None	10 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In- charge of the EBEIS

	1.5 Print hard copy for reference and filing	None	5 minutes	Empha Grace M. Perez, Statistician I/Dandee Jonathan F.Monton, Planning Officer III/other PPRD personnel In- charge of the EBEIS
TOTAL:		None	45 minutes	

I. Quality Assurance Division

1. APPLICATION FOR ESTABLISHMENT, MERGING, CONVERSION, AND NAMING/RENAMING OF PUBLIC SCHOOLS AND SEPARATION OF PUBLIC SCHOOLS

Official Recognition for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools. This is open to Public Schools applying for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public-School Annexes in Basic Education.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Public Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Establishment of Public Elementary/Secondary Schools	
1. Action slip (1 original copy)	DepEd SDO
2. Evaluation slip (1 original copy)	DepEd SDO
3. Application Documents (1 original copy each document)	
a. Indorsement Letter	DepEd SDO
b. Letter request to open a school addressed to the SDS	PTA or Barangay Council
c. Feasibility study, duly recommended/endorsed by the SDS indicating the following: (i) Justification on the need to establish a school; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources)	Client
d. Division Inspection Report signed by the SDS	DepEd SDO
e. Sangguniang Bayan/ Panlungsod Resolution supporting the establishment of a school, duly approved by the	Office of the Municipal/ City Mayor

Municipal/City Mayor, indicating therein the proposed name of the school f. List of prospective enrollees per grade level, indicating their names, ages, addresses and/or school where they are currently enrolled g. Justification on the need for establishment of an MG school, if necessary h. Certification from the SDS that no private high school within the Municipality/ City is participating in the GASTPE Program of DepED, or that GASTPE participating high school has reached its allocation or number of available slots or Justification by the SDS on the need to establish a public school to cater to the elementary school graduates/students who cannot afford to enroll in a private high school i. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer j. Certification that the proposed school is not within 2-km radius (for rural areas) and 1 km radius (for urban areas) from any existing public elementary/high school k. Justification by the SDS for the waiver on the 2 or 1 km radius requirement, if necessary	Client Client DepEd SDO- Office of the SDS Client Office of the Municipal/City Engineer DepEd SDO – Office of the SDS
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l. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site m. Justification from SDS in case the required school site cannot be met n. Clearance/permit stating that the proposed site is not a high-risk area o. School site development plan p. School building plan indicating the number and technical specifications of the classroom to be built q. School building design duly approved by DepEd EFD- AS r. School Building permit s. Bureau of Fire Protection Certificate t. Inspection Report, in case classrooms are already constructed u. Duly Notarized MOA by and between DepEd represented by SDS, and LGU, represented by the Municipal/City Mayor or Provincial Governor, as the case may be, where the LGU shall provide funds among others, the following: (i) construction of the new school building; (ii) procurement of educational facilities, furniture, textbooks and	Client DepEd SDO – Office of the SDS Provincial Mines and Geosciences Bureau (MGB) and Department of Environment and Natural Resources (DENR) - Regional Office Client t Client t Client Office of the Municipal/City Engineer Bureau of Fire Protection SGOD – Facilities Section Client
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instructional materials; (iii) operation and maintenance for at least five (5) years or until such time when funds for the purpose are incorporated in the national budget; and (iv) salaries of teaching and non-teaching personnel, preferably at par with national salary rates; v. Sangguniang Bayan/ Panlalawigan/ Panglungsod Resolution for the purpose vi. Certification that the Division Office has sufficient fund to cover resulting expenses, if any List of teaching and non-teaching personnel to be borrowed from the existing nearby school(s), duly identified by the respective Item Number per PSIPOP and name of school, if any	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod DepEd SDO – Office of the SDS Client
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B. Establishment of a Stand- Alone Senior High School (SHS)	
1. Action slip (1 original copy)	DepEd SDO
2. Evaluation slip (1 original copy)	DepEd SDO
3. Application Documents (1 original copy each document) a. Indorsement Letter b. Letter request from interested parties addressed to the SDS or recommendation from the SDS to open a stand-alone SHS/ Justification on the need to establishment of stand-alone SHS c. Track(s), Strand(s) to be offered as well as their respective number of prospective enrollees d. School Environment (environmental scanning/situational analysis) e. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer f. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned g. Result of the internal assessment or survey done with the prospective enrollees	DepEd SDO PTA/Barangay Council/ DepEd SDO Client Client Client/ Office of the Municipal/City Engineer Office of the SDS Client Client

h. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	Client
i. Accomplished SHS Site Appraisal Form (refer to Annex E)	Client
j. SHS building plan indicating the number and technical specification of the classroom to be built	Office of the Municipal/City Engineer SGOD – Facilities Section
k. SHS building permit	Client
l. Inspection Report, in case classrooms are already constructed	
m. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties	Client
n. Immersion Deployment Plan	

C. Separation of School Annexes	
1. Application Documents (1 original copy each document) - Indorsement Letter - Certification of DepEd School ID - Approval on the establishment of school annex - Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the separation of the school annex, indicating the proposed name of the school - Duly recommended/ endorsed request for separation of the school annex concerned - Feasibility study, indicating the following: (i) Justification on the need to separate a school annex; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/ situational analysis); (iv) Proposed School Development Plan; and (e) Proposed Budget/Budgetary Requirements - Duly signed Inventory of crucial resources to be transferred to the proposed school to be separated - Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother school and OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: (i) Teaching and non-teaching item pursuant to DepEd-DBM staffing standards for school; (ii) Funds for	DepEd SDO SGOD – Planning Unit DepEd Central/ Regional Office Office of the Municipal/City Mayor Client/ Office of the SDS and/or stakeholders Client Client & Mother School's Property Custodian Client

Personal Services based on the actual salaries of the school personnel (both teaching and non- teaching) to be transferred; (iii) Funds for Maintenance and Other Operating Expenses (MOOE); (iv) Facilities, furniture, equipment, and textbooks in all subject areas; and (v) Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA) i. Justification in case the required MOA (item "h") cannot be met j. Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel k. List of enrollees by grade level, duly signed by the School Head/OIC and attested by the SDS l. Justification in case list of enrollees (item "k") by grade level cannot be met m. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site n. Justification in case item "m" cannot be met	School Head/ Office of the SDS Client School Head/ OIC and Office of the SDS Office of the SDS Client Office of the SDS
2.Action slip (1 original copy)	DepEd SDO
3.Evaluation slip (1 original copy)	DepEd SDO

D. Merging of Elementary/ Secondary Schools	
1. Application documents (1 original copy each document) a. Indorsement Letter b. DepEd School IDs of the schools to be merged c. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school, duly certified by the Municipal/City Engineer and validated by the SDO d. Letter request addressed to the SDS on the proposed merging of schools e. Feasibility Study on the proposed merging of schools, duly endorsed by the SDS f. Proposed Schools' Implementation Plan, as merged, covering five (5) years to include among others, the following: (i) Current and projected enrolment for 5 school years, by grade level; (ii) Proposed budgetary requirements for its Personnel Services, MOOE, and Capital Outlay; (iii) Strategic Plan regarding the curriculum and instructional supervision of the proposed school; (iv) School Site Development Plan of the schools to be merged, including proposed school building, as needed g. Updated Status Report of the schools to be merged with regard to their existing crucial resources h. Inventory of learning resources of both schools to be merged i. Inventory of PSIPOP of both schools to be merged	DepEd SDO SGOD – Planning Unit Client/Office of the Municipal/City Engineer/ SDO Client Client & Office of the SDS Client Client

j. Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school k. Duly signed Designation of Order for the OIC/TIC of the merged schools l. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools m. Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school n. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Property Custodians of both schools to be merged Cli en t Cli en t Office of the SDS Office of the Municipal/City Mayor Office of the Municipal/City Mayor Client
2.Action slip (1 original copy)	DepEd SDO
3.Evaluation slip (1 original copy)	DepEd SDO

E. Conversion of School	
1.Action slip (1 original and 1 photocopy)	DepEd SDO
2.Evaluation slip (1 original and 1 photocopy)	DepEd SDO
Application Documents for Non-Implementing Unit High School to Implementing Unit conversion (1 original copy each document) a. DREC Evaluation Report b. School's latest and updated PSIPOP c. Approval of school's agency code by DBM d. Designation documents duly signed by the School Head e. Certificates of Training attended by the designated/appointed financial staff related to financial management f. Certification as to the capability of the school to comply with the submission of financial oversight agencies such as COA, DBM, NEDA, House of Representatives, etc. g. Copy of the current GAA where the appropriation for the school is reflected h. Enhanced Basic Education Information System (EBEIS) data on enrolment per grade level for the current school year i. Letter request addressed to the SDO j. Endorsement letter from SDO to the Regional Office Endorsement letter from the RO to Central Office	DepEd SDO Client DBM Schoo 1 Head Client School Head Client Client School Head DepEd SDO – Office of the SDS DepEd RO – Office of the RD
Application Documents for Elementary/Secondary School(s) into an Integrated School (1 original copy each document) Indorsement Letter a. Evaluation Report for DREC b. DepEd School ID(s) c. Letter request for the conversion of school(s) into an IS addressed to SDS	DepEd SDO – Office of the SDS DepEd SDO Client Client

d. In case of expansion of existing school: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrolment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed • Certification signed by the School Head, duly attested by the SDS on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school • Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of other concerned school(s) • Updated Status Report with regard to school's existing crucial resources f. In case of merging or combination of existing elementary and secondary schools: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS	Client Client School Head School Property Custodian Client Client
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g. Updated Status Report with regard to school's existing crucial resources h. In case of merging or combination of existing elementary and secondary schools: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrolment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed • Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of both schools to be integrated Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO • Duly notarized MOA on merging or combination of schools, drawn up by and between the School Heads of both schools indicating among others, the integration of crucial resources for the proposed IS	Client Client School Property Custodian Client Client Client
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Application Documents for High School to a Science School conversion: (1 original copy each document) - Indorsement Letter - Evaluation Report of DREC - Certification of National Achievement Test (NAT) Results for the past 3 years - Certification from the Organizers of International/National/Regional Mathematics and Science Competitions - Current School Program, signed by the School Head and approved by the SDS - Copy of curriculum guide and special science curriculum - Certified true copies of the Transcript of Records of School Head - Certified true copies of Certificate of Training in Science/Mathematics subject attended by the School Head - Certified true copy of the Transcript Records of Science and Mathematics teachers - Copy of the PRC-LET Ratings of teachers indicating their field of specialization/concentration (I.e. mathematics, physical science, biological science, chemistry, general science, etc. - Certified true copies of Certificate of Relevant Training attended by the Teachers (e.g. Certification Program or other related	DepEd SDO DepEd SDO DepEd CO – BEA Client School Head/ Office of the SDS Client School Head School head Client
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trainings for non-major math & science teachers) l. Updated School Profile m. Attested Certificate on the availability of learning resources n. Validated Inventory of learning resources o. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school	Client School Head/Office of the SDS School Property Custodian Office of the Municipal/City Mayor
Application Documents for High School to Technical- Vocational School conversion: (1 original copy each document) a. Indorsement Letter b. Evaluation Report from DREC c. Letter of Intent of SH addressed to RD through SDS d. Current School Program signed by the School Head and approved by the SDS e. Copy of the Technical- Vocational Curriculum Guide (Competency-Based Curriculum) and special technical-vocational curriculum f. Approved from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations g. Certification of the technical-vocational course being offered: (I) is relevant to the needs of the community/local industry; (ii) has available localized curriculum in partnership with local industry/ies; and (iii) is based on specialization aligned with TESDA Training Regulation, for assessment and employment purposes	Office of the SDS DepEd SDO Client Client Client Office of the Undersecretary for Programs and Projects School Head

h. Notarized Feasibility Study, duly recommended by the SDS, indicating the following: (i) need to convert into a Technical-Vocational School; (ii) Current and projected enrolment for a period of five year; (iii) Demand to open a Technical- Vocational course; (iv) Organizational Structure; (v) School Development Plan; and (vi) Proposed Budget/Budgetary Requirements	Client
i. Certified true copy of Transcript of Records of School Head	School Head
j. Certified true copy of National Certificate (NC) or higher certificate for the technical-vocational course attained by the School Head as issued by TESDA	School Head
k. Certified true copies of the Transcript of Records of Technical-Vocational Teacher	Client
l. Certified true copies of NC II or higher certificate issued by TESDA of Technical- Vocational Teachers on special technical-vocational skills	Client
m. Copies of PRC-LET Rating of teachers indicating their field of specialization/concentration	Client
n. Updated Teacher's Profile	Client
o. Inventory of learning resources per specialization validated by the SDO	School Property Custodian
p. Certification that the relevant resources of the school are adequate, duly validated by the SDO	School Head
q. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school	Office of the Municipal/City Mayor

r. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget s. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site t. Justification in case the required size of technical-vocational school site cannot be met	Office of the Municipal/City Mayor Client Office of the SDS
Application Documents for Existing Elementary and Junior High School into a Stand-Alone Senior High School: (1 original copy each document) a. Indorsement Letter b. Certification of DepEd School ID prepared by the Planning Unit c. Letter request for Implementation of SHS program addressed to the SDS d. Certification signed by the SDS stating that no public SHS is offering the same track within the catchment area or Justification signed by the SDS, in case will offer the same SHS track	DepEd SDO – Office of the SDS SGOD – Planning Unit

e. Implementation Plan for SHS program covering five (5) years to including among others: (i) Current and projected enrollment for 5 years by grade level; (ii) Proposed budgetary requirements for Personnel Services, Maintenance and other Operating Expenses, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed SHS; and (iv) School Site Development Plan to include proposed building, as needed f. Certification signed by the School Head, duly attested by the SDS on the excess of classrooms, tables, chairs and other resources to be used in the implementation of SHS program g. Inventory of learning resources prepared by the Property Custodian as validated by the SDO h. Updated PSIPOP of the concerned school i. Map preferably drawn to scale, showing the vacant lot where the proposed SHS classrooms/school building are/will be constructed, duly certified by the Municipal City Engineer j. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned k. Result of the internal assessment or survey done with the prospective enrollees l. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head m. MOA executed between the SDS and the partner entity	Client Client Client School Head School Property Custodian Client Client Client/ Office of the Municipal Planning Officer Office of the SDS Client
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete application documents from the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the SDO and forward to RO – QAD	None	1 hour	Menchie L. Salang, Admin Assistant I/ other Records Unit personnel
	1.2. Endorse to EPS In-charge	None	20 minutes	Coniefe C. Artista, Admin Assistant I/other QAD personnel
	1.3. Evaluate the documentary requirement If 100% compliant Yes-Recommend to RIT for ocular inspection No-Return to SDO the documentary requirements	None	3 days	Dr. Edmund D. Mendoza, Education Program Supervisor/other EPS in QAD
	1.4.Conduct online on-site Inspection/ Validation of facilities to those areas with internet connectivity (Coordination, Interfacing)	None	9 days	Regional Inspectorate Team headed by Ms. Marilyn F. Antiquina
	1.5.Prepare inspection/ validation report and recommendati on based on the findings of the on-site validation If 100% compliant Yes - Proceed to preparation of endorsement/ permit No - Notify SDO of found deficiencies	None	2 days	Regional Inspectorate Team headed by Ms. Marilyn F. Antiquina

	1.6.Submit the findings to the CES	None	5 minutes	Dr. Edmund D. Mendoza, Education Program Supervisor/other EPS in QAD
	1.7.Review and check the findings; Affix the signature on the validation/ inspection report	None	4 hours	Ms. Marilyn F. Anrituina
	1.8.Prepare the endorsement/ permit and Memorandum	None	3 days	ADAS
	1.9.Check details and affix initials on the endorsement/ permit	None	4 hours	CES
	1.10.Input in the Data Tracking System the crafted RM and forward to the office of RD along with the certificate for approval	None	3 hours, 30 minutes	ADAS
	1.11.Approve the endorsement / permit for Establishmen t, Merging, Conversion, and Naming/Ren aming and Separation of Public Schools	None	1 day	ARD RD
	1.12.Forward the approved documents to the Records Section	None	1 hour	ADAS
2.Receive the endorseme nt	2.1. Release the signed endorsement	None	20 minutes	Record Officer/ADAS
TOTAL:		None	19 days, 6 hours, 15 minutes	

2. 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:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any private school within the Region with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Documents (1 original each document) • Indorsement Letter from the SDS • Letter of intent addressed to the Regional Director through Channel • Attestation of Documents per school signed by the SGOD Chief and Schools Division Superintendent • Master list of Grade 12 learners qualified to graduate per section: track, strand, specialization		DepEd SDO		
• SF 10 (Permanent Record) • Birth Certificate (NSO/PSA) • Approved Provisional Permit relative to specific school year of SO application		Client		
• Generated SO Form from the SO creator software in four (4) copies with correct pagination		DepEd SDO		
2.Action slip (1 original copy)		DepEd SDO		
3.Evaluation sheets (1 original copy)		DepEd SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	10 minutes	ADAS/Record Officer

	1.2. Endorse to EPS In-Charge	None	10 minutes	CES/ADAS
	1.3. Evaluate the documentar y requirement s 100% compliant Yes - Proceed to the preparation of Special Order No - Return the application documents to concerned SDO	None	10 days	EPS
	1.4. Prepare the Special Order	None	3 days	EPS
	1.5. Submit the Special Order to the Chief Education Supervisor	None	10 minutes	EPS
	1.6. Review the details and affix initial	None	30 minutes	CES
	1.7. Return the documents to ADAS	None	5 minutes	CES
	1.8. Encode in the Data Tracking System, register in the office log book and forward the document to the ARD/RD's office for approval	None	30 minutes	ADAS
	1.9. Approve the Special Order	None	1 day	ARD RD
	1.10. Forward the approved documents to the record section	None	15 minutes	ORD's staff
2.Receive the approved Special Order	2.1. Release of the approved documents	None	25 minutes	Records Officer/ADAS
TOTAL:		None	13 days, 2 hours and 14 inutes	

3. APPLICATION FOR TUITION AND OTHER SCHOOL FEES (TOSF), NO INCREASE AND PROPOSED NEW FEES OF PRIVATE SCHOOLS

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:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school within the region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Documents (1 original copy each document) • Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI/CHED/TESDA) registered name and address. (Mayor's Permit for LUC/SUC) • Letter of Intent addressed to the Regional Director signed by the School Head/Administrator, indicating among others the school's intention not to increase the Tuition and Other School Fees (TOSF) • Comparative Schedule of TOSF for current School Year (SY) with that of the previous SY indicating in both Peso (PhP) and Percentage (%) the forms of increase. This should be done both by the school <i>With increase and No increase</i>. (Other school fees must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to RO – QAD	DepEd SDO Client Client/DepEd SDO

• Photocopy of the Government Permit/ Government Recognition • Latest Certificate of Corporate Filing and Information from SEC or DTI/CHED/SUC/LUC/TES D • Photocopy of the approved TOSF of previous school year or latest noted/approved TOSF (with breakdown of fees attached)		Client			
2. Action slip (1 original copy)		Client			
3. Evaluation sheets (1 original copy)		Client			
		DepEd SDO			
		DepEd SDO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	30 minutes	ADAS/Record Officer	
	1.2. Endorse to EPS In-Charge	None	20 minutes	Chief Education Supervisor/ ADAS	
	1.3. Evaluate the documentary requirements 100% compliant Yes- Proceed to the preparation of TOSF and endorsement. No-Return the application documents to concerned SDO	None	13 days	EPS	
	1.4. Prepare the TOSF and Endorsement	None	3 days	EPS	

	1.5. Submit the TOSF and Endorsement to the Chief Education Supervisor	None	10 minutes	EPS
	1.6. Review the details and computations , then affix initial	None	1 day	CES
	1.7. Give the documents to ADAS	None	5 minutes	CES
	1.8. Encode in the Data Tracking System, register in the office log book and forward the document to the ARD/RD's office for approval	None	30 minutes	ADAS
	1.9. Approve the TOSF and endorsement	None	1 day	ARD RD
	1.10. Forward the approved documents to the record section	None	15 minutes	ORD's staff
2.Receive approved TOSF	2.2. Release of the approved documents	None	25 minutes	Records Officer/ADAS
TOTAL:		None	13 days, 7 hours and 15 minutes	

4. APPLICATION FOR THE OPENING/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:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter of application	Private School
2.Endorsement	
3.Curriculum Proposal, Justification of the need to offer new curriculum	
4.Drafted Curriculum with list of writers with CV and references	
5.Certification of Authenticity	
6.Division Validation Report signed by the Division Curriculum Inspection Team	
7.DepEd School ID	
8.Letter Request for Implementation of the SHS Program	
9.Certification Signed by the SDS	
10.Implementation Plan for SHS Program covering five (5) years to include the ff: a.Current and projected enrolment for five (5) years by grade level requirements for its personal service, maintenance and others b.Proposed budgetary operating expenses and capital outlay c. Operational Plan regarding curriculum and instructional supervision of the proposed SHS d.School Site Development Plan to include proposed school buildings, as needed	

11.Certification Signed by the School Head	Private School			
12.Inventory of Learning Resources				
13.Updated Personal Service Itemization and Plantilla of Personnel				
14.Updated Status Report				
15.Map of Proposed SHS Classrooms				
16.List of Prospective Enrollees in SHS				
17.List of Types of Establishments and Industries in the Community				
18.Results of Interval Assessments and Surveys				
19.List of Tracks and Strands to be Offered				
20.MOA executed between the SDS and the partner entity				
21.Immersion Deployment Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	10 minutes	ADAS
	1.2. 1.2 Endorse to Chief Education Supervisor	None	10 minutes	ADAS

	1.3. 1.3 Evaluate the documentary requirements If 100% compliant Yes-Recommend to RIT for ocular inspection No- Return to SDO the documentary requirements	None	3 days	EPS
	1.4 Conduct online on-site Inspection/ Validation of facilities to those areas with internet connectivity (Coordination ,Interfacing)	None	9 days	RIT
	1.5 Prepare inspection/ validation report and recommendation on based on the findings of the on-site validation If 100% compliant Yes - Proceed to preparation of endorsement/ permit No – Notify SDO of found deficiencies	None	2 days	RIT

	1.6 Submit the findings to the CES	None	5 minutes	EPS
	1.7 Review and check the findings; Affix the signature on the validation/ inspection report	None	4 hours	Chief Education Supervisor
	1.8 Prepare the endorsement / permit and Memorandum	None	3 days	EPS
	1.9 Check details and affix initials on the permit	None	1 hour	Chief Education Supervisor
	1.10 Input in the Data Tracking System the crafted RM and forward to the office of ARD/RD along with the certificate for approval	None	30 minutes	ADAS
	1.11 Approve the endorsement /permit and Memorandum	None	1 day	ARD RD
2. Receive the approved propose curriculum for SHS Offering	2.1. Record release the Permit to the Private School	None	20 minutes	Record Section
TOTAL:		None	18 days, 6 hours and 15 minutes	

5. ISSUANCE OF CERTIFICATION AS PRINCIPAL TEST'S PASSER

School Heads who are applying for reclassification are required to submit proof as National Qualifying Examination for School Heads (NQESH) or Principals Test Passer, hence this service pledge.

Office or Division:	Human Resource Development Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen			
Who may avail:	DepEd NQESH / Principals Test Passers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request – 1 Original copy		Requestor/Client		
2. Memorandum on the Result of Principals Test for the applicable year – 1 Copy		Requestor/SDO/RO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter Request to the issuing office	1.1. Receive the Letter Request and file under Requests	None	10 minutes	Edmund D. Mendoza, EPS/ other QAD staff
	1.2. Check/validate the result of the principal's test to the official records	None	10 minutes	Edmund D. Mendoza, EPS/ other QAD staff
	1.3. If found in the record as passer then the in-charge drafts a certification for review and initial of the Chief ES	None	30 minutes	Edmund D. Mendoza, EPS/ other QAD staff

	1.4. Forward to the Office of the Regional Director for approval and signature	None	30 minutes	Coniefe Artista, Administrative Assistant I, /other QAD staff
	1.5. Return the approved Certification to HRDD	None	30 minutes	Wine S. Garcia, RD secretary/ither ORD staff
2. Receive copies of the Certification	2. Forward to the Record Section for release of the document and provide 2 copies to the requestor and files 1 copy	None	20 minutes	Coniefe Artista, Administrative Assistant I, /Menchie L. Salang, Admin Assistant I/Record Unit staff /Requestor
TOTAL:		None	2 hours, 10 minutes	