



CITIZEN'S CHARTER HANDBOOK

2025 (1st Edition)



DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER

2025 (1st Edition)

URDANETA CITY DIVISION 2026 STREAMLINED FRONTLINE SERVICES

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I. Brief History of the Philippine Education System

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of the society, education serves as a focus of emphases/priorities of the leadership at certain periods/epochs in our national journey as a race.

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by Japanese Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978

1984 – 1986	Ministry of Education, Culture and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 – 2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 - present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created, and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS' mandate to basic education which covers elementary, secondary and non-formal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district

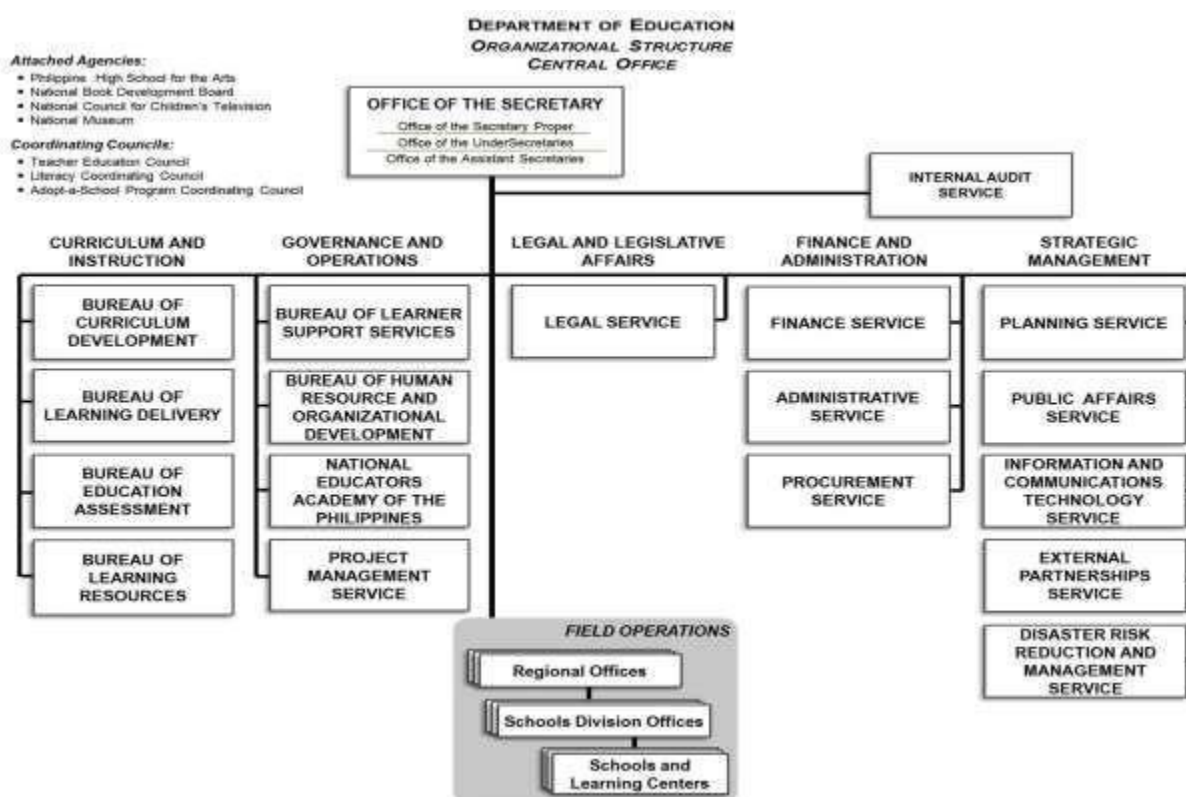
offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school- based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. DepEd Management Structure

To carry out its mandates and objectives, the Department is organized into two major structural components. The Central Office maintains the overall administration of basic education at the national level. The Field Offices are responsible for the regional and local coordination and administration of the Department's mandate.

In 2015, the Department underwent a restructuring of its office functions and staffing. The result of which was the Rationalization Plan for the new organizational structure. Details of the new structure are further explained in DepEd Order No. 52, series 2015 also known as the New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education.

Figure 1. DepEd Organizational Structure per DO. 52 s, 2015



Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9)

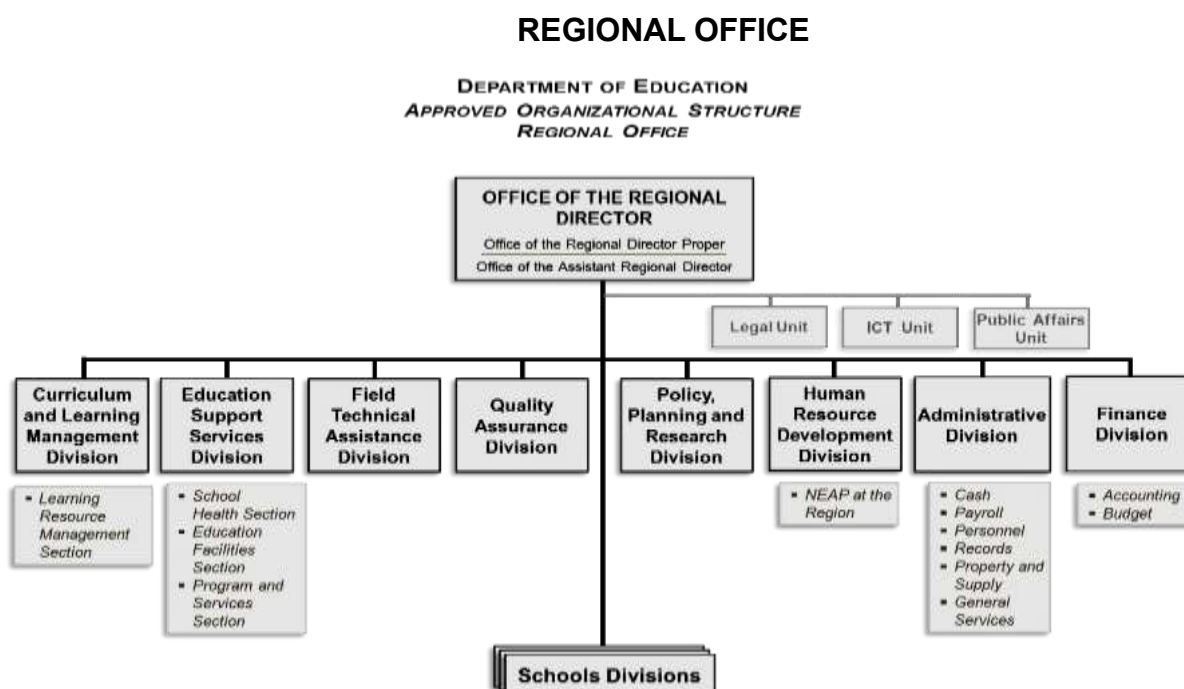
Undersecretaries and five (5) Assistant Secretaries in the following areas:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs
- Strategic Management
- Field Operations

Five (5) attached agencies:

- Early Childhood Care and Development (ECCD) Council
- National Book Development Board (NBDB)
- National Council for Children's Television (NCCT)
- National Museum

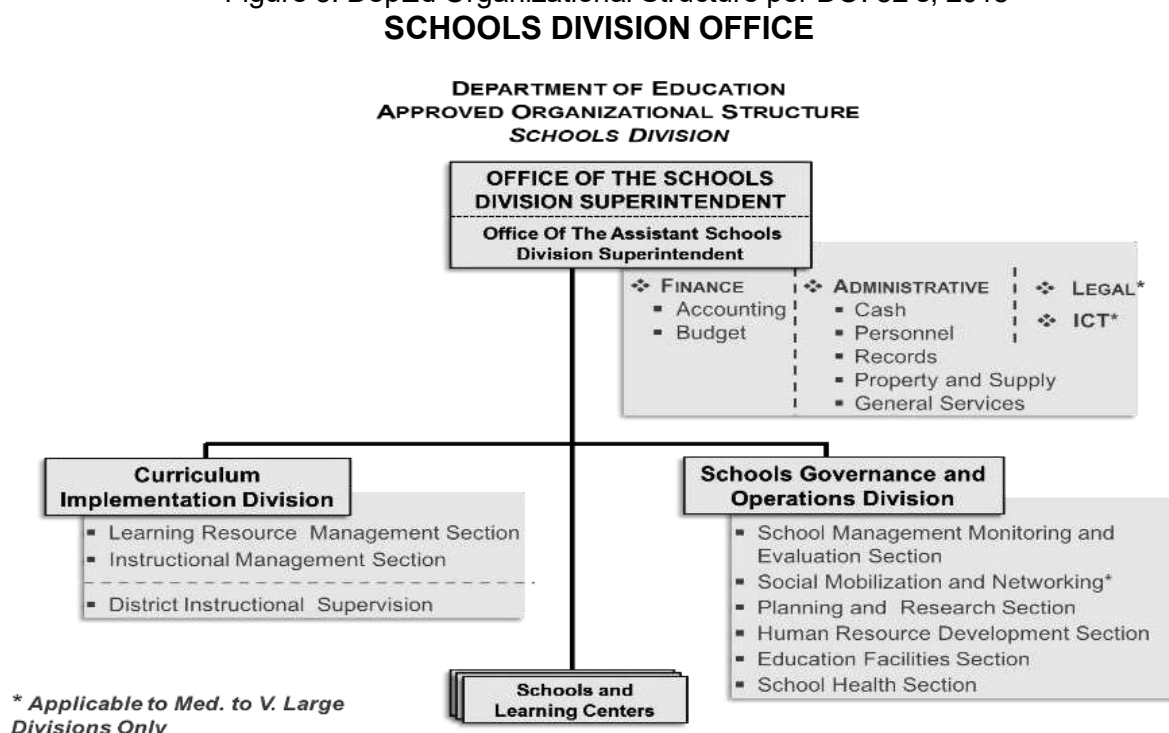
Figure 2. DepEd Organizational Structure per DO. 52 s, 2015



At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices including the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM*), each headed by a Regional Director (a Regional Secretary in the case of BARMM).
- Two hundred twenty-six (226) Schools Divisions Offices headed by a Schools Division Superintendent, and two thousand six hundred forty- five (2,645) schools districts.

Figure 3. DepEd Organizational Structure per DO. 52 s, 2015



Under the supervision of the Schools Division Offices are 47,533 public schools, Note that data provided is as of July 12, 2022.

III. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century to better define its purpose vis a vis the changing administrations and charters. The present-day Department of Education'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.

IV. Vision

We dream of Filipinos who passionately love their country and whose values and competencies enable them to realize their full potential and contribute meaningfully to nation building.

As a learner-centered public institution, the Department of Education continuously improves itself to better serve its stakeholders.

V. Mission

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

- 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.

VI. 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.

VII. Definition of Acronyms

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

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

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

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Schools Division Offices

External Services

SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

Office of the Schools Division Superintendent

A. Personnel Unit

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

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

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Applicant Number		SDO Personnel Section
2. Letter of Internet for teaching position (3 original copies)		Applicant
3. Duly accomplished CSC Form 212 (Revised 2025) – Personal Data Sheet (3 original copies)		Form from CSC Website/ SDO
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (3 Photocopies)		Certification from PRC
5. Certified true copy of ratings obtained in the LET/PBET (3 photocopies)		PRC
6. Service Record/Certificate of Employment, performance rating, and school’s clearance for those with teaching experience (3 photocopies)		Previous/Current employer
7. Certified true copy of Transcript of Record, including completion of graduate and post graduate units/degrees, if available (3 photocopies)		School/s attended
8. Certificate of specialized trainings (3 photocopies of each)		Applicant
9. NBI Clearance (3 photocopies)		NBI
10. Certified true copy of the Voter’s ID and/or any proof of residency as deemed acceptable by the School Screening Committee (3 photocopies)		Applicant
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (3 original copies)		Applicant
12. Application thru Division Website (if applicable)		SDO

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online thru Google Forms		None	10 minutes	Client
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy	2.1. Receive and stamp and check completeness of the submitted documents and verify if the applicant registers online	None	10 minutes	School Screening Committee
	2.2. Evaluate the document submitted by the applicant/s for authenticity and veracity	None	1 day	School Screening Committee/ HRMO/ HR unit Staff
	2.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office	None	15 minutes	School Screening Committee
	2.4. Receive and stamp the hard copy of the result of Pre-assessment / transmittal to HR Office	None	5 minutes	HRMO/ HR unit Staff
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation result (per applicant) through posting/email	None	10 minutes	HRMO/ HR unit Staff
TOTAL:			1 day and 50 minutes	

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Schools Division Superintendent

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

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (3 original copies)			Applicant	
2. Duly accomplished CSC Form 212 (Revised 2025) – Personal Data Sheet (3 original copies)			CSC Website Form from CSC	
3. Photocopy of valid and updated PRC License/ID, if applicable (3 Photocopies)			Applicant	
4. Certificate of Eligibility/Report of Rating obtained in the LET/PBET or CSC eligibility, whichever is applicable (3 Photocopies)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (3 Photocopies)			School/s attended	
6. Performance Ratings for the last 3 semesters (1 Photocopy of the Performance Rating in the last rating period covering one (1) year), if any			Previous/ Current employer	
7. Certificate of relevant Trainings and Seminars attended (3 Photocopies each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (3 Photocopies), if any, pursuant to DO 007, s. 2023			Applicant	
9. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (3 original copies)			Applicant	
10. File of Electronic-copy of requirements			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online thru Google Forms		None	2 minutes	Applicant
2. Submit complete documents to Personnel	2.1. Check completeness of documents submitted	None	10 minutes	HRMO/ HR unit Staff
	2.2. Pre-evaluation qualifications of the application vs. qualification standards of position	None	10 minutes	HRMO

3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation result (per applicant) via posting/email	None	3 minutes	HRMO/ HR unit Staff
	TOTAL:		25 minutes	

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B. Property and Supply

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

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary& Non-Autonomous Secondary Schools

Office or Division:	Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery receipts		Supplier		
2. Inspection and Acceptance report/ Property Transfer Report		Employee/ Property and Supply Unit		
3. Requisition and Issuance Slip/ ICS/ PAR				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers the textbook and/or equipment together with the delivery documents	1.1. Receives textbooks and/or equipment from suppliers/ forwarders	None	1 day	Property and Supply Personnel
	1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	1 day	

	1.5. Reviews and approves the ICS/RIS	None	1 day	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Issue the textbook and/or equipment together with the copy of signed Inventory Custodian Slip/ RIS/ PAR	None	1 day	
TOTAL:			6 days and 3 hours	

Note: Additional steps or increase in TAT is due to the geographical challenge in districts/schools

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C. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition slip form	1.1. Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1. Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1. Prepare, print and give the document to the client	None	20 minutes	Administrative Staff (Records)
TOTAL:			30 minutes	

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2. Issuance of Requested Documents (CTC and Photocopy of Documents)

CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip form	1.1. Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1. Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2. Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
	2.3 Records Officers stamps and the document	None	20 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
TOTAL:			45 minutes	

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3. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Communication			Records Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving Personnel Records Officer IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/ person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing Personnel/ Records Officer IV
TOTAL			2 days 4 hours, 25 minutes	

***Note:** For ministerial transaction - within 3 days, complex transaction - within 7 days, and for Highly Technical transaction - within 20 days

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4. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “*Revised Rules of Procedure of the Department of Education in Administrative Cases*” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person- complained-of.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Stamp received the documents and receiving copy with transaction number 1.2. Log the received document/s to the incoming Logbook.	None	3 minutes 5 minutes	Administrative Aide VI or Administrative Officer IV (Records)
2. Receive the receiving copy for reference	1.3. 2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL			11 minutes	

Prepared by:

Noted:

Approved:

EMMA V. PARAYNO
Administrative Officer IV

LEONARDO C. SOREL
Administrative Officer V

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

5. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “*Revised Rules of Procedure of the Department of Education in Administrative Cases*” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division:	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B) Entity			
Who may avail:	All			
Checklist of Requirements				WHERE TO SECURE
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.				Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Stamp received the documents and receiving copy with transaction number.	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.2. Log the received document/s to the Incoming Logbook.	None	5 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3. Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.4. Evaluate and make necessary notation and sign the routing slip.	None	1 day	Schools Division Superintendent (OSDS)
	2.5. Forward to Legal Unit, for appropriate action.	None	5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6. Evaluate the complaint if the same is grievable/mediatable or not and prepare necessary Communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Officer
	2.7. Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)

	2.8. Log the document, with attachment/s to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.9. Return signed communication to Legal Unit, for organization of documents	None	5 minutes	
	2.10. Arrange the documents to be forwarded to Records Unit.	None	20 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	2.11. Forward to Records Unit, for releasing	None	5 minutes	
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	3.1. Release the Communication	None	5 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	3.2. If there is a proof of service, serve and secure a signed Proof of Service.	None	10 minutes	
TOTAL:			2 days, 2 hours,11 minutes	

Prepared by:

Noted:

Approved:

EMMA V. PARAYNO
Administrative Officer IV

LEONARDO C. SOREL
Administrative Officer V

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

Date of Filing (Peta kailan ifilile): _____

COMPLAINANT (Nagrerklamo)				
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail: o Facebook Account name: o Viber)	CELLPHONE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)	
VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagrerklamo]				
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
NAME OF SCHOOL (Ngalan ng Paaralan)		ADDRESS OF SCHOOL (Lokasyon ng Paaralan)		GRADE/YEAR (Antas)
				AGE (Gulang)
RELATIONSHIP TO COMPLAINANT (Relasyon sa _____ 1) Father (Ama) _____ 3) Others (Iba pang relasyon) Nagrerklamo) (Pakilagyan ng Check (✓) ang _____ 2) Mother (Ina) angkop na sagot)				
RESPONDENT'S INFORMATION (Inirerklamo)				
NAME (Pangalan): Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
In case there are more than one respondent, please indicate details in the table (Kung higit sa isa ang ini-rerklamo, isulat sa ibaba ang kailangang detalye)				
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)		School or Office Address (Lokasyon ng Paaralan o Opisina)	
1.	1.		1.	
2.	2.		2.	
3.	3.		3.	
4.	4.		4.	
5.	5.		5.	
ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Ini-rerklamong Insidente)				
1. Basic details of Complaint (Pangunahing detalye):				
Date/s of Incident (Peta/Mga peta Kailan nangyari ang ini-rerklamo)		Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng Inirerklamo)		Place of Incident (Saan nangyari ang inirerklamo)
2. Evidence for Complaint (Ebidensya):				
Do you have Witness/es to the matter complained of? (Meron bang Naka-saksi/nakakita sa bagay na inirerklamo?)				Do you have supporting documents? (Meron ka bang pansuportang dokumento?)
Pakilagyan ng Check (✓) ang angkop na sagot _____ Yes. _____ None.				_____ Yes. _____ None.
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)	
1.	1.	1.	1.	
2.	2.	2.	2.	
3.	3.	3.	3.	
4.	4.	4.	4.	
5.	5.	5.	5.	

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOQ SA REKLAMO AT SA WALA NG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), _____,
 Filipino, of legal age (may hustong edad) and with address (at may address na) _____,
 after having been
 duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at
 nagsasasad na), THAT:

- I / we am / are the complainant/s in the above-complaint;
 (Ako / Kami ay ang / mga nagrereklamo sa reklamong ito)
- I / we have caused the preparation of the foregoing complaint;
 (Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
- I / we have read the contents thereof;
 (Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
- All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;
 (Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awantikong dokumento)
- I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. (Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisina ng ito sa loob ng limang araw mula sa pagka-alam ko nito)

IN WITNESS WHEREOF, I/We have signed this _____ day of _____, 20____, at _____
 (Bilang patunay, ako/kami ay lumalagda nitong ika _____ ng _____, 20____, dito sa _____)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____, by affiant/s who personally appeared before me, exhibiting his/her/their _____ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong _____ araw ng 20____, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Blg.) _____;
 Page No. (Pahina Blg.) _____;
 Book No. Doc. No. (Libro Blg.) _____;
 Series of 20____ (Serye ng 20____).

D. Curriculum Implementation Division

1. Accessing Available Learning Resources from LRMDs Portal

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

- Books - (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery – copyright-free illustrations and graphics for teachers and learners use
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders		LRMDs Portal (lrmds.deped.gov.ph) <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to LRMDs Portal (New Account)	1.1 Access https://lrmds.deped.gov.ph	None	1 minute	Client
	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS-LR/PDO
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client

	2.2. Receive request for resetting of password	None	1 minute	EPS- LR/PDO
	2.3. Reset password in LRMSD Portal Dashboard	None	3 minutes	
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://lrmsd.dep.ed.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/ Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
TOTAL:			29 minutes	

Prepared by:

Noted:

Approved:

JESUSA S. AGBANLOG
Librarian II

EDGAR F. OLUJA, Ph.D.
Chief Education Supervisor, CID

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

2. Borrowing of Learning Materials from Libraries

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form / Slip (1 Original Copy)		Client		
2. Valid ID (1 Scanned/ Photocopy)		Client		
3. Borrower's Form		Librarian		
4. Returning Transaction Form		Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form/ Slip (online or face to face)	1.1. Check accomplished request form/ slip and ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. Send the (1) list of available LMs, (2) Borrower's Form, and (3) Returning Transaction Form	None	1 minute	Librarian/ Library Staff
3. Accomplish Borrower's and Returning Transaction Forms	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	3.2. Check the completeness of the Forms	None	3 minutes	Librarian/ Library staff
	3.3. Inform the borrower on the schedule of pick- up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff

4. Receive LM	4.1. Prepare and release the LM	None	5 minutes	Librarian/ Library staff
	4.2. Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
TOTAL:			21 minutes	

Prepared by:

Noted:

Approved:

JESUSA S. AGBANLOG
Librarian II

EDGAR F. OLUA, Ph.D.
Chief Education Supervisor, CID

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

3. Alternative Learning System (ALS) Enrollment

ALS provides opportunities for Out-of-School Youth and Adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>BASIC LITERACY LEARNERS, ELEMENTARY, JUNIOR HIGH SCHOOL</u>		CID/ ALS Teachers		
1. AF2 Enrollment Form				
2. Latest 1x1 ID picture (2pcs.) with name tag and white background		Client		
3. Photocopy of Birth Certificate (PSA) or any of the following: or any of the following: - Baptismal - Valid ID's (Driver's License, Postal ID, Voters ID, Passport, National ID) - Barangay Certification indicating the birthdate <u>SENIOR HIGH SCHOOL</u> - Photocopy of Birth Certificate (PSA) - AF5 (ALS Completers) - Form 137/138 (Formal School Completers)		Client		
4. Functional Literacy Test (FLT)		ALS		
5. Assessment for Basic Literacy (ABL)		ALS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For BLP, EL, JHS				
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Curriculum Implementation personnel

	1.2. Conduct assessment/ screening: ABL and FLT	None	3 hours	EPS II – ALS ALS Teachers
	1.3. Identify the entry level attained based on the result of ABL/FLT	None	30 minutes	
	1.4. Group the learners according to literacy level (BL, EL, JHS)	None	20 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	5 minutes	
B. ALS-SHS Submit duly accomplished enrolment form with required documents	1.1. Receive accomplished enrolment form and all required documents	None	5 minutes	EPS II – ALS ALS Teachers
	1.2. Evaluate the credentials submitted	None	5 minutes	
	1.3. Inform schedule of learning session	None	5 minutes	
	TOTAL:		4 hours and 15 minutes	

Prepared by:

Noted:

Approved:

CRISTITA L. GO
EPS II - ALS

EDGAR F. OLUJA, Ph.D.
Chief Education Supervisor, CID

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

FIDEL G. DOMINGO
EPS II - ALS

E. School Governance and Operation Division - Planning and Research Section

1. Request for Basic Education Data (External Stakeholders)

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

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email.	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit
	1.3. Read and review the request letter in consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary action undertaken to the said letter request	None	16 hours	Planning Officer
	1.6. Prepare the Basic Education Request Form to be signed by Chief- ES then forward to Records Section	None	15 minutes	Planning Officer

2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
TOTAL			2 days, 4 hours, 37 minutes	

Prepared by:

Noted:

Approved:

DIANA JEN M. ARIOLA
Planning Officer III

MARIO E. CAMPILLA, Ed.D.
Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

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

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

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

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

Ocular Inspection Report (for new/ recognition/ renewal)		Provide by the SMM&E (In charge of the Private Schools)		
Endorsement from the Schools Division Superintendent (for new/ recognition/ renewal)		Provide by the SMM&E (In charge of the Private Schools)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/ Admin Staff
	1.2. Receive documents by SGOD Chief and route to designated/in charge for Private School	None	10 minutes	SGOD Chief/ SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate Focal
	1.4. Conduct onsite validation to school applicant	None	3 days	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID&SGOD) PSDS (CID) Division Engineer (if available)
	1.5. Conduct post-conference regarding the	None	2 hours	Senior Education Program

	results of the inspection and prepare reports.			Specialist (SMM&E) Education Program Supervisor (CID&SGOD) PSDS(CID) Division Engineer (if available)
2. School Applicant acknowledge the result of validation and inspection	2.1. Inform the School applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID&SGOD) PSDS(CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist, of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional office	None	1 day	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID&SGOD)

	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin officer IV/ Admin Staff (Records)
4. Receive the information thru email/ SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID&SGOD)
TOTAL:			10 days, 4 hours, 35 minutes	

Prepared by:

Noted:

Approved:

GRACE G. NATNAT
SEPS – SMM&E

MARIO E. CAMPILLA, Ed.D.
Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

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

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application documents (1 original and each document) • Letter of intent addressed to the Regional Director thru the Schools Division Superintendent • List of Qualified Graduates (per track/strand/specialization) • Accomplished Special Order Form • Original School Form (SF-10) (SHS Student Permanent Record) • Birth Certificate (PSA)			School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO and upload to the Electronic Application for Private Schools (E-APS)	1.1. Receive, stamp and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated. In charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirement and	None	5 days	SMM&E (In charge of Private School)/ Alternate Focal

	prepares Indorsement			
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
TOTAL:			6 days and 30 minutes	

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

Prepared by:

Noted:

Approved:

GRACE G. NATNAT
SEPS – SMM&E

MARIO E. CAMPILLA, EdD
Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

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

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation		
Classification:	Highly Technical		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	Any private schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Application for DepEd Permit Operate/ Recognition			
1. Application documents (1 original and each document) • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study - Philosophy and Goals of the course -Demand for the graduates -Prospective learners -Existing school offering one same course within the community • Articles of Incorporation and By-Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school buildings • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/ Directors • List of school administrators (president, vice-president, deans, department heads)		School Applicant	

• List of academic-nonteaching personnel (registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head) • School bond • Copy of the Retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA. • Proposed Curriculum • Proposed tuition and other school fees. • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies, and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school head) • Inspection and Application Fees	
B. SHS New Application or Additional Track/Strand	
1. Application documents (1 original of each documents) • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) • Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b)	School Applicant

Training Program – TESDA; (c) Highest Education Program – CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC) • Proposed Tuition and other fees. • Proposed School Calendar • Proposed list of academic and non-academic personnel: (a)Qualifications; (b) Job Descriptions; (c)Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others) • Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports • Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f)Ancillary Services • A copy of Memorandum/ Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a)Engagement of stakeholders in the localization of the	
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curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others. Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO and upload in the Electronic Application for Private Schools (E-APS)	1.1. Receive, stamp, and input in the Data Tracking System the application from school and forwards o SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private Schools)/ Alternate Focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS

	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
TOTAL:			6 days and 30 minutes	

Prepared by:

Noted:

Approved:

GRACE G. NATNAT
SEPS – SMM&E

MARIO E. CAMPILLA, Ed.D.
Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

4. Application of Summer Permit for Private Schools

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

Office or Division:	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Any private school with summer enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application documents (1 original and each document) • Letter of intent to be addressed to the Schools Division Superintendent • School Calendar for Summer – 35 days • List of teachers who intend to teach during summer classes. • General class program for summer • Tuition and other school fees • Tentative list of summer enrollees with learning areas to be taken written opposite each name • A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student. • Written consent of parents whose children will attend student summer classes. • Post summer activities		School Applicant School Applicant School Applicant Teachers/ School Applicant School Applicant PTA/PTCA Parents School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO and upload in the Electronic Application for Private Schools (E-APS)	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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

Prepared by:

Noted:

Approved:

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Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

5. Application for No Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Any private school with permit to operate/recognition			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application documents (1 original and each document) - Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year. - Xerox copy of the latest approved tuition, miscellaneous & other school fees. - Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. - Copy of Government Permit to Operate/Recognition Certificate		School Applicant		
		School Applicant		
		School Applicant		
		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO and upload in the Electronic Application for Private Schools (E-APS)	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

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

Prepared by:

Noted:

Approved:

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Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

6. Application for Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation	
Classification:	Complex	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Any private school with recognition	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application documents (1 original and each document)		
Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year;		School Applicant
Xerox copy of the latest approved tuition, miscellaneous & other school fees;		School Applicant
Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized.		School Applicant
Percentage of Increase of Tuition/Miscellaneous & other fees;		School Applicant
Copy of Government Recognition Certificate; and		School Applicant
Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following required of R.A. 6728 have been complied with namely; (a), (b), and (c):		School Applicant
(a) Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.		School Applicant
(b) Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year.		School Applicant/PTA
(c) At least twenty percent (20%) went to the improvement or modernization of buildings equipment, libraries, and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.		School Applicant
		School Applicant

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

Prepared by:

Noted:

Approved:

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SEPS – SMM&E

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Chief Education Supervisor, SGOD

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

Schools Division Office
Internal Services

SCHOOLS DIVISION OFFICE – INTERNAL SERVICES

A. Office of the Schools Division Superintendent

Issuance of Foreign Official 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.

1.1 Issuance of Foreign Official Travel Authority

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

- g. 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;
- h. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- i. 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:

- j. With pending administrative case;
- k. Will retire within one year from the date of the foreign official travel;
- l. Whose previous travel has not been liquidated and cleared;
- m. 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/wp-content/uploads/2022/10/DO_s2022_043-corrected-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 ¹⁰ , 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 has been liquidated		Accounting unit with jurisdiction over the client
- For Teachers in the Exchange Visitor Program of the US Government:		
a. TA signed by the Secretary		Office of the Secretary Regional Office Commission on Filipino Overseas
b. Clearance Certificate		
c. Copy of the Registration Sticker		

¹⁰ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

- 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
	1.6.	Return the documents to the Records Unit	None	10 minutes	OSDS
	1.7.	Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.8.	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	3.1.	Receive the post-travel report	None	(One calendar month after returning to the permanent official station)	Records Unit
TOTAL:				7 days	

¹¹ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

Prepared by:

Noted:

Approved:

JERICO M. BAMBICO
ADAS II

LEONARDO C. SOREL
Administrative Officer V

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

1.2 Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study 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 / non-compliance 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		
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/wp-content/uploads/2022/10/DO_s2022_043- corrected-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 a. School Head b. Office of the School Head – for Teaching and Non-Teaching Personnel in Schools c. Division Chiefs and below, including PSDS in SDOs	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Personnel Unit
	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 for review and prepare TA/Indorsement 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	Personnel 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/Indorsement to intended recipient.	None	25 minutes	Records Unit
TOTAL			5 days	

Prepared by:

Noted:

Approved:

JERICO M. BAMBICO
ADAS II

LEONARDO C. SOREL
Administrative Officer V

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

B. Budget Unit

1. Processing of ORS

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

Office or Division:	Budget Unit
Classification:	Simple
Type of Transaction:	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/ATR (1 Original Copies, 2 Photocopy)	Requesting Unit

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. Payroll of cash advances for schools		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward to budget	1.1. Receive the documents from the requesting party, duly certified by the head of requesting office or his/her authorize representative, attesting to the necessity and legality of the charges against the appropriation/allotment under his/her direct supervision (Box A)	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	8 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	5 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	7 minutes	ADAS
	1.5. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Requesting Party

	1.6. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:			30 minutes	

Prepared by:

Noted:

Approved:

GLAIZA M. SARMIENTO
Administrative Officer V - Budget

MA. CRISELDA G. OCANG, CESO VI
Assist. Schools Division Superintendent

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

2. 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:			8 minutes	

Prepared by:

Noted:

Approved:

GLAIZA M. SARMIENTO
Administrative Officer V - Budget

MA. CRISelda G. OCANG, CESO VI
Assist. Schools Division Superintendent

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

C. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

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

Office or Division:		ICT Unit		
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. Accomplish ICT Technical Assistance Logsheets	1.1. Receive request	None	1 minute	Client
	1.2. Evaluate the request and interview the client	None	10 minutes	ICT Unit
	1.3. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.4. Give the credentials to the client	None	5 minutes	Client and ICT Unit
2. Checking of request sent through link for creation, deletion, renaming of account or reset of password of user account	2.1. Evaluate the request sent. If erroneous entry, inform the sender through email.	None	10 minutes	ICT Unit
	2.2. Create/delete/rename account or reset	None	15 minutes	ICT Unit

	password of client account			
	2.3. Give the credentials to the sender through email	None	5 minutes	ICT Unit
TOTAL			1 hour and 1 minute	

Prepared by:

Noted:

Approved:

ENGR. JUNAUR O. RILLORTA
Information Technology Officer I

MA. CRSELDA G. OCANG, CESO VI
Assist. Schools Division Superintendent

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

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

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Schools Division Superintendent

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/Administrative Unit/Personnel Unit/SGOD/CID/ASDS/SDS		
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 Log 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	2minutes	
	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			16 minutes	

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D. Legal Unit

1. Issuance of Certificate of No Pending Case

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

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, or in the absence there of School 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			15 minutes	

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E. Personnel Unit

1. Application for ECP (Expanded Career Progression)

This service is to evaluate the classification level of teachers covered by the Expanded Career Progression (ECP). The Personnel Section will assess, evaluate and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ECP 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. Reclassification Form for Teaching Position (RFTP) / Reclassification Form for School Principal Position (RFSP)		Personnel Unit		
2. Letter of Intent (1 original copy)		Applicant		
3. Duly Accomplished PDS (CS Form 212, Revised 2025) with Work Experience Sheet		Applicant		
4. Valid and updated PRC License/ID (1 photocopy)		PRC/Applicant		
5. Scholastic/Academic record (TOR and Diploma) (1 photocopy)		Emanating Graduating School/Applicant		
6. Latest Service Record and Latest Appointment (1 photocopy)		Applicant		
7. Certificate of training completed within 5 years (1 photocopy)		Applicant		
8. Required Performance Ratings (at most 3) (1 photocopy)		Applicant		
9. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) (1 photocopy)		Applicant		
10. (Other documents (portfolio for the assessment of identified PPST non-classroom observable indicators)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submission of documentary requirements	1.1 Receive and check the completeness of the submitted mandatory requirements	None	10 minutes	Personnel Unit
	1.2 Conduct Initial Evaluation	None	35 minutes	
	1.3 Prepare, post and email the IER (Initial Evaluation Results) to the applicants	None	30 minutes	Personnel Unit
2. Attend the scheduled Comparative Assessment Activities	2. 1 Notification of the Applicants through IES	None	5 minutes	Personnel Unit
	2.2 Prepare and finalize the Comparative Assessment Results for Expanded Reclassification (CAREER)	None	20 minutes	Personnel Unit
3. Sign the Reclassification Form for Teaching Positions (RFTP) / Reclassification Form for School Principal Positions (RFSP)	3.1 Print the RFTP/RFSP	None	10 minutes	Personnel Unit
TOTAL			1 hour and 50 minutes	

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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 copies) 2. Clearance Form, only if travelling abroad, or traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy) 4. Certificate of No Pending Case, only if travelling abroad (3 copies) 5. Travel Authority if travelling abroad (3 copies)	Personnel Unit Client Client Legal Unit Client
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave with documentary stamp (1 copy) 3. Letter request, if necessary (1 original copy) 4. Clearance Form, if leave is 30 days up	Personnel Unit Client Client Client
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

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 with documentary stamp (4 original copies)		Personnel Unit Client Front/ Information Desk		
Solo Parent Leave 1. CSC Form 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 Client Client		
Forced Leave, Special Privilege, Wellness Leave 1. CSC Form 6 (3 copies)		Client		
Special Leave Benefits for Women 1. CSC Form 6 (3 copies) 2. Medical Certificate 3. Clearance Form with documentary stamp (3 copies)		Client		
Special Emergency (Calamity) Leave 1. CSC Form 6 (3 copies) 2. Proof of Evidence of Calamity Impact/ Certification from local officials 3. Proof of Residence 4. Photos of damage to house or property 5. Medical Certificate (if applicable)		Personnel Unit Client Client Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in Charge
	1.2. Check the received document as to completeness	None	10 minutes	
	1.3. Forward the complete document to the Personnel for appropriate action	None	10 minutes	

	1.4. Review the submitted complete document and provide appropriate action (update the leave ledger card, hard copy & soft copy and the summary of processed leave)	None	40 minutes	Personnel Unit
	1.5. Forward documents to Admin	None	5 minutes	Personnel Unit
	1.6. Forward to the Office of the SDS for Approval	None	15 minutes	Admin Unit
	1.7. Forward the approved Form 6 to the Records Unit for release to the employee/school	None	15 minutes	SDS – Secretary
2. Receive the approved Form 6	2.1. Release the approved Form 6	None	10 minutes	Records Unit
TOTAL:			1 hour and 55 minutes	

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Schools Division Superintendent

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			WHERE TO SECURE	
1.Application for Retirement (1 Copy)			Concerned Retiree	
2.Service Record (1 Original Copy)			DepEd Schools Division Office	
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)			Concerned Retiree	
4.Statement of Assets & Liabilities (1 Original Copy)				
5.Certificate of No Pending Administrative Case (1 Original Copy)			Legal Unit	
6.Certificate of Last Day of Service (1 Original Copy)			Accounting Unit	
7.Certificate of Last Salary Received (1 Original Copy)				
8. Certification of Leave with or without pay (1 Original Copy)			School	
9. Ombudsman Clearance (1 original copy)			Concerned retiree	
10. GSIS Application for retirement benefits form (5 original copy)			DepEd School Division Office	
11.Provident Clearance (1 original copy)				
12. NOSA (3 previous years 1 copy)			Concerned Retiree	
13. NOSI (Latest 1 copy)				
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	Administrative Unit
	1.2. Submit complete requirement for Retirement to Records Unit	None	30 minutes	Administrative Unit
	1.3. Inform the concerned person if the requirements are incomplete	None	30 minutes	Administrative Unit
	1.4. Authenticate complete documents for retirement. Prepare 1 st endorsement	None	1 hour	Administrative Unit
	1.5. Forward complete			

	documents to SDS office for signature and ODC for release in the GSIS	None	1 hour	Administrative Unit
	1.6. Indorse the application for retirement to the GSIS	None	2 days	Administrative Unit
TOTAL:			2 days, 3 hours and 30 minutes	

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4. Issuance of Certificate of Employment

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:		Administrative Office		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employee/ Former Employee		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Payslip			Client	
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	Administrative Office Staff
	1.2. Verify the complete documents submitted	None	5 minutes	Administrative Office Staff
	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	Administrative Office Staff
TOTAL:			14 minutes	

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5. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave 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 Appointment (1 photocopy)				
4. Latest payroll slip (1 photocopy)				
5. Certificate of leave without pay				
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
	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:			30 minutes to 2 days	

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6. 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 (walk-in/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 e-confirmation of GSIS/ email	None	14 minutes	
	1.4. Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
TOTAL:			55 minutes	

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7. 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 employee

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 2025) 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-B (Revised 2025) (1 original)		Personnel Unit
6. Oath of Office – CS Form No. 32 (Revised 2025) (3 original)		Personnel Unit
7. Certificate of Assumption to Duty – CS Form No. 4 (Series of 2025) (3 original, 1 photocopy)		Personnel Unit
8. Clearance – CS Form 7 (3 original, 1 photocopy) except for original and reemployment		Personnel Unit
9. Position Description Form – DBM – CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original)		Personnel Unit
10. Approved Rank List (3 photocopy) – except for Reappointment as Provisional, Permanent and Transfer		Personnel Unit
11. Duly accomplished CSC Form 212 (Revised 2025) – Personal Data Sheet (3 original)		Appointee
12. Work Experience Sheet (3 original)		Appointee
13. Certified true copy of Original Transcript of Records (3 photocopies)		Emanating School
14. PRC Board Rating/ Authenticated copy of CSC Eligibility (3 photocopies) – except for Reappointment as Provisional		PRC or CSC
15. Certified true copy of Professional Regulation Commission (PRC) Identification card – if applicable (3 photocopy) – except for Reappointment as Provisional		PRC
16. Latest Approved Appointment (3 photocopy) – except for Original and reemployment		Appointee
17. Performance Rating (3 photocopies) – except for Original and reemployment		Appointee
18. Medical Certificate – CS Form No. 211 (Revised 2017) (3 original)		Accredited Health Care Facility
19. Results of Medical Exam and Laboratory Test (3 photocopy) – except for promotion, reappointment, and transfer		Accredited Health Care Facility
20. NBI Clearance (3 photocopy) – except for promotion, reappointment, and transfer		NBI
21. PSA Birth Certificate (3 photocopy) – except for promotion, reappointment, and transfer		PSA

22. 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 documents and processing checklist.	None	30 minutes	
	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment	None	5 minutes	
	1.4. Prepare Report on Appointment Issued	None	15 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-B)	2.1. Furnish appointee with a copy of his/her appointment.	None	5 minutes	
	2.2. Forward RAI and Appointment documents to CSCFO	None	5 minutes	
TOTAL			1 hour and 15 minutes	

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8. Processing of Terminal Leave Benefits

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

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. Clearance (Money & Property accountabilities (1 original copies, 3 photocopies)	School and SDO
2. GSIS Retirement Voucher/ Clearance (1 original copies)	Concerned Retiree
3. Form 6/ Approved Leave Application (3 original copies)	Concerned Retiree
4. Certified copies of Leave Card – (1 original copy)	School/Division Personnel In-Charge
5. Certification of Leave Credits Earned – (1 original copy)	
6. Complete Service Record (1 original copy, 3 photocopies)	Personnel Unit
7. SALN (as of the date of retirement) (1 original copy, 3 photocopies)	Concerned Retiree
8. Latest Notice of Salary Adjustment (NOSA) – (1 original copy, 3 photocopies)	Division Personnel In-Charge
9. In case of resignation, employee's letter of resignation duly accepted by the Head of Agency (1 original, 2 photocopies)	Client
10. Affidavit of the claimant that there is no pending case against him/her (1 original, 2 photocopies)	Legal In-Charge
For deceased employee:	
1. Death certificate (1 original, 3 photocopy)	Municipal registrar
2. Marriage Certificate (1 original, 3 photocopy)	PSA
3. Survivorship (if applicable) (1 photocopy)	Spouse
4. Birth Certificate of all surviving legal heirs (1 original, 3 photocopy)	PSA
5. Designation of Next Kin (1 original, 3 photocopy)	Client

6. Waiver of rights of children 18 years old and above (1 original, 3 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in Charge
	1.2. Check the documents as to completeness	None		
	1.3. Forward the complete document to Personnel for appropriate action	None	1 hour 15 minutes	Records Section - Person in Charge
	1.4 Review the submitted complete document and provide appropriate action	None	2 hours	Personnel Section - Person in Charge
	1.5 Forward to ASDS and SDS Office for Approval	None	20 minutes	Personnel Section - Person in Charge
	1.6 Forward the signed documents to Personnel Section	None	5 minutes	SDS/SDS Office – Person in Charge
2. Forward to Records section for Submission to Regional Office		None	5 minutes	Personnel Section-Person in Charge
TOTAL:			3 hours and 55 minutes	

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9. Request for Correction of Name and Change of Status

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

Office or Division:	Administrative Office			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. 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	Administrative Office Staff
	1.2 Preparation of updates and submission of attachments to DepEd Region Office	None	1 day	
TOTAL			1 day and 3 minutes	

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F. Property and Supply Unit

1. Requisition and Issuance of Supplies

Requisition and Issue Slip (RIS) is a document required to use for an Employee/ Personnel to request 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	
1. 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 RIS to PAS	1.1. Receive the RIS	None	5 minutes	Property and Supply Unit Personnel
	1.2. Forward the RIS form to the Division Supply Officer for Approval	None	10 minutes	
	1.3. Check the availability of stocks	None	3 minutes	
2. Receive the approved RIS form	2.1. Release the available supplies	None	2 minutes	
TOTAL			21 minutes	

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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		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Receipt of Return Semi-Expendable Property/PPE and Surrender issued property	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 settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
TOTAL			15 minutes	

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G. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

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

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	None	1 day	School Head, Division LR

	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to 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	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor

revised LRs to SDO (both hard and soft copy)	Regional Office			
	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:			45 days	

⁵ Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

Prepared by:

Noted:

Approved:

EUNICE B. MADRIAGA, EdD
EPS - LRMS

EDGAR F. OLUA, Ph.D.
Chief Education Supervisor, CID

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division:		Curriculum Implementation Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources (Soft and hard copy)				
4. Teacher User’s Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching (Optional)				
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 the 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 Inform the writer of the Schedule of submission and Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final copy of SLR	5.1 Review and evaluate the Final Copy of SLR with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
TOTAL			7 days and 15 minutes	

Prepared by:

Noted:

Approved:

EUNICE B. MADRIAGA, EdD
EPS - LRMS

EDGAR F. OLUA, Ph.D.
Chief Education Supervisor, CID

AGUEDO C. FERNANDEZ, CESO V
Schools Division Superintendent

IX. Feedback and Complaints

The mechanism applicable to the governance level **shall be posted at the main entrance or most conspicuous place of service** as a poster or tarpaulin at the CO/RO/SDO (onsite) or in the “Contact Us” tab in the RO/SDO website (online).

	Central Office	Regional Office	Schools Division Office
How to send feedback	Walk-in: Fill out the Walk-in Client Form 1 at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify if PAU or RPAC)	Walk-in: Visit the (specify if OSDS or DPAC)
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email (<u>insert email address</u>) or fill out the RO online feedback form at (<u>insert link</u>)	Online: Email (<u>insert email address</u>) or fill out the SDO online feedback form at (<u>insert link</u>)
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942 8635-9817 8638-7530 8638-7531 8638-7529	Phone: Call the (specify if PAU or RPAC) at (<u>insert phone no. here</u>)	Phone: Call the (specify if OSDS or DPAC) at (<u>insert phone no. here</u>)
	SMS: Send a text message to PAAC at 0919-456-0027 0995-921-8461	SMS: Send a text message to (specify if PAU or RPAC) at (<u>insert phone no. here</u>)	SMS: Send a text message to (specify if OSDS or DPAC) at (<u>insert phone no. here</u>)
How feedback is processed	For feedback sent through the PAAC: 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.		
	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.		
How to file a complaint	Walk-in: Fill out the Walk-in Client Form 1 at the Public Assistance Action Center (PAAC). However, if the client already has the required documents for filing a complaint, said documents shall be received by the Records Division.	Walk-in: Visit the (<u>insert name of office in RO in charge of receiving complaints</u>) However, if the client already has the required documents for filing a complaint, said documents shall be received by the Records Section	Walk-in: Visit the (<u>insert name of office in SDO in charge of receiving complaints</u>) However, if the client already has the required documents for filing a complaint, said documents shall be received by Records

	Online: Email the PAAC at action@deped.gov.ph	Online: Email the <u>(insert name of office in RO in charge of complaints)</u> at <u>(insert email address)</u> or fill out the online complaint form at <u>(insert link)</u>	Online: Email the <u>(insert name of office in SDO in charge of complaints)</u> at <u>(insert email address)</u> or fill out the online feedback form at <u>(insert link)</u>
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942 8635-9817 8638-7530 8638-7531 8638-7529	Phone: Call the <u>(insert name of office)</u> at <u>(insert phone no. here)</u>	Phone: Call the <u>(insert name of office)</u> at <u>(insert phone no. here)</u>
	SMS: Send a text message to 0919-456-0027 0995-921-8461	SMS: Send a text message to <u>(insert name of office)</u> at <u>(insert phone no. here)</u>	SMS: Send a text message to <u>(insert name of office)</u> at <u>(insert phone no. here)</u>
	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.		
Contact Information of 8888, ARTA, and CSC-CCB	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		

X. List of Offices

A. Central Office

EXECUTIVE COMMITTEE		
Office	Name / Position	Contact Information
Office of the Secretary - Public Affairs Service - External Partnership Service - Internal Audit Service	SARA Z. DUTERTE Vice President and Secretary ATTY. SUNSHINE CHARRY A. FAJARDA Head Executive Assistant ATTY. MICHAEL WESLEY T. POA Director IV	8633-7208; 8633-7228; 8687-2922, 8636-4876; 8637-6209 osec@deped.gov.ph
School Infrastructure and Facilities - Education Facilities Division - School Infrastructure Program Management Office	EPIMACO V. DENSING III Undersecretary	8638-8642; 8637-6208; 8636-4876 (f) osec.cos@deped.gov.ph
Administration - Administrative Service - Planning Service - Information and Communications Technology Service - Teachers Camp	KRISTIAN R. ABLAN Undersecretary	8638-1780 useforadministration@deped.gov.ph
	ATTY. CHRISTOPHER LAWRENCE S. ARNUCO Assistant Secretary	8634-1169 oasa@deped.gov.ph
Curriculum and Teaching (CT) - Bureau of Curriculum Development (BCD) - Bureau of Learning Resources (BLR) - Bureau of Learning Delivery (BLD) - Bureau of Education Assessment (BEA) - Bureau of Alternative Education (BEA) - Literacy Coordinating Council Secretariat (LCC)	GINA O. GONONG Undersecretary	8631-5057/ 8633-7202/ 8636-4879/ 8687-4146/ 8633-7242 ouci@deped.gov.ph
Curriculum and Teaching (CT) - BCD - BLR - BLD	ALMA RUBY C. TORIO Assistant Secretary	8633-7258/ 8633-5429/ oasci@deped.gov.ph
Curriculum and Teaching (CT) - BEA - BAE - LCC Secretariat	G.H. S. AMBAT Assistant Secretary	8631-8495/ 8636-6547/ asec.als@deped.gov.ph
Procurement Procurement Management Service	GERARD L. CHAN Undersecretary	8633-7224/ 8633-1940/ 8635-3761 oupro@deped.gov.ph
	OMAR ALEXANDER V. ROMERO Assistant Secretary	8637-4611/ 8633-8925/ oasp@deped.gov.ph
Operations Learner Rights and Protection	REVSEE A. ESCOBEDO Undersecretary	8631-8492/ 8633-5313/ oure@deped.gov.ph

Office		
Disaster Risk Reduction Management Service		
Operations - Field Operations - Private Education Office - Palarong Pambansa Secretariat	FRANCIS CESAR B. BRINGAS Assistant Secretary	8633-5344/ asec.ops@deped.gov.ph
Operations Bureau of Learner Support Services	DEXTER A. GALBAN Assistant Secretary	8632-1368/ 8633-7213/ oasops@deped.gov.ph
Legal and Legislative Affairs - Legal Service - Sites Titling Office - Legislative Liaison Office - Alternative Dispute Resolution Office	JOSE ARTURO C. DE CASTRO Undersecretary	8633-7259/ 8633-5439/ oula@deped.gov.ph
	AMANDA MARIE F. NOGRALES Assistant Secretary	
Human Resource and Organizational Development (HROD) - Bureau of Human Resource and Organizational Development - National Educators' Academy of the Philippines - Teacher Education Council Secretariat	GLORIA JUMAMIL-MERCADO Undersecretary	863-7206/ 8636-6549/ usec.hrod@deped.gov.ph
Finance - Finance Service - Project Management Service - Education Program Management Office - Voucher Program Management Office	ANNALYN M. SEVILLA Undersecretary	8633-9342/ 8638-3703/ 8637-4211/ 8470-6628/ usec.financebpm@deped.gov.ph

STRATEGIC MANAGEMENT		
Office	Name / Position	Contact Information
Public Affairs Service (PAS) – Office of the Director	JASON V. MERCENE (OIC) Supervising Administrative Officer	8633-2120 pas.od@deped.gov.ph
Communications Division (PAS-CD)		8631-6033 pas.cd@deped.gov.ph
Public Assistance Action Center (PAAC)		8636-1663/ 8633-1942/ 8638-7529 action@deped.gov.ph
Publications Division (PAS-PD)	MARIBEL P. CABASAL Chief Administrative Officer	8633-9341 pas.pd@deped.gov.ph
External Partnership Service (EPS) - Office of the Director	MARGARITA CONSOLACION C. BALLESTEROS Director IV	8637-6463/ 8637-6462/ eps.od@deped.gov.ph
Internal Audit Service (IAS) – Office of the Director	LEILANI L. GALVEZ Director IV	8706-5663/ ias.od@deped.gov.ph
Management Audit Division (IAS-MAD)	BUENA B. WAGAN Internal Auditor V	8706-5961
Operations Audit Division (IAS-OAD)	EMILIO Q. AGAMANOS JR. Internal Auditor V	8706-5664

SCHOOL INFRASTRUCTURE AND FACILITIES		
Office	Name / Position	Contact Information
Education Facilities Division (EFD)	ANNABELLE R. PANGAN Engineer V	8633-7263/ 8638-7110/ 8636-4877

ADMINISTRATION		
Office	Name / Position	Contact Information
Administrative Service (AS) – Office of the Director	ROBERT M. AGUSTIN Director IV	8633-7223/ 8635-0552/ 8637-421 as.od@deped.gov.ph
	ELLA CECILIA G. NALIPONGUIT Director III	8633-7223/ 8635-0552/ 8637-4213 as.od@deped.gov.ph
Asset Management Division (AS-AMD)	ALBERT C. ALANO Chief Administrative Officer	8635-0551/ 8633-7217/ as.amd@deped.gov.ph
Cash Division (AS-CD)	SONIA R. DE LEON Chief Administrative Officer	8637-2408/ 8633-7220/ as.cd@deped.gov.ph
General Services Division (AS-GSD)	FLORENTINO M. BARTE JR. Chief Administrative Officer	8636-4880/ 8633-6680/ as.gsd@deped.gov.ph
Records Division (AS-RD)	ROSE MARIE D. MOSCOSO (OIC) Supervising Administrative Officer	8633-7218/ 8687-1449 as.rd@deped.gov.ph
Planning Service (PS) – Office of the Director	ROGER B. MASAPOL Director IV	8687-2744/ ps.od@deped.gov.ph
Educational Management Information System Division (PS-EMISD)	MARIETTA C. ATIENZA Project Development Officer V	8638-2251/ 8635-3958/ 8635-3986 ps.emisd@deped.gov.ph
Planning and Programming Division (PS-PPD)	MARY JANE B. FELICIANO Planning Officer V	8633-7216/ 8638-8634/ ps.pdd@deped.gov.ph
Policy Research and Development Division (PS-PRDD)	MARIA KATRINA L. GREGORIO (OIC) Senior Education Program Specialist	8633-7257/ 8635-3976
Information and Communications Technology Service (ICTS) – Office of the Director	FERDINAND B. PITAGAN Director IV	8633-6548/ 8631-9636/ icts.od@deped.gov.ph
Solutions Development Division (ICTS-SDD)	MARIA CLARISSE T. LIGUNAS Information Technology Officer III	8633-2092/ icts.sdd@deped.gov.ph
Technology Infrastructure Division (ICTS-TID)	OFELIA L. ALGO Information Technology Officer III	8633-2363/ icts.tid@deped.gov.ph
User Support Division (ICTS-USD)	ENCARNACION T. ESCUADRO Information Technology Officer III	8633-7264/ 8636-4878/ 8635-7369 icts.usd@deped.gov.ph
Baguio Teachers Camp (BTC)	ELISEO B. RAYMUNDO (OIC) Chief Education Supervisor, OIC-Teachers Camp Superintendent	(074) 442-3517/ (074) 422-6887/ (074) 442-2659/ btc@deped.gov.ph

CURRICULUM AND TEACHING		
Office	Name / Position	Contact Information
Bureau of Curriculum Development (BCD) – Office of the Director	JOCELYN D.R. ANDAYA Director IV	8636-5096/ 8633-7267/ bcd.od@deped.gov.ph
	SAMUEL R. SOLIVEN Director III	
Curriculum Standards Development Division (BCD-CSDD)	ISABEL A. VICTORINO Chief Education Program Specialist	8632-7746/ 8635-9822/ bcd.csdd@deped.gov.ph
Special Curricular Programs Division (BCD-SCPD)	AILEEN V. SUPNAD Chief Education Program Specialist	8632-7586/ 8636-5173/ bcd.scpd@deped.gov.ph
Bureau of Learning Resources (BLR) – Office of the Director	ARIZ DELSON ACAY D. CAWILAN Director IV	8633-7237/ 8634-1072/ 8631-6922 blr.od@deped.gov.ph
	EDWARD C. JIMENEZ Director III	
	RAUL C. LA ROSA Director III	
Learning Resources Production Division (BLR-LRPD)	BESY C. AGAMATA Chief Education Program Specialist	8634-0901/ 8631-4985/ 8631-3690 blr.lrpd@deped.gov.ph
Learning Resources Quality Assurance Division (BLR-LRQAD)	DAISY ASUNCION O. SANTOS Chief Education Program Specialist	8634-1054/ 8631-9294/ blr.lrqad@deped.gov.ph
Bureau of Learning Delivery (BLD) – Office of the Director	LEILA P. AREOLA Director IV	8636-6540/ 8637-4347/ bld.od@deped.gov.ph
	MARILYN B. SIAO Director III	
Teaching and Learning Division (BLD-TLD)	ROSALINA J. VILLANEZA Chief Education Program Specialist	8687-2948/ bld.tld@deped.gov.ph
Student Inclusion Division (BLD-SID)	JOSE D. TUGUINAYO JR. Chief Education Program Specialist	8637-4346/ bld.sid@deped.gov.ph
Bureau of Education Assessment (BEA) – Office of the Director	NELIA V. BENITO Director IV	8655-2145/ 8631-6921/ 8631-2588 bea.od@deped.gov.ph
	MARIVIC R. LEANO Director III	
Education Assessment Division (BEA-EAD)	DANILYN JOY L. PANGILINAN Chief Education Program Specialist	8631-2589/ 8631-2571/ bea.ead@deped.gov.ph
Education Research Division (BEA-ERD)	GRETCHEN G. CORDERO Chief Education Program Specialist	8631-2591/ bea.erd@deped.gov.ph
Bureau of Alternative Education (BAE) – Office of the Director	MARILETTE R. ALMAYDA Director IV	8636-3603/
	LYNN Z. PADILLO Director III	
Policy and Quality Assurance Division (BAE-PQAD)	RODERICK P. CORPUZ Chief Education Program Specialist	
Program Management and System Development Division (BAE-PMSDD)	ANDREW A. VILLARBA Chief Education Program Specialist	
Literacy Coordinating Council Secretariat	ENRICO R. MENDOZA Project Development Officer V	lcc@deped.gov.ph

PROCUREMENT		
Office	Name / Position	Contact Information
Procurement Management Service (ProcMS) – Office of the Director	Atty. RHOAN L. OREBIA Director IV	8633-7232/ procms.od@depd.gov.ph
Contract Management Division (ProcMS-CMD)	ADONIS R. BARRAQUIAS Chief Administrative Officer	8635-3762/
Procurement Planning and Management Division (ProcMS-PPMD)	MA. TERESA S. FULGAR Chief Administrative Officer	8633-7961/ 8638-4392/ 8636-6543/
BAC Secretariat Division	JAMES RONALD G. YBIERNAS (OIC) Supervising Administrative Officer	8633-9343/ 8636-6542/ 8631-9640/

OPERATIONS		
Office	Name / Position	Contact Information
Learner Rights and Protection Office	ATTY. SUZETTE T. GANNABAN-MEDINA (OIC) Chief Administrative Officer	8638-1782
Learners Telesafe Contact Center Helpline		8632-1372; 0945-175-9777 weprotectlearners@depd.gov.ph
Disaster Risk Reduction and Management Service (DRRMS) – Office of the Director	CHRISTIAN E. RIVERO Director IV	8635-3764/ 8637-4933/ drmo@depd.gov.ph
Private Education Office (PEO)		private.education@depd.gov.ph
Palarong Pambansa Secretariat	MARIVIC B. TOLITOL Supervising Education Program Specialist	8638-1790
Bureau of Learner Support Services (BLSS) – Office of the Director	NENNETH E. ALAMA Director IV	8632-9935/ 8635-3763/ 8636-3602 blss.od@depd.gov.ph
School Health Division (BLSS-SHD)	MA. CORAZON C. DUMLAO Chief Health Program Officer	8632-9935/ blss.shd@depd.gov.ph
School Sports Division (BLSS-SSD)	CESAR S. ABALON Chief Education Program Specialist	8632-0260/ blss.ssd@depd.gov.ph
Youth Formation Division (BLSS-YFD)	ROVIN JAMES F. CANJA (OIC) Project Development Officer IV	8637-9814/ blss.yfd@depd.gov.ph

LEGAL AND LEGISLATIVE AFFAIRS		
Office	Name / Position	Contact Information
Legal Service (LS) – Office of the Director	DIANA MAY V. CABRALES Director IV	8636-6550 ls.od@deped.gov.ph
Investigation Division (LS-ID)	Atty. CORNELIO A. PACALA Attorney V	8631-5773/ 8631-7242/ ls.id@deped.gov.ph
Legal Division (LS-LD)	Atty. RODEL JAMES R. PULMA Attorney V	8637-6206/ 8633-7247/ ls.ld@deped.gov.ph
Legal Helpdesk		8633-5444/ 8706-4573/ 8633-7205 leahd@deped.gov.ph
Sites Titling Office (STO)		8637-3743 sto@deped.gov.ph
Legislative Liaison Office (LS-LLO)		legis@deped.gov.ph
Alternative Dispute Resolution Office		

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT (HROD)		
Office	Name / Position	Contact Information
Bureau of Human Resource and Organizational Development (BHROD) – Office of the Director	RESTY C. OSIAS Director IV MARIO M. BERMUDEZ Director III	8633-7237 bhrod.od@deped.gov.ph
Employee Welfare Division (BHROD-EWD)	FRANCIS ALLEN B. DELA CRUZ Chief Administrative Officer	8633-7229; 8635-3760 bhrod.ewd@deped.gov.ph
Human Resource Development Division (BHROD-HRDD)	CECILLE A. ANYAYAHAN Project Development Officer V	8470-6630 bhrod.hrdd@deped.gov.ph
Personnel Division (BHROD-PD)	ALBERT JEROME C. ANDRES Chief Administrative Officer	8633-9345; 8636-6546 bhrod.pd@deped.gov.ph
Organization Effectiveness Division (BHROD-OED)	CHARLES CEDRICK C. MAGHIRANG (OIC-Chief) Project Development Officer IV	8633-5375 bhrod.oed@deped.gov.ph
School Effectiveness Division (BHROD-SED)	DEXTER N. PANTE Project Development Officer V	8633-5397 bhrod.sed@deped.gov.ph
National Educators' Academy of the Philippines (NEAP) – Office of the Director	JENNIFER E. LOPEZ (OIC) Director IV LEAH B. APAO Director III	8638-8638 neap.od@deped.gov.ph
Professional Development Division (NEAP-PDD)	ANNA MARIE B. SAN DIEGO (OIC) Senior Education Program Specialist	8633-9455 neap.pdd@deped.gov.ph
Quality Assurance Division (NEAP-QAD)	EDWARD D. GARCIA Project Development Officer V	8633-7207; 8635-4796 edward.garcia@deped.gov.ph
Teacher Education Council Secretariat (TECS) – Office of the Director	RUNVI V. MANGUERRA Executive Director II	8638-6170; 8638-6172 tec@deped.gov.ph

FINANCE		
Office	Name / Position	Contact Information
Finance Service (FS) – Office of the Director	ANA MARIE C. CALAPIT Director IV	8633-7231/ fs.od@deped.gov.ph
Accounting Division (FS-AD)	MA. RHUNNA L. CATALAN Chief Accountant	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Budget Division (FS-BD)	CHOLITA F. TIONG Chief Administrative Officer	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Employee Account Management Division (FS-EAMD)	LOUISA S. ROBERTO Chief Administrative Officer	8633-7248/ fs.eamd@deped.gov.ph
Project Management Service (PMS) – Office of the Director	SUSANA S. SANTIAGO Director IV	8631-6926/ pms.od@deped.gov.ph
Project Development Division (PMS-PDD)	AHNEE LAE M. ABUTIN (OIC) Senior Education Program Specialist	8635-3983/ 8633-7256/
Project Management Division (PMS-PMD)	ERWIN R. YUMPING Project Development Officer V	8633-7961/ 8631-2579/ 8631-0595/ 8637-5584/
Education Program Management Office		epmo@deped.gov.ph
Voucher Program Management Office		vpmo@deped.gov.ph

B. Regional Offices

Office	Address	Contact Information
Region I	Flores St., Catbangen, San Fernando City, LaUnion	(072) 607-8137 region1@deped.gov.ph
Region II	Regional Government Center, Carig Sur, Tuguegarao City	(078) 304-3855 loc 122 region2@deped.gov.ph
Region III	Matalino St., D.M. Government Center, Maimpis, City of San Fernando	(045) 961-7825, 455-2309 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114, 682-1223 region4a@deped.gov.ph
Region IV-B	Meralco Ave. corner St. Paul Road, Pasig City	(02) 631-4070 mimaropa.region@deped.gov.ph
Region V	Rawis, Legazpi City	(052) 820-8404 region5@deped.gov.ph
Region VI	Duran St., Iloilo City	(033) 337-0149 loc 1014 region6@deped.gov.ph
Region VII	Sudlon, Lahug, Cebu City	(032) 231-1309, 414-7399, 255-4542 region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 832-5738, 323-6075 region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-3753; 215-3751 region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	(088) 880-7071 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-9342 region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825 region12@deped.gov.ph
Region XIII – CARAGA	JP Rosales Avenue, Butuan City, Agusan del Norte	(085) 342-6267 region12@deped.gov.ph
CAR	Wangal, La Trinidad, Benguet	(074) 422-1314 car@deped.gov.ph
NCR	Misamis St., Bago Bantay, Quezon City	(02) 920-5824 ncr@deped.gov.ph

C. Schools Division Offices

Region I

Office	Address	Contact Information
SDO Ilocos Norte	Brgy. 7B, Giron St., Laoag City	(077) 7715253; 7721993 ilocos.norte@deped.gov.ph
SDO Ilocos Sur	Quirino Blvd., Zone V, Bantay Ilocos Sur	(077) 7222055 ilocos.sur@deped.gov.ph
SDO La Union	Flores St. Catbangan, San Fernando City, La Union	(072) 2424464; 2423570 la.union@deped.gov.ph
SDO Pangasinan I	Alviar St., East Capitol Grounds, Lingayen, Pangasinan	(075) 5425965; 5426132 pangasinan1@deped.gov.ph
SDO Pangasinan II	Canarvacanan, Binalonan, Pangasinan	(075) 5134281; 5133411 pangasinan2@deped.gov.ph
SDO Alaminos City	San Jose Drive, Alaminos City	(075) 6540212 alaminos.city@deped.gov.ph
SDO Batac City	Asuncion St. Brgy. No. 16-S, Quiling Sur, Batac, Ilocos Norte	(077) 7923554 batac.city@deped.gov.phg
SDO Candon City	Candon II Central School, San Isidro, Candon City	(077) 7426065 candon.city@deped.gov.ph
SDO Dagupan City	Burgos St., Dagupan City	(075) 5156009; 5234742 dagupan.city@deped.gov.ph
SDO Laoag City	Brgy. 14, Nolasco St., Laoag City	(077) 7711526; 7713678 laoag.city@deped.gov.ph
SDO San Carlos City	Rizal St., San Carlos City	(075) 5325343; 5312062 sancarlos.city1@deped.gov.ph
SDO San Fernando City	San Fernando City	(072) 8886925; 8684161 depedcsfp@gmail.com
SDO Urdaneta City	San Vicente Drive, Urdaneta City	(075) 5683056; 5683055 urdaneta.city@deped.gov.ph
SDO Vigan City	Mena Crisologo St. cor. Rivero St. Barangay 9, Vigan City	(077) 6320523; 6320533 vigan.city@deped.gov.ph