



Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR



**SCHOOLS DIVISION OF NORTHERN SAMAR
CITIZEN'S CHARTER**

2026 (1st Edition)



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Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century to better define its purpose vis-à-vis the changing administrations and charters. The present-day Department of Education's mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001.

The RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs, and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

Vision

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

Mission

To protect and promote the right of every Filipino to quality, equitable, culture based, and complete basic education, where: a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner. b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen. c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

Service Pledge

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum

- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

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

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SCHOOLS DIVISION OFFICE
EXTERNAL SERVICES

CURRICULUM IMPLEMENTATION DIVISION

1. Borrowing and Returning of Supplementary Learning Resources from Library Hub

The Library Hub is a component of DepEd's Learning Resource Management and Development System (LRMDS) implementation at school or division levels, providing a physical or hybrid service for borrowing educational materials to support teaching and learning activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Schools, Teachers, Learners, School Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly accomplished Request Form/ List of Supplementary Learning Resources (SLRs) from to be borrowed		Client/ Requesting School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of Learning Materials				
1. Submit the duly accomplished Request Form, indicating the list of Supplementary Learning Resources (SLRs) to be borrowed	1.1 Receive, review, and verify the availability of the SLRs in the library hub.	None	20 minutes	Librarian II (CID LRMS)
	1.2 Record the SLRs in the Borrowing Logbook.	None	15 minutes	Librarian II (CID LRMS)
	1.3 Sort and pack the SLRs	None	2 hours	Librarian II (CID LRMS)
	1.4 Release the approved SLRs to the client.	None	10 minutes	Librarian II (CID LRMS)
	1.4 Require the client to sign the Acknowledgment Receipt (AR) and file the signed document in the Borrowing Records.	None	5 minutes	Librarian II (CID LRMS)
Returning borrowed Learning Materials				
1. Return the borrowed learning materials on or before	1.1 Inspect and conduct an inventory of the returned SLRs	None	1 hour	Librarian II (CID LRMS)

the agreed due date to the Library Hub	1.2 Update the Borrowing Logbook by recording the date of return and affixing the stamp "RETURNED".	None	30 minutes	Librarian II (CID LRMS)
TOTAL (Borrowing):		None	2 hours, 50 minutes	
TOTAL (Returning):		None	1 hour, 30 minutes	

2. Registration for an Account in the LRMS Portal

The Learning Resource Management and Development System (LRMS) Portal is the Department of Education's official platform for accessing quality-assured learning resources, teaching resources and professional development materials. Authorized DepEd personnel must first register and secure approval from the Schools Division Office (SDO). Once approved, users may log in to search, view, and download available learning resources for instructional and to be used for teaching and learning process or other school related activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	District Supervisors, School Heads, Teachers, and DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Active DepEd email account		Client		
Accomplished Online Registration Form		Client		
Laptop / Desktop or mobile device with internet access and updated web browser		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration for the LRMS Portal				
1. Access/visit the official LRMS Portal https://lrms.deped.gov.ph , click “Register”, and fill out the online form using DepEd email address	1.1 Check the registration, review, and validate the applicant’s identity, position, and affiliation	None	1 day	Project Development Officer II, CID
	1.2 Approve or disapprove the registration request based on verification results	None	4 hours	Project Development Officer II, CID
	1.3 Send system generated notification to the applicant’s email. Process the account request as	None	10 minutes	Project Development Officer II, CID

	follows: a. If approved, users can access the LRMDs Portal. b. If disapproved, a notification regarding the disapproval of the account shall be sent.			
TOTAL (Registration):		None	1 day, 4 hours, 10 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – ADMIN UNIT – CASH

1. Claiming of Checks for Payment of Obligation (made through Checks)

Payment of obligations of the Schools Division Office (SDO) is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA).

The Cash Section of the SDO's Administrative Unit issues checks to Clients for payments of obligation that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks.

Office or Division:	Office of the Schools Division Superintendent – Administrative Service – Cash Unit		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)		
Who may avail:	Any Client that DepEd has financial obligations to		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • Unified Multi-Purpose Identification (UMID)		Client	
For an authorized representative			
Authorization Letter – One (1) Original Copy		Client	

One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
TOTAL:		None	30 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – LEGAL UNIT

1. Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any graduate of public and private schools, including the Alternative Learning System, 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.

**Corrections of learner information for currently enrolled learners may be processed through the school using the Learner Reference Number (LRN). The school shall validate the request and initiate the necessary correction following prescribed DepEd procedures.*

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Graduates of Public or Private School, including ALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter indicating the entry/entries to be corrected – one (1) original copy		Client		
School records to be corrected: Diploma or Form 137 or SF 10, whichever is applicable – one (1) original, one (1) photocopy		School		
Certification or Endorsement from the School Head – one (1) photocopy		School		
Certificate of Live Birth issued by the Philippine Statistics Authority – one (1) original, one (1) photocopy		Philippine Statistics Authority		
Affidavit of Discrepancy – one (1) original copy		Client		
Affidavit of Two Disinterested Persons – one (1) original, one (1) photocopy		Affiants		
Valid ID of the requesting party showing photo and signature; if filed by a representative, include an Authorization Letter/or Special Power of Attorney and valid ID of both parties		Client		
Data Privacy Consent Form -One (1) original copy		Legal Unit		
If the Client is a graduate of a private school				
Special Order of Graduation (<i>required only for graduates of private schools</i>) – one (1) original		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the SDO through the Records Section.	1.1 Receive and record to logbook <i>Note: Inform Client that s/he will be notified once document is available</i>	None	10 minutes	Administrative Officer IV, Records Section
	1.2 Refer the documents to Legal Unit	None	10 minutes	Administrative Officer IV,

				Records Section
	1.3 Evaluate submitted documents for completeness and legal sufficiency <i>Note: If there is any requirement that is lacking, inform the client that request will only be processed upon submission of lacking requirement/s</i>	None	20 minutes	Attorney III / Legal Assistant I, OSDS Legal Unit
	1.4 Draft Resolution/Order then forward to Schools Division Superintendent for signature	None	1 day	Attorney III, OSDS-Legal Unit
	1.5 Review and sign the Resolution/Order, then forward to Records Section for releasing of document	None	1 day	Schools Division Superintendent <i>Note: In the absence of the SDS, the Officer in-Charge or authorized representative may sign on his/her behalf</i>
	1.6 Notify the client that the approved Resolution/Order is available for release	None	10 minutes	Legal Assistant I, OSDS-Legal Unit
2. Receive the signed Resolution	2.1 Release the signed Resolution to the Client	None	10 minutes	Admin Officer IV, Records Section
TOTAL:		None	2 days, 1 hour	

2. Legal Assistance to Walk-in Clients

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

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	School Personnel, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
A copy of written query/concern (if applicable)		Client		
Identification Card - Any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 Instruct the Client to register in the Visitor's Logbook then refer to the Legal Officer.	None	5 minutes	Legal Assistant I, OSDS-Legal Unit
	1.2 Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Attorney III, OSDS-Legal Unit
	1.3 Provide appropriate legal assistance based on the information and documents submitted. <i>Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>	None	1 hour	Attorney III, OSDS Legal Unit

TOTAL:	None	2 hours, 5 minutes
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OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

1. Acceptance of Application for Reclassification of Teaching Positions

This service is to validate the classification level of teachers applying for reclassification. The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd Licensed Public School Teachers / School Principal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of intent addressed to the SDS containing the following information – one (1) original copy): i. Statement of Purpose/ Expression of interest ii. Position applied for		Applicant/Client
Duly accomplished PDS (CS Form 212, Revised 2025, with Work Experience Sheet – one (1) original copy		Civil Service Commission (CSC) Website
Valid and updated PRC License/ID – one (1) photocopy		Professional Regulatory Commission (PRC)
Certificate of Competency level issued by authorized body (if applicable) – one (1) photocopy		Technical Education and Skills Development Authority (TESDA)
Scholastic/academic record (i.e., Special Orders, Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available) – one (1) photocopy		Applicant/Client
Certificate/s of completion of National Educators Academy of the Philippines (NEAP)-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy		Public and Private Accredited Training Institution
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy		Previous/Current Employer/s
Latest appointment – one (1) photocopy		Applicant/Client

Required Performance Ratings with at least Very Satisfactory rating – one (1) photocopy <i>(Note: The applicant must submit three (3) performance Rating depending on the performance requirements needed in particular position they applied for; and the latest performance rating shall cover one (1) complete performance rating period in the current position)</i>		Applicant/Client		
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the attached form (Annex C-2) – one (1) original copy		DepEd Order No. 7, s. 2023 / Personnel Section		
Other documents as may be required by the HRMPSB including but not limited portfolio for the assessment of identified PPST non classroom observable indicators – one (1) photocopy		Applicant/Client		
Duly accomplished Reclassification Form for Teachers Position (RFTP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Reclassification Form for School Principal Position (RFSP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Commitment Form, if applicable – one (1) original copy		DepEd Order No. 34, s. 2025 / Applicant		
TESDA National Certificate/s / Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational Livelihood (TVL) track only)		Technical Education and Skills Development Authority (TESDA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to the Division's online system for the assignment of an application code	1.1 Issue the application code to the Applicant	None	15 minutes	Administrative Assistant III, OSDS Personnel Section
2. Submit the complete pertinent documents to the applicant's incumbent school/ district station	2.1 Receive, stamp and check the completeness of the submitted documents vis-a-vis application code	None	1 hour	School or District Sub Committee
TOTAL:		None	1 hour, 15 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

2. Acceptance of Employment (Non-Teaching and Teaching Related Positions)

Any individual with an interest in applying for a position in the Department of Education may submit his/her credentials and other requirements.

This service charter outlines the procedures on accepting employment applications for non-teaching and teaching-related positions through online and walk-in applications.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	All interested applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of intent addressed to Head of Office-one (1) original copy		Applicant/Client	
Duly accomplished CSC Form 212 or Personal Data Sheet (Revised 2025) with the latest passport size ID picture and, if applicable, Work Experience Sheet – one (1) original copy		Civil Service Commission (CSC) Website	
Valid and updated PRC License/ID, if applicable – one (1) photocopy		Professional Regulatory Commission (PRC)	
Certificate of Eligibility/Rating – one (1) photocopy		CSC/PRC	
Scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees – one (1) photocopy		School/s attended	
Certificate/s of Training – one (1) photocopy		Applicant/Client	
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy		Previous/Current Employer/s	
Latest appointment – if applicable-one (1) photocopy		Previous/Current Employer	
Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable – one (1) photocopy		Previous/Current Employer	

Other Documents as may be required for comparative assessment, including but not limited to: i. Means of Verification showing Outstanding Accomplishment, Application of Education, and Application of Learning and Development ii. Photocopy of Performance Rating obtained from the relevant work experience		Applicant/ Previous/Current Employer		
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form – one (1) original copy		DepEd Order No. 7, s. 2023, Annex C / Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Application				
1. Submit complete pertinent documents to the official email address/online portal of the SDO	1.1 Acknowledge receipt of email for online submission	None	10 minutes	Administrative Assistant III/ HRMO Staff
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
Walk-in Application				
1. Submit the complete pertinent documents to the Records Section	1.1 Stamp Receive, issue a receiving copy, and transmit the documents submitted to the Personnel Unit <i>Note: Inform Client that s/he will be notified of the progress of his/her application</i>	None	30 minutes	Administrative Officer IV/Records Officer, OSDS Records Section
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
TOTAL (Online Application):		None	1 hour, 10 minutes	
TOTAL (Walk-in Application):		None	1 hour, 30 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated on the basis of applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then

be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

3. Issuance of Certificate of Employment (COE)

Certificate of employment is issued upon request of previous and current DepEd employee/s which shall serve as proof of evidence to verify employment history with Department of Education.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Former employees of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS Records Section
	1.2 Verify the completeness of the requirements submitted, and check and obtain the employment records of the client. <i>Note: In cases where records require retrieval from archives, processing time may be extended.</i>	None	30 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.3. Encode and print COE, affix initial before forwarding the document for	None	5 minutes	Administrative Assistant III, OSDS-

	signature of the HRMO			Personnel Section
	1.4 Review the accuracy of the information and sign the document	None	10 minutes	Administrative Officer IV / Administrative Officer V, OSDS Personnel Section
	1.5 Release COE and file the request for reference/records purposes.	None	3 minutes	Administrative Officer IV, OSDS Records Section
TOTAL:		None	58 minutes	

4. Issuance of Service Record (SR)

Service Record is issued upon request of previous and current DepEd employee/s for purposes of employment verification, application, appointment and/or reclassification, availing of loans, PAGIBIG/GSIS reconciliation of government service, and other matters thereof.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Former employees of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, then	None	30 minutes	Administrative Assistant III, OSDS

	prepare the Service Record			Personnel Section
	1.3 Ensure authenticity and correctness of the Service Record and affix signature	None	10 minutes	Administrative Officer IV / Administrative Officer V, OSDS Personnel Section
	1.4 Release the Service Record to Client	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS Personnel Section
2. Claim the Service Record and affix signature in the logbook	2.1 Review the correctness of Client's entry in the logbook	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS Personnel Section
TOTAL:		None	56 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured with Logistics Services

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Specifically, this service covers the re-inspection of items procured by the Central Office through a third-party service provider and delivered to the Schools Division Office. It includes the conduct of a pre-inspection prior to the signing of the Delivery Receipt and the subsequent physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	DepEd Central Office – Asset Management Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client	

Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies		DepEd Central Office		
Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS PSU
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU

	1.7 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of TMO.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Items procured by the Central Office and delivered to the Schools Division Office must be re inspected through the conduct of pre-inspection before the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU

	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit
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Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	2 hours	Administrative Officer IV (Supply Officer), OSDS PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	4 hours	Inspectorate Team
	1.6 Sign the inspection portion of the IAR and forward to the Supply Officer to sign the acceptance portion.	None	10 minutes	Inspectorate Team

	<i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>			
	1.7 Sign the acceptance portion of the IAR	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.8 Release a copy of the signed DR to the Client.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	1 day, 45 Minutes	

4. Request for Certificate of Final Acceptance or Certificate of Completion

This form is requested by the supplier upon completion of the delivery.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

	will be sent to their provided contact info.			
	1.2 Receive submitted documents and forward to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	10 minutes	Administrative Assistant III, OSDS
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to SDS office for signature.	None	15 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	Schools Division Superintendent
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Administrative Assistant III, OSDS
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp "RELEASED"	None	5 minutes	Administrative Officer IV , OSDS-Records Unit
TOTAL (Returning):		None	2 Hours, 5 Minutes	

5. Request for Supplier's Performance Evaluation

The Performance Evaluation Form is requested upon completion of the delivery to assess and monitor a supplier's performance over a defined period.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp "Received" with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Receive submitted documents and forwards to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	5 minutes	Administrative Assistant III, OSDS
	1.5 Receive documents for proper verification.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU

	1.6 Prepare Supplier's Performance Evaluation Form and forwards two (2) copies for SDS's signature	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Receive documents and forward to SDS for signature.	None	5 minutes	Administrative Assistant III, OSDS
	1.8 Sign the Supplier's Performance Evaluation Form and release one (1) copy to PSU for filing and one (1) copy to Records Unit for release to the client.	None	10 minutes	Schools Division Superintendent
	1.9 Notify the client that the document is ready for pick-up at the Records Unit	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
2. Claim the signed Supplier's Performance Evaluation Form	2.1 Release the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	1 Hour, 50 Minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROCUREMENT UNIT

1. Direct Acquisition per RA 12009, Section 32; IRR Rule IV

This mode of procurement applies for Goods - item for procurement qualifies for Direct Acquisition Non-CSE whose Approved Budget Cost (ABC) is less than or equal to P200,000. Likewise, this includes identified Commonly used Supplies and Equipment (CSE) which are not available in the PS-DBM Depot whose Approved Budget Cost (ABC) is less than or equal to P200,000.00

Office or Division:	Office of the Schools Division Superintendent-Procurement Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government) G2C- Government to Citizen
Who may avail:	End Users - Head of Functional Units/Divisions Winning Bidder/Supplier
CHECKLIST OF REQUIREMENTS	
For End User:	End-User

Approved Purchase Request				
For Winning Bidder/Supplier: Purchase Order		BAC Secretariat /Procurement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End User presents documents	1.1. Verify that procurement qualifies for SVP vis-à-vis APP	None	10 minutes	Rosebill R. Marquita Technical Support Staff
	1.2. Generates mGEPS and issues three (3) manual Request for Quotation (RFQs) and authorizes solicitation of quotation from known suppliers	None	15 minutes	Francis Rico E. Tobes Procurement Officer
2. Winning bidder signs Purchase Order	2.1 Submits Purchase Order for approval for HOPE	None	10 minutes	-
TOTAL (End of transaction):		None	35 minutes	
Delivery of Goods Inspection and Acceptance: Supply Unit	1. Hope issues Inspection Order to Inspectorate. 2. After conduct of inspection, Inspectorate issues Certificate of Final Inspection/ Acceptance attached to the Inspection and Acceptance Report (IAR)	None	-	Romeo D. Mijares Supply Office Beatrice A. Olmedo Inspectorate Team
Submits billing documents for Obligation and Issuance of ORS: Budget Office	3. Verifies billing documents and issues ORS	None	-	Ma. Joy L. Gepollo Budget Office
Billing for Payment: Accounting Office/ Internal Control Unit	4. Prepares Disbursement Vouchers (DV).	None	-	Deah A Gamao, CPA Accounting Office/ Internal Control Unit

2. Small Value Procurement (SVP) per RA 12009, Section 34; IRR Rule IV

This mode of procurement applies for Goods - item for procurement qualifies for Small Value Procurement for items Non-CSE whose Approved Budget Cost (ABC) is P200,000 above up to P 2,000,000.00.

Office or Division:	Office of the Schools Division Superintendent-Procurement Office			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2C- Government to Citizen			
Who may avail:	End Users - Head of Functional Units/Divisions Winning Bidder/Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For End User: Approved Purchase Request		End-User		
For Winning Bidder/Supplier: Request for Quotation (RFQ) mGEPS generated and printed version		Procurement Office/ mGEPS		
BAC Resolutions Abstract of Bids/Quotation		BAC		
Purchase Order		Procurement Office/ mGEPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of RFQs				
1. End User presents documents	1.1. Verify that procurement qualifies for Direct Acquisition vis a vis APP	None	10 minutes	Erika E. Plaza Technical Support Staff
	1.2. Generates Purchase Order Annex 61 based on documents presented	None	15 minutes	Raul Epifanio P. Figueroa Jr Technical Support Staff
	1.3 Issuance of authority to solicit price quotations	None	1 day	Francis Rico E. Tobes Procurement Officer
Opening of Bids				
2. Bidder submits sealed quotation/bid per RFQ.	2.1 Opens a return of three (3) quotation/bid is forwarded to the BAC for Opening; or the Procurement Officer, when authorized	None	3 days from issuance of RFQ/ per closing date of RFQ	Bids and Awards Committee or Procurement Officer
	2.2 Generates Award mGEPS module and prints the Purchase Order	None	10 minutes	Raul Epifanio P. Figueroa Jr Technical Support Staff

3. Winning Bidder/ Supplier signs Purchase Order	3.1 Release Billing Documents to Winning Bidder/ Supplier Purchase Order	None	10 minutes	Rosebill R. Marquita Technical Support Staff
TOTAL (End of transaction):		None	4 days, 45 minutes	
Delivery of Goods Inspection and Acceptance: Supply Unit	1. Hope issues Inspection Order to Inspectorate. 2. After conduct of inspection, Inspectorate issues Certificate of Final Inspection/ Acceptance attached to the Inspection and Acceptance Report (IAR)	None	-	Romeo D. Mijares Supply Office Beatrice A. Olmedo Inspectorate Team
Submits billing documents for Obligation and Issuance of ORS: Budget Office	3. Verifies billing documents and issues ORS	None	-	Ma. Joy L. Gepollo Budget Office
Billing for Payment: Accounting Office/ Internal Control Unit	4. Prepares Disbursement Vouchers (DV),	None	-	Deah A Gamao, CPA Accounting Office/ Internal Control Unit

3. Negotiated Procurement - Lease of Venue per RA 12009, Section 35.9.1; IRR Rule IV

Lease of Venue is used under Section 35.9 of the RA 12009 IRR when a government agency needs a suitable place for official activities-such as trainings, conferences, or meetings and either its own facilities are inadequate or a more appropriate venue must be rented; the IRR requires agencies to first consider government-owned venues, and only if none are available or compliant may they lease privately owned venues, provided the End-User justifies that doing so is more efficient and economical for the government.

Office or Division:	Office of the Schools Division Superintendent-Procurement Office
Classification:	Complex
Type of Transaction:	G2G (Government to Government) G2C- Government to Citizen
Who may avail:	End Users - Head of Functional Units/Divisions Winning Bidder/Supplier
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

For End User: Purchase Request		Procurement Office/ mGEPS		
Justification of no availability of Government Facilities as Venue/ Cost Benefit Analysis if applicable		End-User		
For Winning Bidder/Supplier: Requests for Quotations/Bids BAC Resolutions Abstract of Bids Notice of Award Notice to Proceed Purchase Order		Procurement Office/ mGEPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of RFQs				
1. End User presents documents	1.1. Verify that procurement qualifies for Direct Acquisition vis a vis APP	None	10 minutes	Erika E. Plaza Technical Support Staff
	1.2. Generates Purchase Order Annex 61 based on documents presented	None	15 minutes	Raul Epifanio P. Figueroa Jr Technical Support Staff
	1.3 Issuance of authority to solicit price quotations	None	1 day	Francis Rico E. Tobes Procurement Officer
Opening of Bids				
2. Bidder submits sealed quotation/bid per RFQ.	2.1 Opens a return of three (3) quotation/bid is forwarded to the BAC for Opening; or the Procurement Officer, when authorized	None	3 days from issuance of RFQ/ per closing date of RFQ	Bids and Awards Committee or Procurement Officer
	2.2 Generates Award mGEPS module and prints the Purchase Order	None	Within the day	Raul Epifanio P. Figueroa Jr Technical Support Staff
3. Winning Bidder/ Supplier signs Purchase Order	3.1 Release Billing Documents to Winning Bidder/ Supplier Purchase Order	None	Within the day after creating and approval	Rosebill R. Marquita Technical Support Staff
TOTAL (End of transaction):		None	4 days, 25 minutes	
Delivery of Goods Inspection and Acceptance: Supply Unit	1. Hope issues Inspection Order to Inspectorate.	None	-	Romeo D. Mijares Supply Office

	2. After conduct of inspection, Inspectorate issues Certificate of Final Inspection/ Acceptance attached to the Inspection and Acceptance Report (IAR)			Beatrice A. Olmedo Inspectorate Team
Submits billing documents for Obligation and Issuance of ORS: Budget Office	5. Verifies billing documents and issues ORS	None	-	Ma. Joy L. Gepollo Budget Office
Billing for Payment: Accounting Office/ Internal Control Unit	6. Prepares Disbursement Vouchers (DV),	None	-	Deah A Gamao, CPA Accounting Office/ Internal Control Unit

4. Public Bidding - Competitive Bidding

The Procurement Office conducts Public Bidding, which is enjoyed by prospective bidders/ suppliers for the procurement of Goods for PPAs whose Approved Budget Cose is above 2,000,000.00 for Goods; 5,000,000.00 for Infrastructure.

Office or Division:	Office of the Schools Division Superintendent-Procurement Office			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government) G2C- Government to Citizen			
Who may avail:	End Users - Head of Functional Units/Divisions Winning Bidder/Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
mGEPS Registration Certificate		mGEPS website		
Authorization to Purchase Bidding Documents		Supplier / Bidder		
Corporate Secretary Certificate for corporation (specific for the project)				
Special Power of Attorney for single proprietorship (specific for the project)				
Notarized Joint Venture Agreement (if applicable)		Supplier / Bidder		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pre-Procurement Conference				

	1. Prepare/issuance of Notices to respective End-Users, BAC Members and TWG for the schedule of Prebid Conference and Opening of Bids	None	1 day	Erika E. Plaza Technical Support Staff
	2. Preparation of Philippine Bidding Documents (Sec. 10 and 17, RA 12009)	None	2 days	Ma. Jennilyn Mejos Technical Support Staff
Advertisement/ Selling of Bidding Document				
	3. Posting of bid opportunities (Sec 21 RA 12009)	None	1 day	Raul Epifanio P. Figueroa, Jr. Technical Support Staff
1. Submission of Expression of Intent (Eol) or attendance at the Pre-Bid Conference	4. Preparation of the order of payment for the sale of Philippine Bidding Documents	None	Within the day - until closing of ITB	Sailyn N. Nuguit Procurement Staff
2. Settles the order of payment for Bidding Documents	5. Prepare Payment Order and Issuance of Official Receipt (OR) for Bidding Documents		Within the day - until closing of ITB	Sailyn N. Nuguit Procurement Staff or Authorized Personnel of Cashier's Office
	P 500,000.00 and below	500.00		
	over 500,000.00 to 1 M	1,000.00		
	over 1,000,000.00 to 5M	5,000.00		
	over 5,000,000.00 to 10M	10,000.00		
	over 10 M to 50 M	25,000.00		
	over 50 M to 500 M	50,000.00		
	over 500 M	75,000.00		
3. Presents the Official Receipt (OR) as proof of payment and receives electronic copy of Bidding Documents	6. Issues electronic copy, email of Bidding Documents after presentation of OR	None	10 mins /until closing of ITB	Ma. Jennilyn Mejos Technical Support Staff
Pre-bid Conference				
	7. Issues notices on the schedule of	None	2 hours	Bids and Awards

4 Physical / Virtual Participation in the scheduled activity	conducts Pre-bid conference Sec 22 RA 12009			Committee (BAC), Secretariat, Technical Working Group (TWG)
	8. Posting of the Supplemental Bid Bulletin if necessary	None	10 minutes	Raul Epifanio P. Figueroa, Jr. Technical Support Staff
5. Submission Bid in dropbox	9. Record attendance and time of submission (Sec 25 RA 12009)	None	5 mins - until closing of ITB	Erika E. Plaza Technical Support Staff
Opening of Bids				
6. Physical/ Virtual Participation in the scheduled activity	10. Opening of Bids, evaluate the submitted bid documents	None	1 hour (as Scheduled Opening of Bids)	Bids and Awards Committee
Post Qualification				
7. Bidder complies with Notice of Post Qualification requirements	11. Notifies TWG and Bidder/s for schedule of conduct of Post Qualification	None	1 hour (as Scheduled if applicable)	TWG Members
	12. Presents and submit Post-Qualification Results and Recommendations to BAC	None	1 day	TWG Members
8. Winning Bidder/ Supplier receives Billing Documents	13. Generates Award mGEPS module and prints the a. Abstract of Quotations b. BAC Resolution for Award c. Notice of Award; d. Notice to Proceed e. Contact per Template for approval Head of Procuring Entity	None	15 minutes	Ma. Jennilyn Mejos Technical Support Staff Raul Epifanio P. Figueroa, Jr. Technical Support Staf

9. Winning Bidder/ Supplier signs and receives documents	14. Release Billing Documents to Winning Bidder/ Supplier	None	15 minutes	Rosebill R. Marquita Technical Support Staff
TOTAL (End of transaction):		None		
10. Delivery of Goods Inspection and Acceptance: Supply Unit	1. Hope issues Inspection Order to Inspectorate. 2. After conduct of inspection, Inspectorate issues Certificate of Final Inspection/ Acceptance attached to the Inspection and Acceptance Report (IAR)	None	-	Romeo D. Mijares Supply Office Beatrice A. Olmedo Inspectorate Team
11. Submits billing documents for Obligation and Issuance of ORS: Budget Office	3 Verifies billing documents and issues ORS	None	-	Ma. Joy L. Gepollo Budget Office
12. Billing for Payment: Accounting Office/ Internal Control Unit	4 Verifies billing documents and prepares Disbursement Vouchers (DV),	None	-	Deah A Gamao, CPA Accounting Office/ Internal Control Unit
13 Issues Official Receipt (OR) and receive payment: Cashier's Office	5 Prepares, LDDAP-ADA List of Due and Demandable Accounts Payable - Advice to Debit Account or Cheque	None	-	Teresita A. Acibar Cashier's Office

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)

This service provides the process of issuing the available academic school records of learners/graduates endorsed by the school with no available academic school records in accordance with DepEd Order No. 048, s.2017 (Policy and Procedural Guidelines on the CAV of Basic Education School Records).

Office or Division:	Records Unit, Office of the Schools Division Superintendent
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Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Learners/Graduates, Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
School Referral Form (CAV Form 2) – one (1) original copy		School attended		
Identification Card - One (1) original copy and One (1) photocopy of any government issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client		
Additional Requirement if data of learner is with discrepancy/ies				
PSA Birth Certificate- one (1) original copy		PSA		
For Authorized Representative				
Identification Card - One (1) original copy and One (1) photocopy of any government issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine Identification System (PhilSys) ID/ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Authorized Representative		
Authorization Letter (if representative is an immediate family) one (1) original copy		Client		
Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				

A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Administrative Aide, OSDS Records Unit
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Administrative Officer IV, OSDS Records Unit
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Officer IV/ Administrative Aide VI, OSDS Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement to Records Unit for releasing	None	1 hour	SDS
	A.2.6 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 minutes	Administrative Aide VI, OSDS Records Unit

B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Administrative Aide, OSDS Records Unit
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Administrative Officer IV, OSDS Records Unit
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS Records Unit/ Administrative Officer V
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Administrative Aide VI, OSDS Records Unit
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	

2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers

This service provides the process of issuing the available academic school records of ALS learners and PEPT completers/passers for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	ALS & PEPT Passers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Request Form – one (1) copy		Records Unit	
Certificate of Rating - one (1) original copy and two (2) photocopy, or ALS Learner’s Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies		Bureau of Education Assessment (BEA)/ EPS-ALS	
Diploma – One (1) original copy and two (2) certified true copies		Bureau of Educational Assessment (BEA)/ EPS- ALS	

Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Applicant/Client		
Birth Certificate* - one (1) photocopy or Passport*- One (1) photocopy <i>* for validation purposes only</i>		PSA/DFA		
Long Brown Envelope - one (1) piece		Applicant/Client		
Latest photo w/ white background (Passport Size) – Two (2) pieces (Regional Requirement)		Applicant/Client		
Documentary Stamp (if available) or Documentary Stamp Fee at the Regional Cashier (Regional Requirement)		Regional Cashier		
Additional Requirement if data of learner is with discrepancy/ies				
PSA Birth Certificate one (1) original (if data of learner is with discrepancy/ies)		PSA		
For Authorized Representative				
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID		Authorized Representative of the Client		
Authorization Letter (for immediate family) one (1) original copy OR Valid Special Power of Attorney (SPA) (for non-immediate family) one (1) original copy		Authorized Representative of the Client / Client/Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If A&E / PEPT Results are available in the SDO				
A.1. Ask request form	A.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS Records Unit
A.2. Accomplish the request form (RF) and submit all other required documents.	A.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not</i>	None	10 minutes	Administrative Aide VI, OSDS Records Unit

	<i>proceed should there be any lacking document</i>			
	A.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
	A.2.3 Prepare the following: 1. Division Office Transmittal to the Regional Office (CAV Form 13) 2. Academic School Records 3. Certification of Rating-A&E/PEPT (CAV Form 12) 4. Certification of English as a Medium of Instruction (CAV Form 17, if applicable) and affix his/her initials, then forward to the Schools Division Superintendent for signature	None	1 hour	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
	A.2.4 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	30 minutes	Schools Division Superintendent
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit

	A.2.6 Inform Client that requested documents are available for pick up	None	5 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
A.3.1 Claim the requested document and transmit it to the Regional Office	A.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS Records Unit
B. If A&E / PEPT Results are not available in the SDO				
B.1. Ask request form	B.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS Records Unit
B.2. Accomplish the request form (RF) and submit all other required documents.	B.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	B.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
	B.2.3 Inform client the non-availability of results and verification will be made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO	None	10 minutes	Administrative Aide VI/ Administrative Officer IV, OSDS Records Unit
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO <i>Note: If with negative verification, inform</i>	None	2 hours	EPS-ALS, CID

	<i>the Applicant accordingly and issue a Certification of Non availability of Rating</i>			
	B.2.5 Prepare the Endorsement to the Regional Office, Academic School Records and Certification and affix initials, then forward to the Schools Division Superintendent for signature	None	40 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
	B.2.6 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	15 minutes	Schools Division Superintendent
	B.2.7 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS Records Unit
	B.2.8 Inform Client that requested document is available for pick up	None	5 minutes	EPS-ALS, CID
B.3.1 Claim the requested document and transmit it to the Regional Office	B.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS Records Unit
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	3 hours	
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	4 hours and 35 minutes	

**Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on “Certification, Verification and Authentication (CAV)” at the Regional Office.*

3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools

This service provides the process of issuing the academic school records of learners/graduates of closed Private Schools available in the Schools Division Office for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	Learners/Graduates from closed private schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
1.Request Form – one (1) original copy	Records Unit	
2.Identification Card - One (1) original copy and One (1) photocopy of any government issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Client	
3.Latest Photo w/ white background (Passport size) – Two (2) pieces		
Additional Requirement if data of learner is with discrepancy/ies		
5.PSA Birth Certificate- one (1) original copy	PSA	
For Authorized Representative		
1. Identification Card - One (1) original copy and One (1) photocopy of any government issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Client	

2. Authorization Letter (if representative is an immediate family) one (1) original copy		Authorized Representative of the Applicant / Client		
3. Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Records are present in the SDO				
A.1 Ask for Request Form (RF).	A.1.1 Provide the client with the Request Form (CAV Form 1)	None	5 minutes	Administrative Aide VI, OSDS Records Unit
A.2. Accomplish the Request Form (RF) and submit with all other required documents	A.2.1 Receive the accomplished form and other documents and forward to the records custodian. <i>Note: Inform Client that he/she will be notified once the requested document/s is/are available for release.</i>	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	A.2.2 Search for the appropriate Academic School Records a. If the records are available, proceed to A.2.3. b. If records are not available*, inform the client accordingly and issue Certification of Non-Availability of Academic School Records in the Division Office (CAV Form 7) <i>*Note: Client must still secure a supporting document by doing any of the following:</i>	None	1 hour	Administrative Officer IV, OSDS Records Unit

	i) <i>Go to the Regional Office and request for a copy of the Special Order of Graduation;</i> or, ii) <i>Produce a sworn statement of any two (2) of the applicant's classmates, teachers, and supported by either the school graduation photos, souvenir program, or graduation program or duly certified copy of either Form 137 of Form 138 of the learner on file in any Tertiary Learning Institutions. Once the required document from (i) or (ii) is secured, proceed to Step B.1.</i>			
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4	None	10 minutes	Administrative Aide VI, OSDS Records Unit

	b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries			
	A.2.4 Prepare the Validated Academic School Records (ASR) and endorsement letter (CAV Form 13) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	A.2.5 Review and affix signature on endorsement letter (CAV Form 13), and forward signed endorsement letter (CAV Form 13) to Records Unit for releasing	None	1 hour	Administrative Officer IV, OSDS Records Unit
	A.2.6 Receive signed endorsement letter and prepare Validated ASR, and release to Client.**	None	1 hour	Schools Division Superintendent
B. If School Academic Records is not present in the SDO				
B.1. Submit copy of Special Order or Sworn Statement	B.1.1 Receive and validate documents, and endorse to SGOD for the preparation of the Certificate of Graduation and Closure	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	B.1.2 Prepare Certificate of Graduation and Closure and forward to SDS for signature	None	1 hour	Private School Focal, SGOD
	B.1.3 Review and affix signature on the Certificate of Graduation and Closure, and forward the signed Certificate to Records Unit for releasing	None	1 hour	Schools Division Superintendent

	B.1.4 Receive signed Certificate and release to Client.**	None	5 minutes	Administrative Staff (Records)
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 45 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	3 hours and 30 minutes	

***Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on "Certification, Verification and Authentication (CAV)" at the Regional Office.*

4. Issuance of Requested Documents – Walk-In

This service provides walk-in clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Records Unit, Office of the Schools Division Superintendent		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Requisition Slip - One (1) original copy		Records Unit	
Identification Card - One (1) original copy and one (1) photocopy of any government issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System PhilSys ID/ ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client	
For an authorized representative			
Authorization Letter – One (1) original copy		Client	
Identification Card - One (1) original copy and one (1) photocopy of any government issued valid ID of the authorized person , which may include, but is not limited to, the following:		Authorized Representative of the Client	

• Philippine Identification System PhilSys ID/ ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along with the accomplished Requisition Slip	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	1.2 Search for the document being requested and print or photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI OSDS Records Unit
	1.3 Forward to Administrative Officer IV or Administrative Officer V for certification or authentication	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	1.4 Certify or authenticate the requested document	None	1 hour	Administrative Officer IV OSDS Records Unit/ Administrative Officer V
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI OSDS Records Unit
TOTAL:		None	5 hours and 30 minutes	

5. Issuance of Requested Documents (Online)

This service provides clients with certified true copies or photocopies of documents in custody of the Records Unit, upon receipt of a valid request through/via official email, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

Office or Division:	Records Unit, Office of the Schools Division Superintendent			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request - One (1) original copy indicating the following: • Document being requested • Full name of requesting person • Purpose of request		Client		
Identification Card - One (1) original copy and one (1) photocopy of any government issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System PhilSys ID/ ePhilID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI, OSDS Records Unit
	1.2 Search the document being requested and forward to AO IV for review and approval <i>Note: Inform the Client in case the document being requested is not available.</i>	None		Administrative Aide VI, OSDS Records Unit
	1.3 Review the document and	None	30 minutes	Administrative Officer IV,

	approve the release of the requested document			OSDS Records Unit
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI, OSDS Records Unit
TOTAL:		None	4 hours and 50 minutes	

6. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Schools Division Office through walk-in or e-mail.

Office or Division:	Records Unit, Office of the Schools Division Superintendent			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications addressed to the Schools Division Superintendent – two (2) original copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-In				
1. Submit official Communication	1.1 Receive and check completeness of communication as to: • Addressee • Date of document • Subject Matter • Sender/Signatory	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
	1.2 Stamp "Received", affix date, time, name and signature.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
	1.3 Return the receiving copy to the client.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
Via E-mail				

1. Send communication through the Schools Division Office official email address	1.1 Open and read the communication	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
	1.2 Print the emailed communication	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
	1.3 Stamp the communication with "RECEIVED", indicating None 5 minutes the date, time, name and signature	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS Records Unit
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels)

This service facilitates applications for formal Government Recognition from the Department of Education to private basic education institutions (Kindergarten, Elementary, and Junior High School) that demonstrate sustained, compliant, and satisfactory operation. Recognition confirms that a school's curriculum, facilities, faculty qualifications, governance, and learner outcomes meet national standards and allows the school to issue official, nationally recognized academic credits and diplomas.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Recognition.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)

Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client	
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy	Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	Applicant/Client	
School Site/Documents of Ownership – one (1) original copy	Applicant/Client	
Occupancy Permit – one (1) certified true copy	Applicant/Client	
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	Applicant/Client	
Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client	
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client	
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client	
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)	Applicant/Client	
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	Applicant/Client	
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to	Bank	

support operation for one year – one (1) original copy				
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client			
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client			
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client			
School Calendar – one (1) original copy	Applicant/Client			
Student/ School Manual – one (1) original copy	Applicant/Client			
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office			
Application/Inspection Fee - P2,035.00 (per program/course)	Applicant/Client			
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office			
Attestation – one (1) original copy	Applicant/Client			
Fire Exit and Emergency Signages – one (1) original copy	Applicant/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash

		(per program/ course)		
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional	None	2 hours	Senior Education Program

	Director, and submit to the Chief, SGOD for review			Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS Records Unit
TOTAL:		Application / Inspection Fee - Php 2,035.00 (per program/course)	9 days, 1 hour, 20 minutes	

2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools

This service facilitates applications of private schools to secure a Government Permit to Operate, that authorizes a private school to open or establish a new Kindergarten, Elementary (Grades 1–6) or Junior High School (Grades 7–10) program—or to offer additional grade levels—for one school year. The permit certifies that the proposed school/program meets Department of Education (DepEd) minimum standards for curriculum, personnel, facilities, health and safety, and governance. Issuance is

contingent on submission of required documents, satisfactory documentary review, and any required on-site verification.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Permit to Operate.

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Private Schools within the Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client	
Certified true copy of latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy		Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy		Applicant/Client	
School Site/Documents of Ownership – one (1) original copy		Applicant/Client	
Occupancy Permit – one (1) certified true copy		Applicant/Client	
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy		Applicant/Client	
Inventory/List of library holdings classified per subject area or category – one (1) original copy		Applicant/Client	
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy		Applicant/Client	
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client	
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client	

Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)		Applicant/Client		
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank		
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy		Applicant/Client		
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client		
School Initiated Retirement Plan registered with the BIR – one (1) original copy		Applicant/Client		
School Calendar – one (1) original copy		Applicant/Client		
Student/ School Manual – one (1) original copy		Applicant/Client		
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office		
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
Notarized Feasibility Study		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME

2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	5 days	Education Program Specialist II, SGOD-SMME

	<i>Note: Inform Client should there be any discrepancies.</i>			
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS Records Unit
TOTAL:		Application / Inspection Fee - Php 2,035.00 (per program/course)	9 days, 1 hour, 20 minutes	

3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners

Private schools with a provisional permit to operate within a certain school year (SY) or prior to that school year must request the issuance of a special order to authorize the graduation of their qualified Grade 12 learners.

This charter covers the procedures from the school's submission of the application to the Schools Division Office (SDO) to the SDO's processing of the application and subsequent endorsement to the Regional Office.

Office or Division:	School Governance and Operations Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Intent - One (1) Original Copy <i>Note: Letter must be addressed to the Regional Director thru the Schools Division Superintendent</i>		Applicant / Client		
List of Qualified Graduates (per track/ strand/ specialization) - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Junior High School - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Senior High School - One (1) Original Copy		Applicant / Client		
Form 9 (Senior High School Graduation Form) - One (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office through the Records Unit	1.1. Receive the application and forward to the to the Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	1.2 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent

	1.3 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.4 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	3 days	Education Program Specialist II, SGOD-SMME
	1.5 Validate evaluated documentary requirements and prepare Indorsement Letter and Attestation of Document for SGOD Chief's initials	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.6 Affix initials to the Indorsement Letter and Attestation, and forward to Assistant Schools Division Superintendent for review	None	1 hour	Chief Education Supervisor, SGOD
	1.7 Review the Indorsement Letter and Attestation of Document, and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	1 hour	Schools Division Superintendent

	1.9 Stamp “released” the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS Records Unit
TOTAL:		None	3 days, 7 hours, 30 minutes	

4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools

This service enables private schools to apply for a DepEd Provisional Permit to open a Senior High School (Grades 11–12) program or to add new SHS tracks/strands. It streamlines initial assessment and approval for schools that meet DepEd’s minimum standards for facilities, staffing, curriculum, learning resources, and learner support, ensuring safe, compliant, and high-quality Senior High offerings.

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Private Schools within the Schools Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant / Client	
Certified true copy of latest Security and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy		Security and Exchange Commission (SEC)	
Board Resolution certified by the secretary and approved by the Board of Directors/Board of Trustees – one (1) original copy A. Purpose B. School year of intended operation		Applicant/Client	
SHS Curriculum for the track/s and strand/s to be offered – one (1) original copy		Department of Education Website	
Certificate of Recognition – one (1) original copy		Applicant/Client	
Certified true copy of Occupancy Permit – one (1) original copy		Applicant/Client	
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy Proposed Tuition and Other School Fees must indicate the following:		Applicant/Client	

• Tuition Fee • Miscellaneous Fees • Other Fees (if any)				
Curriculum Offering – one (1) copy Class Program for the course/s applied for, including the Time Allotment per Grade Level and Subject Area		Applicant/Client		
Proposed list of academic and non academic personnel which includes the following information – one (1) original copy: A. Qualifications B. Job Descriptions C. Teaching Load D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ ABA, and others)		Applicant/Client		
Memorandum/Memoranda of Agreement/Memorandum of Understanding for Partnership Arrangements Relative to the SHS Program Implementation – one (1) photocopy		Applicant/Client		
Proposed School Calendar – one (1) original copy		Applicant/Client		
Minimum Program Requirements for the SHS Tracks/Strands – one (1) original copy		Applicant/Client		
Attestation – one (1) original copy)		Applicant		
Fire Exit and Emergency Signages		Applicant		
For TVIs and Stand-Alone Schools				
Articles of Incorporation and by-laws for private schools only – one (1) photocopy		Applicant/Client		
Documents of ownership of school sites under the name of the school, or deed of usufruct – on (1) photocopy		Applicant/Client		
Proposed annual budget and annual expenditures – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS Records Unit

	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	3 days	Education Program Specialist II, SGOD-SMME
	1.6 Validate evaluated documentary requirements	None	2 days	Senior Education Program Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD

	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	1.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS Records Unit
TOTAL:		None	6 days, 35 minutes	

5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools

This service facilitates the application of private schools for the renewal of a Government Permit by the Department of Education, authorizing a private school to continue operation for Kinder, Elementary (Grades 1 to 6), and Junior High School (Grades 7 to 10) levels), or program, subject to submission of required documents and compliance with DepEd standards.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Renewal of Government Permit.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Division that were granted Government Permit to Operate in the last School Year
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy	Securities and Exchange Commission (SEC)
School Site/Documents of Ownership – one (1) original copy	Applicant/Client

Occupancy Permit – one (1) certified true copy		Applicant/Client		
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client		
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client		
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)		Applicant/Client		
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank		
Proposed Curriculum and Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy		Applicant/Client		
Updated List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client		
School Calendar – one (1) original copy		Applicant/Client		
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office		
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management	1.1 Provide Payment Letter Form and instruct Client to fill	None	15 minutes	Education Program Specialist

Monitoring & Evaluation	out the Form and proceed to Accounting Unit			(EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and	None	5 days	Education Program Specialist II, SGOD-SMME

	submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>			
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application / Inspection Fee - Php 2,035.00 (per	9 days, 1 hour, 20 minutes	

	program/ course)	
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6. Application of Summer Permit for Private Schools

This service involves the application of private schools for a Summer Permit from the Department of Education, authorizing the conduct of summer classes or programs subject to compliance with prescribed policies, standards, and requirements.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Private Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request to offer remedial or advancement classes during summer to the Schools Division Office – One (1) original copy		Applicant		
List of students who will take up remedial or advancement classes during summer – One (1) original copy		Applicant		
List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes – One (1) original copy		Applicant		
Tentative list of learning area/s to be offered and schedule of classes approved by the School Head – One (1) original copy		Applicant		
Written consent of parents/guardians whose learners will attend summer classes – One (1) original copy		Parent		
List of teachers and the subjects that they will teach during summer classes – One (1) original copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1 Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Route to designated/in-charge for Private School	None	10 minutes	Chief Education Supervisor, SGOD

	1.3 Process, evaluate the documentary requirements and prepares indorsements, then submit to the SGOD Chief for review and signature	None	1 day	Private School Focal, SGOD SMME
	1.4 Review evaluation results, and forward Indorsement to SDS for approval	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Signs and approve the Indorsement	None	1 day	Schools Division Superintendent
	1.6 Inform Client the document is ready for release	None	10 minutes	Private School Focal, SGOD SMME
2. Claim the Indorsement	2.1 Release of the approved indorsement to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 1 hour, 10 minutes	

7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools

This service facilitates the application process for private schools seeking approval for Tuition and Other School Fees (TOSF), whether for cases of no increase, an increase, or new fee proposals. It ensures compliance with the Department of Education's (DepEd) policies and guidelines, streamlining the evaluation and validation process for stakeholders.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section	
Classification:	Complex	
Type of Transaction:	G2B (Government to Business)	
Who may avail:	Private Basic Education Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
With NO Increase		
Director through the Schools Division Superintendent (SDS), signed by the School Head/Administrator, indicating the school's intention not to increase the Tuition and Other School Fees (TOSF) – one (1) original copy		Applicant/Client
Latest approved fees – one (1) original copy		Applicant/Client
With Increase		

Letter of Intent addressed to the Regional Director through the SDS signed by the School Head/Administrator, indicating among others the school's intention to increase Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	Applicant/Client
Statement Under Oath signed by the School Head – one (1) original copy	Applicant/Client
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	Applicant/Client
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	Applicant/Client
Schedule of Fees/Proposed New Fees	
Letter of Intent addressed to the Regional Director indicating among others the school's intention for such schedule of fees/Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges	Applicant/Client

thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy				
Latest Audited Financial Statements of the school – one (1) original copy		Applicant/Client		
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy		Applicant/Client		
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy		Applicant/Client		
Statement Under Oath signed by the School Head – one (1) original copy		Applicant/Client		
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy		Applicant/Client		
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS Records Unit
	1.3 Refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist	None	1 hour	Chief Education Supervisor, SGOD

	(EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	2 days	Education Program Specialist II, SGOD SMME
	1.6 Validate evaluated documentary requirements	None	1 day	Senior Education Program Specialist, SGOD SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release to the Regional Office	None	1 hour	Schools Division Superintendent
TOTAL:		None	3 days, 6 hours, 20 minutes	

8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service charter outlines the procedures in which a private school will apply for temporary or permanent closure of all or part of its programs or operations.

This service is connected to the external service on “Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools”.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business)	
Who may avail:	Private Basic Education Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Notarized Letter of Intent stating the following in Two (2) original copies: 1. Program/s to close 2. Effectivity of the closure 3. Reason for closure 4. Statement of Undertaking: 4.1. that the parents, learners, and school personnel were notified of the intent for voluntary closure two months before the submission of this letter of intent; 4.2. that the school will facilitate the smooth transfer of learners including issuance of transfer credentials.		Applicant/Client
Proof of publication (posting on school website or official FB page and school bulletin board) of the notification of voluntary closure done two months prior submission of letter of intent to the Schools Division Office – one (1) original copy		Applicant/Client
Proof of acknowledgment of the Department of Labor of the notification for voluntary closure – one (1) original copy		Department of Labor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Schools Division Office through the Records Unit through walk-in two months before the end of the School Year	1.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.6 Prepare the acknowledgment letter stating strict compliance of the school to the listed requirements	None	1 hours	Senior Education Program Specialist, SGOD-SMME
	1.7 Review the Acknowledgment	None	1 hours	Chief Education

	Letter and forward to ASDS for his/her recommendation			Supervisor, SGOD
	1.8. Review the Acknowledgment Letter and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent
	1.9. Review and sign the acknowledgment letter then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.10 Inform the Client on the availability that the Acknowledgment Letter is ready for release	None	10 minutes	Senior Education Program Specialist, SGOD-SMME
2. Claim the Acknowledgment Letter from the Records Unit	2.1 Release the document/s to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 40 minutes	

9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO. The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service outlines the succeeding procedures from the Client's receipt of the Acknowledgment Letter in relation to its application, to the Client's turn-over of necessary documentary requirements which will trigger the onward endorsement of the Schools Division Office of the voluntary closure to the Regional Office.

Private Schools must provide learners affected by the closure with the necessary transfer credentials at the end of the School Year.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Basic Education Schools within the Region

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Credentials of the Former and Current Learners - Original Copies (<i>At the end of current school year</i>) • School Form 9 (formerly Form 138/Learners Report Card) • School Form 10 (formerly Form 137/Learners Permanent Record) • Anecdotal Records (For SNED Learners) • Unclaimed Diploma (if any) - Unclaimed Certificate of Good Moral (if any)		Applicant/Client		
Current Learners' Transfer Credentials - Original Copies (<i>At the end of current school year</i>) • School Form 9 (formerly Form 138/Learners Report Card) • Certificate of Good Moral		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over the learners' records/ credentials to the Schools Division Office through the Records Section at the end of School Year	1.1 Receive and record the documents/ requirements, and forward to the SGOD for review	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Check the correctness and completeness of the documents	None	4 hours	Planning Officer III, SGOD-PRS
	1.3 Prepare Certification of Compliance and Endorsement addressed to the Regional Director, and forward to Chief, SGOD for review	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.4 Review the drafted Certification of Compliance and Endorsement and forward to ASDS for his/her recommendation	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Review the Certification of	None	2 hours	Assistant Schools

	Compliance and Endorsement, and recommend approval to SDS			Division Superintendent
	1.6 Review and sign the Certification of Compliance and Endorsement then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.7 Release and forward the endorsement and Certification of Compliance to the Regional Office	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	1 day, 2 hours, 15 minutes	

10. Recognition of Professional Development (PD) Programs – SDO Level

The Schools Division Office (SDO), through the Human Resource Development Section (HRDS) and the Division Recognition Evaluation Committee (DREC), evaluates and recognizes professional development programs and courses proposed by schools and learning centers. This ensures alignment with the Philippine Professional Standards (PPST, PPSSH, PPSS) and NEAP quality standards.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Private Basic Education Schools within the Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Recognition Application Form – One (1) original Copy		DepEd Website / SDO HRD Section	
PD Program Profile (Includes: Title, Rationale, Program Description, Target Participants, Delivery Platform, and Indicative Dates) – One (1) original copy		Client	
Program Design and Objectives (Includes: Terminal and Enabling Objectives aligned with Professional Standards; Session Guide/Matrix.) – One (1) original copy		Client	
Resource Speakers/Learning Facilitators Profile (Curriculum Vitae (CV) highlighting relevant expertise) – One (1) original copy		Client	
Assessment Strategies and Tools (Includes: Pre-test/Post-test, Outputs/Rubrics,		Client	

Satisfaction Survey/QAME Tool, etc) – One (1) original copy				
Budget Estimate / Financial Plan (Itemized breakdown of expenses) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Recognition Application Form and supporting documents to the SDO Records Section to HRD Section.	1.1 Receive documents, stamp "Received" with date and time, and route to the HRD Section	None	30 minutes	Administrative Assistant VI, OSDS-Records Section
	1.2 Verify the completeness of submitted documents against the prescribed checklist. <i>Note: Inform Client that application will only be processed if documents are complete. Client shall be informed in writing of the lacking requirements. Complete applications shall be accepted and endorsed to the Division Recognition Evaluation Committee for further evaluation.</i>	None	1 day	Education Program Specialist II, SGOD-HRDS
	1.3 Review the technical specifications (formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)	None	2 days	Senior Education Program Specialist, SGOD-HRDS
	1.4 Evaluate for its alignment with Professional Standards (PPST/ PPSSH/ PPSS),	None	5 days	Division Recognition Evaluation Committee (DREC)

	congruence of content, pedagogy, and assessment, and competence of Resource Speakers			
	1.5 Consolidate evaluation scores and deliberate on the status (Recognized, Recognized with Recommendations, or Deferred)	None	2 days	Division Recognition Evaluation Committee (DREC)
	1.6 Prepare the Evaluation Report and Resolution recommending approval (or disapproval) for the Superintendent.	None	1 day	Education Program Specialist II / Senior Education Program, SGOD HRDS
	1.7 Review and approve the Certificate of Recognition (or Notice of Deferral).	None	1 day	Schools Division Superintendent
	1.8 Inform Client that the Certificate is available for release	None	5 minutes	Education Program Specialist II, SGOD-HRDS
2. Claim the Certificate of Recognition or Notice of Deferral.	2.1 Record the recognized program in the Division PD Information System and release the signed Certificate to the client	None	5 minutes	Senior Education Program Specialist, SGOD-HRDS
TOTAL:		None	12 days and 40 minutes	

11. Request for Basic Education Data

This service provides official access to DepEd basic education data — including enrollment certifications; district-level master lists of schools and school heads with contact details; teacher inventories; and key performance indicators — for legitimate use by school districts, public/private schools, researchers, and other authorized requestors. Requests must state purpose and be submitted through prescribed channels. Release of data follows the Data Privacy Act of 2012, its IRR, and FOI rules to ensure lawful, secure, and appropriate disclosure.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section
Classification:	Simple

Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	Stakeholders requesting basic education data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – One (1) original and one (1) photocopy		Client		
For researchers				
Endorsement Letter from the Thesis Adviser or Dean of College/Principal - 1 Copy photocopy		Originating school		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • Recent School ID (for student)		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or through the SDO's official email address	1.1 Receive and acknowledge the letter request from the client (walk in or via email) <i>Note: Inform the Client that s/he will be notified once the requested data is available</i>	None	10 minutes	Administrative Officer IV Records Unit

	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV Records Unit
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief, School Governance and Operations Division
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer, School Governance and Operations Division
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer, School Governance and Operations Division
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief, School Governance and Operations Division
	1.8 Sign the document, then refer to Record Section for release	None	1 hour	Schools Division Superintendent
	1.9 Inform the Client on the availability of requested data	None	10 minutes	Planning Officer, SGOD
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV Records Unit
TOTAL:		None	2 days, 6 hours, 17 minutes	

SCHOOLS DIVISION OFFICE
INTERNAL SERVICES

CURRICULUM AND IMPLEMENTATION DIVISION

1. Quality Assurance of Supplementary Learning Resource

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

Office or Division:		Curriculum Implementation Division		
Classification:		Complex		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Detailed Lesson Plan		Employee		
School Quality Assurance Team (SQAT) Certification				
Supplementary Learning Resources (Soft and hard copy)				
Teacher User’s Guide (For Manipulative Materials Only)				
Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	

4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
TOTAL:		None	7 days, 15 minutes	

2. Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division		
Classification:	Highly Technical		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal	
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner	
3. School/District Pre-Evaluation		Online Link	
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID	
5. Accomplished Quality Assurance Tool		LR Office	

6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti- Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare Documents for capacity building	None	1 day	School Head, Division LR

2.Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3.Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4.Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5.Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT

6. Integrate recommendation based on pilot testing result or resubmit revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the Regional Office	None	5 days	Division LR Supervisor
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved And uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days	

Note: Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – ADMIN UNIT – CASH

1. Handling of Cash Advances

Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the

grant of cash advances to Cashier is still based on the general accounting rules and regulations.

Office or Division:		Cash unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to Cash Advance (1 Original Copy)		Accounting Unit		
Certification of No Liquidated CA's		Respective office/bureau/service		
Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	10 minutes	Cash Personnel

	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel

	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
TOTAL:		None	1 day, 6 hours	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – FINANCE UNIT – BUDGET

1. Posting/Updating of Disbursement

Updating of status of disbursement requests.

Office or Division:		Budget Unit		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:		Learners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Reports of Check Issued (RCI)			Cashier's Office	
2. Report of Advice to Debit Account Issued (RADAI)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports (RCI and RADAI)	1.1 Receive the reports	None	3 minutes	Receiving personnel
	1.2 Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
TOTAL:		None	8 minutes	

2. Processing of Obligation Request and Status (ORS)

Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program

Implementers are being served in this process as they implement their Programs, Activities and Projects.

Office or Division:	Budget Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy)	Accounting Unit
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)	Accounting Unit
Purchase Orders (pre-audited)	
1. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit

2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
Biddings	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. AR/ATC (1 Original Copies, 2 Photocopy)	
Reimbursement of Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit

4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/ Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate print- out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Budget Officer III

1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/all o tment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:	None	30 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – ICT UNIT

1. User Account Management for Centrally Managed Systems

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

Office or Division:	ICT Unit				
Classification:	Simple				
Type of Transaction:	Government to Government (G2G)				
Who may avail:	SDO Personnel, School-based Personnel				
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
• ICT Technical Assistance Form					• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submission of accomplished ICT technical assistance Form	1.1. Stamping "Received" on the document	None	1 minute	Records Section	

	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 minutes	

2. Troubleshooting of ICT Equipment

Evaluation, assessment and troubleshooting of government-procured ICT equipment of SDO.

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section

	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit
TOTAL		None	2 hours and 7 minutes	

3. Uploading of Publications

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

Office or Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple

Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s		ICT Unit		
3. Request Sheet 4. Announcements 5. Articles		Records Unit		
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
TOTAL		None	16 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – LEGAL UNIT

1. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has

no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL		None	15 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

1. Application for Equivalent Record Form (ERF)

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

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deped Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –(5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2. Furnish the teacher with the endorsement of the ERF to the Regional Office	2.1 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
TOTAL:		None	1 hour, 50 minutes	

2. 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 Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client

Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client Client
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Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)	Personnel Unit Client Client
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Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies)	Personnel Unit Client Front/ Information desk
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Solo Parent Leave 1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)	CSC website/ Front/ Information desk
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Special Privilege Leave CS Form 6 (3 original copies)	Personnel Unit
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete documentary	1.1. Receive the complete documents	None		Records

requirements within the prescribed timeline from the concerned office	1.2. Check the received document as to completeness	None	10 minutes	Section - Person in charge
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
TOTAL		None	3 hours, 55 minutes	

3. Application for Retirement

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

Office or Division:	Personnel Unit
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees that reached the retiring age requirement
CHECKLIST OF REQUIREMENTS	
1.Application for Retirement (1 Copy)	DepEd Schools Division Office
2.Service Record (1 Original Copy)	
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)	

4.Statement of Assets & Liabilities (1 Original Copy)				
5.Certificate of No Pending Administrative Case (1 Original Copy)				
6.Certificate of Last Day of Service (1 Original Copy)				
7.Certificate of Last Salary Received (1 Original Copy)				
8.Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)				
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
Concerned retiree				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource Management Officer	None	30 minutes	Human Resource Unit - Person in charge
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge

	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
TOTAL:		None	5 days, 1 hour	

4. Issuance of Certificate of Employment (COE)

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

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employee/ Former Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Data sheet request form (1 Copy)			Front Desk/Information	
2. Letter request (for those personnel no longer connected in the Division)			Client	
3. Identification Card (1 Original copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
TOTAL:		None	14 minutes	

5. Issuance of Foreign Official Travel Authority

Issuance of Foreign Travel Authority

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

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

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

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

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

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

Issuance of Foreign Official Travel Authority

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

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043corrected-copy.pdf
2. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization
3. One (1) original copy of Itinerary of Travel	
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ¹ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client
5. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client
7. One (1) copy of Estimated Travel Cost	
8. One (1) copy of Work and Financial Plan	Client's office
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA	Accounting unit with jurisdiction over the client

¹ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

has been liquidated				
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker		Office of the Secretary Regional Office Commission on Filipino Overseas		
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS
	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS

	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
3. Submit post-travel report addressed to the Office of the Secretary ²	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
TOTAL		None	7 days	

6. Issuance of Foreign Personal Travel Authority

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

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

Office or Division:	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple

² For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wpcontent/uploads/2022/10/DO_s2022_043corrected-copy.pdf			
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office	Client			
Certificate of No Pending Case	Legal unit with jurisdiction over the client			
CSC Form No. 6, s. 2020 (Leave Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client			
Optional requirements: - Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary			
- Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned	Personnel unit with jurisdiction over the client			
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete requirements to the SDO	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit
a. School Head	1.2 Check documents for completeness and accuracy.	None	2 hours	Personnel Unit
b. Office of the School Head – for Teaching and Non-Teaching				
Personnel in Schools	If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.			
c. Division Chiefs and below, including PSDS in SDOs	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit

	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
2. Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Records Unit
TOTAL		None	5 days	

7. Issuance of Service Record (SR)

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Division:		Personnel Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Transaction/Request Form (2 copies)		Personnel/ Records		
2.Previous copy of Service Record from previous employment (2 copies)		Client		
3.Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish Transaction/ Request Form	1.1. Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	Personnel Unit Person-in-charge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		

2. Receive the signed service record	2.1. Release record	None		
TOTAL:		None	30 Minutes to 2 days	

8. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non-implementing units.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan			Requesting Entity Legal Unit School Head	
For Private Lending Institutions: 5. Last three (3) months’ pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walkin/online)	None	5 minutes	Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	

	1.3 Approve / Disapprove loan application through econfirmation of GSIS/ email	None	15 minutes
	1.4 Notify the client on the action taken by the Office through e-mail.	None	15 minutes
TOTAL:		None	55 minutes

9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

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

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	New entrants SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Acknowledgement of published Items (1 photocopy)		Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)		Personnel Unit	
3. Checklist of Common Requirements (1 original)		Personnel Unit	
4. Appointments Processing Checklist (1 original)		Personnel Unit	
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
6. Certificate of Availability of funds (3 original, 1 photocopy)		Personnel Unit	
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)		Personnel Unit	
8. 5. Certificate of Assumption to Duty – CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)		Personnel Unit	

9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBMCSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee

14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School
16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer	PSA

24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments	None	30 minutes	
	Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items			
	1.3 Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4 Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	

	1.5 Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6 Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
TOTAL:		None	1 hour, 15 minutes	

10. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request (1 original copy)		Concerned Retiree	
2. Service Record (1 original copy)		Personnel Unit	

3. GSIS Retirement Voucher (1 original copy)	Concerned Retiree			
4. GSIS Retirement Clearance (1 original copy)	Concerned Retiree			
5. Certificate of Last Payment (1 original copy)	Accounting Unit			
6. Clearances (Money & Property accountabilities (3 original copy)	School and SDO			
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)	Personnel Unit			
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave Cards- (1 original copy)				
10. Certification of Leave Credits Earned- (1 original copy)				
11. Fiscal Clearance (1 Original Copy)				
For deceased employee:				
1. Death certificate (1 photocopy)	Municipal registrar			
2. Marriage Certificate (1 photocopy)	NSO			
3. Survivorship (If applicable) (1 photocopy)	Spouse			
4. Special Power of Attorney (1 original copy, 2 photocopies)	Attorney			
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
concerned office	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge

	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person- In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

11. Request for Correction of Name and Change of Status

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to DepEd Region Office	None	1 day	
TOTAL		None	1 day and 3 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

1. Requisition and Issuance of Supplies

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

Office or Division:		Property and Supply Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	

2. Receive the supplies and the copy of approved RIS Form	2.1 Release of supplies	None	3 minutes
TOTAL		None	21 minutes

2. Property and Equipment Clearance Signing

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

Office or Division:		Property and Supply Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to	None	15 minutes	Property and Supply Unit Personnel

	settle all accountability.			
TOTAL		None	15 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT-PROCUREMENT UNIT

I. Strategic Procurement Project Management Planning - Internal Services

1. Submission of End-user's Indicative, Final and Updated Project Procurement Management Plan (PPMPs) for Consolidation and Preparation of Indicative and Final Annual Procurement Plan (APP) to Mgeps

Submission of End-user's Project Procurement Management Plan (PPMPs) either indicative, final or updated to the Procurement Office for recommending approval of the Bids and Awards Committee (BAC) and approval of the Head of Procuring Entity (HoPE) and upload to the mGEPS online platform. Upload of indicative and final PPMPs per functional units/division is a requirement for the generation of APPs per unit and generation of Purchase Request per 12009 IRR and mGEPS guidelines.

Office or Division:	Office of the Schools Division Superintendent-Procurement Office
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	End Users - Head of Functional Units/Divisions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submission of proposed Indicative End-user Project Procurement Management Plan (PPMP) for subsequent fiscal year approval of HoPE and upload to mGEPS. a. Duly accomplished Market Scoping Form	End User

b. End User PPMP approved by Budget Office				
Update of Final PPMP for the current year a. Market Scoping Form b. End User PPMP Supplement approved by Budget Officer		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user concerned shall submit all the requirements	1.1 Receives and records date and time of submitted documents	None	5 minutes	Erika E. Piazza Technical Support Staff
	1.2 For indicative PPMPs Conduct evaluation, categorization and assignment of PPMP Nos. and PPA Nos.	None	10 minutes	Francis Rico E. Tobes Procurement Officer
	1.3 For Update to End User's PPMP Consolidate PPMP into APP and validate from the available Appropriation	None	10 minutes	Francis Rico E. Tobes Procurement Officer
2. End-user attends conference	2.1 Conduct of Strategic Procurement Planning Conference All Indicative PPMP shall be consolidated into indicative Annual Procurement Plan (APP)	None	PPMP items for the next year, the schedule is July of the current year	Francis Rico E. Tobes Procurement Officer
	2.2 Upload of Indicative APP or Updates the APP Supplement to mGEPS platform for approval of HOPE	None	1 day	Raul Epifanio P. Figueroa, Jr. Technical Support Staff
TOTAL:		None	1 day, 25 minutes	

2. Creation of Purchase Request (PR) mGEPS Platform for CSE and Non CSE items, Posting of Invitation to Bid (ITB) and Request for Quotation (RFQ).

Generation of Purchase Request (PR) from mGEPS module and printing. These are done in two instances.

First, for Commonly used Supplies and Equipment (CSE), the End User shall submit request to generate Purchase Request form line items in each in the current year Annual Procurement Plan (APP) in the mGEPS module.

Second, for line items in current year APP non CSE item, the procurement office shall generate Purchase Request (PRs) for all item in the current year APP for early procurement activities (EPA).

Office or Division:	Office of the Schools Division Superintendent-Procurement Office			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	End Users - Head of Functional Units/Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For End-user: a. Copy of latest Market Scoping Checklist b. Copy of Approved Activity Proposal/Design c. Copy of Activity Request / Copy of SARO d. Copy of Approved End-user Final/Updated APP for the current year (APP Code) e. Copy of Division Memorandum/ Corrigendum f. Copy of Approved Menu g. Copy of Justification of No Available Government Facilities - for Negotiated Procurement - Lease of Venue under Sec 35.		End User		
From Procurement Office: a. Purchase Request mGEPS b. Purchase Request FMOM GAM version c. Invitation to Bid (ITB)/Request for Quotation (RFQ) mGEPS generated and printed version if applicable		Procurement Office/ mGEPS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Generation of Purchase Request				
1. Submits documentary requirements	1. Personnel in charge finds Program/ Project/ Activity item in the mGEPS APP Module	None	5 minujtes	Raul Epifanio P. Figueroa, Jr. Technical Support Staff
	2. Generates and prints mGEPS Purchase Request	None	10 minutes	Francis Rico E. Tobes

	and prints PR FMOM GAM			Procurement Officer
2 End User shall sign requesting authority portion	3 Prints Purchase Request (PR) for HopE approval	None	5 minutes	End-user and Head of Procuring Entity (HOPE)
Generation of Invitation to Bid (ITB)/ Request for Quotation (RFQ)				
	4 Generates mGEPS Invitation to Bid (ITB) or Request for Quotation (RFQ)	None	5 minutes	Raul Epifanio P. Figueroa, Jr. Technical Support Staff
	5 Prepares and issues limited authority to solicit quotations depending on the mode of procurement in the approved APP	None		Francis Rico E. Tobes Procurement Officer
	6 Submits printed version of RFQ for signature of BAC Chairman	None	5 minutes	Rey F. Bulawan Chairman, Bids and Awards Committee
TOTAL:		None	30 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION – PLANNING AND RESEARCH SECTION

1. Request for Basic Education Data (Internal Stakeholder)

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

Office or Division:	Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Stakeholder
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to SDS (1 original copy)	Client
2. Request Form (1 original copy)	Front Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
TOTAL:		None	2 days, 4 hours, 32 minutes	

2. Request for Data for EBEIS/LIS/NAT and Performance Indicators

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

Office or Division:	SGOD – Planning Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request (original)		Station assignment (to be secured by the concerned employee)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSO N RESPONSI BLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL		None	50 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

	Schools Division Office of Northern Samar
How to send feedback	Walk-in: Visit the Social Mobilization and Networking Office and look for Mr. Davy T. Aplan, Division Public Assistance Coordinator, or go to the People's Center and request for a feedback form to record your comments and suggestions.
	Online: Email northernsamar@deped.gov.ph or fill out the SDO online feedback form at https://csm.free.nf/
	Phone: Call Mr. Davy T. Aplan, Division Public Assistance Coordinator at 09988836693.
	SMS: Send a text message to Mr. Davy T. Aplan, Division Public Assistance Coordinator at 09988836693.
How feedback is processed	For feedback coursed through the Office of the Schools Division Superintendent or through the Division Public Assistance Coordinator: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.</i>
How to file a complaint	Walk-in: Visit the Social Mobilization and Networking Office and look for Mr. Davy T. Aplan, Division Public Assistance Coordinator for assistance.
	Online: Email northernsamar@deped.gov.ph or fill out the SDO online feedback form at https://csm.free.nf/
	Phone: Call Mr. Davy T. Aplan, Division Public Assistance Coordinator at 09988836693.

Contact Information of 8888, ARTA, and CSCCCB	SMS: Send a text message to Mr. Davy T. Aplan, Division Public Assistance Coordinator at 09988836693.
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.
	8888: Call 8888 Text 8888 Visit https://8888.gov.ph/ ARTA: Call 0969-257-7242 or 0928-690-4080 Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 Text 0908-881-6565 Visit https://contactcenterngbayan.gov.ph/contact-us