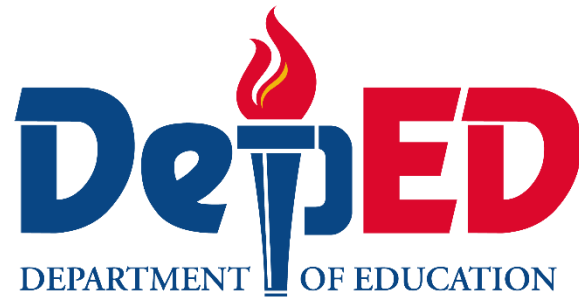




DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER
2026 (2nd Edition)

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 society, education serves as a focal point of the leadership's priorities 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 of 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 the 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 –	Department of	Secretary	RA 7722 and RA 7796,

2001	Education, Culture and Sports		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. Mandate

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

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

III. 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.

IV. 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.

V. Service Pledge

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs

- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

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

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CENTRAL OFFICE

EXTERNAL SERVICES

Administrative Division – Cash Division

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

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

The Administrative Service – Cash Division issues checks to Clients for payments of obligation that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks under Administrative Service – Cash Division.

Office or Division:	Administrative Service – Cash Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Any Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Client		
For an authorized representative				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to AS-Cash Division and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer I, AS-Cash Division
	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer I, AS-Cash Division
2. Sign releasing logbook and	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer I, AS-Cash Division

disbursement voucher.	2.2 Release check	None	5 minutes	Administrative Officer I, AS-Cash Division
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	4.1 Receive the official receipt given by the Client*	None	5 minutes	AO I
TOTAL:		None	30 minutes	

Administrative Service – Records Division

1. Handling of Incoming Documents

Incoming documents are official mails, letters, correspondence, and communications from external and internal clients addressed to officials/offices/personnel of the DepEd Central Office.

This service ensures that these documents are properly received, accurately and completely documented and recorded, and promptly routed and forwarded to the concerned office, official, or personnel for timely and appropriate actions.

Office or Division:	Administrative Service – Records Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Incoming documents addressed to office/officials/personnel of the DepEd Central Office, including its attachments		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming communications to Administrative Service – Records Division <i>Location: DepEd Central Office, Pasig City</i>	1.1 Check completeness of communications based on Checklist of Requirements Slip • Addressee • Date of Document • Subject Matter • Sender/ Signatory of Document • Attachments (if any) <i>Note: Inform Client of lacking documents, if any, and indicate action taken on the checklist of requirements.</i>	None	5 minutes	Administrative Assistant II, AS-RD
	1.2 Receive the documents and stamp “RECEIVED” on receiving copy or airway bill receipt	None	3 minutes	Administrative Assistant II, AS-RD
	1.3 Issue the receiving copy/airway bill receipt to client	None	2 minutes	Administrative Assistant II, AS-RD

	1.4 Encode the details of the communication in the Document Management System (DMS), print and attach document slip/QR Code Sticker to the document, then route documents in the DMS to the concerned office	None	5 minutes	Administrative Assistant II, AS-RD
	1.5 Forward document to the concerned office.	None	5 minutes	Administrative Assistant II, AS-RD
TOTAL:		None	20 minutes	

2. Issuance of Requested Documents (Online)

This service offers a convenient and efficient online request system via email and Microsoft Forms for clients unable to transact on site. Certified true copies, photocopies of documents in custody of the Records Division at the DepEd Central Office, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

It includes dedicated assistance to clients with queries, clarification, or guidance regarding information, status, or actions taken on documents. This ensures that every client's inquiry is addressed efficiently, promptly, and accurately.

Office or Division:	Administrative Service – Records Division		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	Via Email – All Via Microsoft Form - Current DepEd employees in Schools, Schools Division Offices (SDOs), Regional Offices (ROs) and the Central Office (CO) using their DepEd email address		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For requests via official email address (as.rd@deped.gov.ph)			
Email containing complete details of the specific request or query such as: • Subject matter of document or query • Date of issuance/document • Full name of requesting person • Reason for request or query		Applicant / Client	
Any valid ID of the requesting person (e.g., DepEd ID or any government-issued ID) – One (1) original copy		Applicant / Client	
For requests via Microsoft Form			
Microsoft Form		bit.ly/RD_OnlineRequestOfDocs	

Any valid ID of the requesting person (e.g., DepEd ID or any government-issued ID) – One (1) original copy		Applicant / Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Certified True Copy				
1. Submit request and complete requirements via email or Microsoft	1.1 Check completeness of the submitted requirements and acknowledge receipt of request. <i>Note: Inform Client of lacking documents, if any.</i>	None	5 minutes	Administrative Officer II, AS-RD
	1.2 Fill-out and print the Request Slip based on information provided by the Client	None	5 minutes	Administrative Officer II, AS-RD
	1.3 Search from Records file or Document Management System (DMS)	None	15 minutes	Administrative Officer II, AS-RD
	1.4 Photocopy or print the document	None	10 minutes	Administrative Officer II, AS-RD
	1.5 Authenticate document, and scan document (if advance copy is requested)	None	10 minutes	Administrative Officer II, AS-RD

	1.6 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD
	1.7 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.8 Approve the release of requested documents, information and request Slip	None	5 minutes	Chief Administrative Officer, AS-RD
	1.9 Inform the client that the requested document is ready for pick-up and release.	None	5 minutes	Administrative Officer II, AS-RD
For Photocopy of Documents				
1. Submit request and complete requirements via email or Microsoft	1.1 Check completeness of the submitted requirements and acknowledge receipt of request. <i>Note: Inform Client of lacking documents, if any.</i>	None	5 minutes	Administrative Officer II, AS-RD
	1.2 Fill-out and print the Request Slip based on information provided by the Client	None	5 minutes	Administrative Officer II, AS-RD
	1.3 Search and verify from Records file or Document Management System (DMS)	None	15 minutes	Administrative Officer II, AS-RD
	1.4 Scan the requested document	None	10 minutes	Administrative Officer II, AS-RD
	1.5 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD

	1.6 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.7 Approve the release of requested documents, information and request Slip	None	5 minutes	Chief Administrative Officer, AS-RD
	1.8 Send the requested document to client's email	None	5 minutes	Administrative Officer II, AS-RD
For Information/Action taken to Queries				
1. Submit request and complete requirements via email or Microsoft	1.1 Check completeness of the submitted requirements and acknowledge receipt of request. <i>Note: Inform Client of lacking documents, if any.</i>	None	5 minutes	Administrative Officer II, AS-RD
	1.2 Fill-out and print the Request Slip based on information provided by the Client	None	5 minutes	Administrative Officer II, AS-RD
	1.3 Search from Records file or Document Management System (DMS)	None	15 minutes	Administrative Officer II, AS-RD
	1.4 Validate information requested/action taken	None	10 minutes	Administrative Officer II, AS-RD
	1.5 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD
	1.6 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.7 Approve the release of requested	None	5 minutes	Chief Administrative Officer, AS-RD

	documents, information and request Slip			
	1.8 Send the requested document, information to client's email	None	5 minutes	Administrative Officer II, AS-RD
TOTAL (for Certified True Copy):		None	1 hour and 5 minutes	
TOTAL (for Photocopy of Document):		None	55 minutes	
TOTAL (for Information/Action taken to Queries):		None	55 minutes	

3. Issuance of Requested Documents (Walk-in)

This service outlines the procedures for walk-in clients requesting certified true copies or photocopies of documents in the custody of the Records Division of the DepEd Central Office, upon receipt of a valid request, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

It includes dedicated assistance to clients with queries, clarification, or guidance regarding information, status, or actions taken on documents. This ensures that every client's inquiry is addressed efficiently, promptly, and accurately.

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

• Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Certified True Copy				
1. Submit all requirements Location: DepEd Records Division	1.1 Receive and check the submitted requirements for completeness. <i>Note: Inform Client of lacking documents, if any.</i> <i>In case requested documents and information will not be released within the day, notify the client of the schedule of release.</i>	None	5 minutes	Administrative Assistant II, AS-RD
	1.2 Search and verify requested document from Records file or Document Management System (DMS)	None	15 minutes	Administrative Assistant II, AS-RD
	1.3 Photocopy the document	None	10 minutes	Administrative Assistant II, AS-RD
	1.4 Certify true copy the document	None	10 minutes	Administrative Officer V, AS-RD
	1.5 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD
	1.6 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.7 Approve the release of requested	None	5 minutes	Chief Administrative Officer, AS-RD

	documents, information and request Slip			
	1.8 Release the requested document to the Client	None	5 minutes	Administrative Assistant II, AS-RD
For Photocopy of Documents				
1. Submit all requirements Location: DepEd Records Division	1.1 Receive and check the submitted requirements for completeness. <i>Note: Inform Client of lacking documents, if any.</i> <i>In case requested documents and information will not be released within the day, notify the client of the schedule of release.</i>	None	5 minutes	Administrative Assistant II, AS-RD
	1.2 Search requested document from Records file or Document Management System (DMS)	None	15 minutes	Administrative Assistant II, AS-RD
	1.3 Photocopy the document	None	10 minutes	Administrative Assistant II, AS-RD
	1.4 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD
	1.5 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.6 Approve the release of requested documents and request slip	None	5 minutes	Chief Administrative Officer, AS-RD
	1.7 Release the requested document to the Client	None	5 minutes	Administrative Assistant II, AS-RD
For Information/Action taken to Queries				

1. Submit all requirements Location:	1.1 Receive and check the submitted requirements for completeness. <i>Note: Inform Client of lacking documents, if any.</i> <i>In case requested documents and information will not be released within the day, notify the client of the schedule of release.</i>	None	5 minutes	Administrative Assistant II, AS-RD
	1.2 Validate information requested/action taken	None	10 minutes	Administrative Assistant II, AS-RD
	1.3 Review and verify requested document/s and indicate action taken on the request slip and forward to Supervising Administrative Officer for further review	None	5 minutes	Administrative Officer V, AS-RD
	1.4 Review documents, recommend approval, and affix initial on the request slip, and forward to the Chief Administrative Officer for approval	None	5 minutes	Supervising Administrative Officer, AS-RD
	1.5 Approve the release of requested documents, information and request Slip	None	5 minutes	Chief Administrative Officer, AS-RD
	1.6 Release the requested document/information to the Client	None	5 minutes	Administrative Assistant II, AS-RD
	TOTAL (for Certified True Copy):	None	1 hour	
TOTAL (for Photocopy of Document):		None	50 minutes	
TOTAL (for Information/Action taken to Queries):		None	35 minutes	

Bureau of Curriculum Development – Special Curricular Programs Division

1. Application and Initial Evaluation for Special Program in Foreign Language

The Special Program in Foreign Language (SPFL) is designed to provide learners with varied significant experience in secondary education that allow them to explore and harness their potential. The learner will equip learners with skills and competencies in a foreign language by providing them with greater opportunities through an enhanced research-based curriculum, competent roster of teachers, supportive administrators, strong collaboration with program partners.

The Central Office will accept and process applications from DepEd schools only upon the issuance of an official call for applications from a partner institution under the Special Program for Foreign Language, and all submissions must comply with the prescribed guidelines, and requirements.

Office or Division:	Bureau of Curriculum Development – Special Curricular Programs Division (BCD-SCPD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Grade 7-10 (Junior High School)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Intent – two (2) original copies		Applicant / Client		
Accomplished Application Form – two (2) original copies		Applicant / Client		
List of qualified/prospective SPFL learners – two (2) original copies		School		
List of qualified/ prospective SPFL teachers – two (2) original copies		School		
Sample class program – two (2) original copies		School		
Teacher loading – two (2) original copies		School		
Pictures of Customized SPFL Classroom with Speech Technology – two (2) original copies		School		
Community Mapping including the program demand assessment – two (2) original copies		School		
Ocular inspection report of school – two (2) original copies		Schools Division Office – Curriculum Implementation Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office – Curriculum Implementation Division	1.1 Receive and record submitted requests and forward the documents to officer-in-charge for evaluation.	None	1 hour	Administrative Aide VI, Curriculum Implementation Division

	1.2 Review and evaluate the application documents	None	3 days	Education Program Supervisor, Curriculum Implementation Division
	1.3 Prepare the Endorsement Letter and forward to Chief of CID for review	None	1 hour	Education Program Supervisor, Curriculum Implementation Division
	1.4 Review the Endorsement Letter and forward to the Office of the Schools Division Superintendent (OSDS) for review and signature	None	1 hour	Chief Education Supervisor, Curriculum Implementation Division
	1.5 Review and sign the Endorsement Letter	None	1 day	Schools Division Superintendent
	1.6 Forward the Endorsement Letter with the Client's documentary requirements to Records for release	None	10 minutes	Administrative Aide VI, Office of the Schools Division Superintendent
	1.7 Forward the Endorsement Letter with the Client's documentary requirements to the Regional Office through the Records Section <i>Note: Processing time includes travel time from SDO to RO</i>	None	1 day	Administrative Aide VI, OSDS-Admin Unit-Records
	1.8 Receive the forwarded documents and forward to Curriculum and Learning Management Division (CLMD)	None	15 minutes	Administrative Aide VI, Admin Division-Records Section

	1.9 Review and evaluate the application documents	None	2 days	Education Program Supervisor, CLMD
	1.10 Prepare the Endorsement Letter and forward to Chief of CLMD for review	None	1 hour	Education Program Supervisor, CLMD
	1.11 Review the Endorsement Letter and forward to the Office of the Regional Director (ORD) for review and signature	None	1 hour	Chief Education Supervisor, CLMD
	1.12 Review and sign the Endorsement Letter	None	1 day	Regional Director
	1.13 Forward the Endorsement Letter with the Client's documentary requirements to Records for release	None	10 minutes	Administrative Assistant III, Office of the Regional Director
	1.14 Forward the Endorsement Letter with the Client's documentary requirements to the Central Office through the Records Section <i>Note: Processing time includes travel time from RO to CO</i>	None	2 days	Administrative Aide VI, AD-Records Section
	1.15 Receive the forwarded documents and forward to BCD-SCPD	None	15 minutes	Administrative Aide VI, Admin Division-Records Section
	1.16 Review and evaluate the application documents	None	1 day	Senior Education Program Specialist, BCD-SCPD
	1.17 Prepare the Memo for the	None	1 hour	Senior Education

	acknowledgement of the endorsed application to offer the Special Program in Foreign Language, then forward to Chief of BCD-SCPD for signature			Program Specialist, BCD-SCPD
	1.18 Review and sign the Certificate of acknowledgment to offer Special Curricular Program	None	1 day	Chief Education Program Specialist, BCD-SCPD
	1.19 Release the Certificate to the Client	None	10 minutes	Administrative Assistant II, BCD-SCPD
TOTAL:		None	12 days, 7 hours	

Bureau of Education Assessment – Education Assessment Division

1. Claiming of First Copy of Philippine Educational Placement Test (PEPT) Result for recent takers – Walk-in Request

Learners who took the PEPT Exam for the last 12 months may get their first test results via walk-in at the Bureau of Education Assessment-Education Assessment Division.

Office or Division:	Bureau of Education Assessment – Education Assessment Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Client (learner/examinee) who took the PEPT Exam for the last 12 months			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Examination Stub - One (1) Original Copy <i>Note: The examination stub is given to the Client by BEA-EAD right after taking the PEPT Exam</i>		Applicant/Client		
Identification card of the learner/examinee - One (1) photocopy <i>Note: ID may include, but is not limited to, the following:</i> • School ID • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Present the examination stub <i>Location: BEA-EAD Registration Room 113, DepEd Central Office</i>	1.1 Check the examination stub and verify records	None	5 minutes	Education Program Specialist II, BEA-EAD
	1.2 Release the Certificate of Rating	None	5 minutes	Education Program Specialist II, BEA-EAD
TOTAL:		None	10 minutes	

2. Philippine Educational Placement Test (PEPT) – Computer-Based Test

The Philippine Educational Placement Test (PEPT) Test is administered either onsite at the DepEd Central or through a Computer-Based (CB) Test.

The CB-PEPT is an online or internet-dependent platform administered by the Bureau of Education Assessment via live remote proctoring. The test is taken by the Client in his/her location provided that all requirements are met.

This service charter outlines the steps for taking the CB-PEPT.

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	The CB-PEPT is only offered by BEA-EAD to the following clients: a. Clients aged 6 to 9 years old who reside outside Metro Manila, Bulacan, Cavite, Laguna, and Rizal; b. Clients with a current medical condition (supported by a medical certificate) who are not capable to take the exam onsite; c. Clients residing abroad (any age); and d. Clients with exceptional cases.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirements	
Laptop / Desktop Computer with working camera and microphone <i>Note: System requirements for laptop / desktop computer:</i> - Windows 10 - At least 4GB RAM - At least 30GB Hard Disk	Client
Stable Internet Connection	Client
Safe Exam Browser (SEB) and SEB Client Settings <i>Note: SEB and SEB Client Settings must be installed to the laptop/desktop computer before taking the exam)</i>	Downloadable through bit.ly/SEBPEPT (will be provided by BEA-EAD via email)

Notice of Examination		Bureau of Education Assessment-Education Assessment Division (BEA-EAD) <i>Note: BEA-EAD will send a reminder and guidelines prior to the schedule of the exam via email.</i>		
Email submitted to the Examiner (BEA-EAD) containing the following: - Signed Oath of Confidentiality - Updated 1x1 colored picture - Proof of successful download of Safe Exam Browser <i>Note: The email must be submitted to the examiner two hours before the examination starts</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Microsoft Teams link that the examiner put in the Notice of Examination	1.1 Conduct an orientation to the examinee/s	None	10 minutes	Education Program Specialist II, BEA-EAD
2. Take the test	2.1 Administer the test via live remote proctoring <i>Note: After the exam, inform the Client to call or email BEA after seven (7) working days to verify the availability of the COR</i>	None	1 day	Education Program Specialist II, BEA-EAD
	2.2 Generate the test results from online platform and submit to processing unit	None	1 day	Education Program Specialist II, BEA-EAD
	2.3 (If Client registered for PEPT through online means) Facilitate the payment for the registration fee submitted by the Client through a door-to-door money remittance system during Registration	None	1 hour	Education Program Specialist II, BEA-EAD
TOTAL:		None	2 days, 1 hour, 10 minutes	

Note: Time allotment for the exam depends on the age and grade level/s to take (reference: bit.ly/DepEdPEPT)

3. Philippine Educational Placement Test (PEPT) – Walk-in Test

The Philippine Educational Placement Test (PEPT) is administered either walk-in at the DepEd Central or through a Computer-Based (CB) Test.

This service charter outlines the steps for taking the PEPT in-person at the Bureau of Education Assessment (BEA) Testing Room (Room 108, 1st Floor, Mabini Building, DepEd Central Office, Pasig City).

Office or Division:	Bureau of Education Assessment-Education Assessment Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Clients who have registered to take the Philippine Educational Placement Test (PEPT)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Identification card of the learner/examinee - One (1) photocopy Note: ID may include, but is not limited to, the following: • School ID • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Client		
Green Registration Form if the examinee registered in BEA or Notice of Examination via email if the examinee registered online (hard copy / printed or digital / soft copy in phone)		Bureau of Education Assessment-Education Assessment Division (BEA-EAD) <i>Note: Notice of examination will be given by BEA-EAD after registration (walk-in registration) or through email (online registration).</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the BEA Testing Room and take the exam <i>Location: Room 108, 1st Floor, Mabini Building, DepEd Central Office, Pasig City</i>	1.1 Administer the PEPT Exam	None	1 day	Education Program Specialist II, BEA-EAD
2. Submit the Answer Sheet and Test Booklet	2.1 Check the returned materials and issue the examination stub	None	10 minutes	Education Program Specialist II, BEA-EAD

	<i>Note: The examination stub will be presented in claiming the Certificate of Rating (i.e. test result)</i>			
TOTAL:		None	1 day, 10 minutes	

4. Registration for the Philippine Educational Placement Test (PEPT) – Online

DepEd Order No. 55, s. 2016 entitled “Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program”, stated that the Department of Education (DepEd), through the Bureau of Education Assessment (BEA), shall conduct the Philippine Educational Placement Test (PEPT). The test is a nationally administered assessment for learners in special circumstances. The result of this assessment will allow these learners to: a) access or resume schooling; and/or b) obtain certification of completion by grade level in the DepEd formal system.

Specifically, it aims to fulfill the following purposes:

- To establish that students have met learning standards for specific grade levels.
- To determine the appropriate grade level of learners in special circumstances in the formal school system.
- To assess competencies in academic areas gained through informal and nonformal means for entry or reentry into formal school.
- To assess competencies in academic areas for entry or reentry to formal schools.

The test must not be used for grade-level acceleration but for the aforementioned purposes only (E.O. No. 733, s. 1981).

To avail of the PEPT, learners may register either in-person or a physical visit to the BEA at the DepEd Central Office (CO) or online via a Google link. This service charter pertains to the steps for the online registration for the PEPT.

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	a. Learners from non-formal and informal education programs b. Learners who have incomplete or no record of formal schooling c. Learners with back subjects d. Learners who need grade level standards assessment e. Learners who are overage for their grade levels f. Learners from schools without a government permit
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For new applicants	
Certified true copy (CTC) of the permanent school record (e.g., SF10/Form 137) signed by the School Principal/ Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) – One (1) original copy	Client

Birth certificate duly authenticated and issued by the Philippine Statistics Authority (formerly National Statistics Office) or by the Local Civil Registrar – One (1) original copy and one (1) photocopy		PSA (formerly NSO), Local Civil Registrar/ City Hall / Municipal Hall		
Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces		Client		
Accomplished PEPT Registration Form – One (1) Copy		Downloadable through bit.ly/PEPTForm		
Registration Fee – Php 200.00		Client		
For retakers and PEPT takers of next grade level				
Certificate of Rating (COR) – One (1) original copy and one (1) photocopy		Client		
Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces		Client		
Accomplished PEPT Registration Form – One (1) Copy		Downloadable through bit.ly/PEPTForm		
Registration Fee – Php 200.00		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the PEPT Registration Form at bit.ly/PEPTForm , then upload the filled-out PEPT Registration Form and the scanned copy of all documentary requirements to bit.ly/PEPTOnlineReg	1.1 Check the received application and print the entries on the registration form received online	None	10 minutes	Education Program Specialist II, BEA-EAD
	1.2 Evaluate the completeness, validity and authenticity of the documents	None	30 minutes	Education Program Specialist II, BEA-EAD
	1.3 Inform the Client of the payment details for the eligible applicant or the disapproval notice for the ineligible applicant through e-mail	None	5 minutes	Education Program Specialist II, BEA-EAD
2. Settle a non-refundable payment through a door-to-door money remittance system (e.g., LBC)	2.1 Receive the payment through a door-to-door money remittance system	Registration Fee – Php 200.00 (DepEd Order No. 56, s. 2022)	5 minutes	Education Program Specialist II, BEA-EAD
	2.2 Inform the Client through email of the schedule of the examination	None	5 minutes	Education Program Specialist II, BEA-EAD
TOTAL:		Registration Fee – Php 200.00	55 minutes	

5. Registration for the Philippine Educational Placement Test (PEPT) – Walk-in

DepEd Order No. 55, s. 2016 entitled *“Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program”*, stated that the Department of Education (DepEd), through the Bureau of Education Assessment (BEA), shall conduct the Philippine Educational Placement Test (PEPT). The test is a nationally administered assessment for learners in special circumstances. The result of this assessment will allow these learners to: a) access or resume schooling; and/or b) obtain certification of completion by grade level in the DepEd formal system.

Specifically, it aims to fulfill the following purposes:

- To establish that students have met learning standards for specific grade levels.
- To determine the appropriate grade level of learners in special circumstances in the formal school system.
- To assess competencies in academic areas gained through informal and nonformal means for entry or reentry into formal school.
- To assess competencies in academic areas for entry or reentry to formal schools.

The test must not be used for grade-level acceleration but for the aforementioned purposes only (E.O. No. 733, s. 1981).

To avail of the PEPT, learners may register either walk-in or physical visit to the BEA at the DepEd Central Office (CO) or online via a Google link. This service charter pertains to the steps for the in-person registration for the PEPT.

Office or Division:	Bureau of Education Assessment-Education Assessment Division		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	a. Learners from non-formal and informal education programs b. Learners who have incomplete or no record of formal schooling c. Learners with back subjects d. Learners who need grade level standards assessment e. Learners who are overage for their grade levels f. Learners from schools without a government permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For new applicants			
Certified true copy (CTC) of the permanent school record (e.g., SF10/Form 137) signed by the School Principal/ Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) – One (1) original copy		Client	
Birth certificate duly authenticated and issued by the Philippine Statistics Authority (formerly National Statistics Office) or by the Local Civil Registrar – One (1) original copy and one (1) photocopy		PSA (formerly NSO), Local Civil Registrar/ City Hall / Municipal Hall	

Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces		Client		
Accomplished PEPT Registration Form – One (1) Copy		BEA Registration Room, Room 113, Mabini Building, DepEd Central Office, Pasig City		
Registration Fee – Php 200.00		Client		
For retakers and PEPT takers of next grade level				
Certificate of Rating (COR) – One (1) original copy and one (1) photocopy		Client		
Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces		Client		
Accomplished PEPT Registration Form – One (1) Copy		BEA Registration Room, Room 113, Mabini Building, DepEd Central Office, Pasig City		
Registration Fee – Php 200.00		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete requirements to BEA-EAD Registration Room at Room 113, Mabini Bldg., DepEd Complex, Pasig City	1.1 Evaluate the completeness, validity and authenticity of the documents	None	15 minutes	Education Program Specialist II, BEA-EAD
	1.2 Issue the Registration Form and order of payment for the registration fee	None	5 minutes	Education Program Specialist II, BEA-EAD
2. Fill-out the PEPT Registration Form and pay the registration fee at the Cash Division, Ground Floor, Bonifacio Bldg.	2.1 Issue Official Receipt (OR) upon payment.	Registration Fee – Php 200.00 (DepEd Order No. 56, s. 2022)	5 minutes	Cashier, AS-Cash Division
3. Submit the accomplished PEPT Registration Form and present the official receipt to the BEA Registration Room	3.1 Check the entries and write the last level completed, the level/s to take, and provide Client the schedule of examination	None	5 minutes	Education Program Specialist II, BEA-EAD
TOTAL:		None	30 minutes	

6. Request for Assessment Data (Online and Walk-in Request)

In reference to DepEd Order No. 55, s. 2016, internal and external stakeholders can request National Assessment Data from the following national assessments:

- Early Language, Literacy, and Numeracy Assessment (ELLNA)
- National Achievement Test (NAT) for Grades 6, 10, and 12
- Accreditation and Equivalency (A&E) Test
- National Career Assessment Examination (NCAE)
- Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All except for student researchers* <i>(*Note: Student researchers requesting assessment data must refer to the service charter on "Request for Assessment Data for Research Purposes" under Bureau of Education Assessment-Education Research Division)</i>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Formal Request Letter – one (1) original copy		Applicant / Client		
Accomplished BEA-EAD Data Request Form containing the following information: • Details of the Requestor • Type of Assessment Data • School Year covered • Level of the Data (National, Region, Division, School level) • Type of Data • Purpose of Data Request		Accessible through this link: <u>Bit.ly/BEA_DataRequest</u>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal letter to BEA-EAD through In-person (walk in) by going to this address: Room 206, Dorm D, DepEd Complex, Meralco Ave., Pasig City For online request, access the link and	1.1 Receive/ acknowledge receipt of data request	None	1 minute	Admin AssistantII, BEA-EAD
	1.2 Evaluate the completeness of the information on the data requested	None	5 minutes	Statistician II, BEA-EAD
	1.3 Encode in the monitoring tool.	None	2 minutes	Statistician II, BEA-EAD
	1.4 Process the data requested and prepare a response letter	None	1 day	Statistician II, BEA-EAD
	1.5 Submit the processed data request	None	1 day	Statistician II, BEA-EAD

provide the required information.	and reply letter to Chief for review and clearance			
	1.6 Review the correctness and completeness of requested data and reply letter, and forward to Director, BEA for approval	None	2 days	Chief, BEA-EAD
	1.7 Review and approve the data request	None	1 day	Director IV, BEA
	1.8 Send to Client the requested data through email	None	5 minutes	Statistician II, BEA-EAD
TOTAL:		None	5 days, 13 minutes	

7. Request for Onsite Administration of the Philippine Educational Placement Test (PEPT) for Validation Purposes via Special Administration Test

The Philippine Educational Placement Test (PEPT) for validation purposes is for learners who completed grade level/s in schools without a government permit. The test, which is done through a Special Administration Test administered by the Division Testing Center in the Schools Division Office (SDO), is to validate whether these learners met the learning standards for specific grade levels.

DepEd Order 55, s. 2016, *Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program, Section 6, Item no. 5.2, Testing Centers and Test Administration Schedule* stated that the test may be administered at the school site as Special Test Administration. This supports **DepEd Order 23, s. 2019**, Additional Provision to Section 6: Grade Level Placement Assessment of DepEd Order 55, s. 2016, effective School Year 2019-2020, which stated that all learners who will take the PEPT for validation purposes shall be given an assessment at their respective Schools Division Offices/centers.

Schools Division Offices that opt to request for an onsite administration of the PEPT for validation purposes must submit an application to the Bureau of Education Assessment-Education Assessment Division. This service charter covers the SDO's submission of request to BEA-EAD's approval of such requests.

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C (Government to Client)
Who may avail:	Schools Division Offices (SDOs) which have learners from school without a government permit to operate. <i>Note: Learners who may register for the PEPT for validation purposes through the division offices should have completed, without failed subjects, the grade level/s to be validated.</i>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirements	

Request Letter signed by the Schools Division Superintendent – one (1) original copy <i>Note: Refer to DM-CI-00272 (Annex A, Item No.6) for the content of the letter and list of learner's template</i>		Schools Division Office		
Endorsement Letter from the Regional Office – one (1) original copy		Regional Office		
Learners' complete documents (i.e. documents submitted by the learners to the SDO): For new applicants: - Certified true copy of the original permanent school record (e.g., SF10/Form 137) signed by the School Principal/Registrar/ School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) - Birth certificate duly authenticated and issued by the Philippine Statistics Authority (formerly National Statistics Office) or by the Local Civil Registrar – One (1) original copy and one (1) photocopy - Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces - Accomplished PEPT Registration Form – One (1) Copy For retakers and PEPT passers of next grade level: - Certificate of Rating (COR) – One (1) original copy and one (1) photocopy - Identical and recently taken (at least within 6 months) 1x1 colored ID pictures with name tags – Two (2) pieces - Accomplished PEPT Registration Form – One (1) Copy		Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to bea.ead@deped.gov.ph with the list of PEPT registrants	1.1 Acknowledge receipt of email, and provide initial evaluation (on the number of takers, proposed schedule, and date)	None	2 hours	Education Program Specialist II, BEA-EAD

	1.2 Coordinate with the Division Testing Center regarding the details of the request and submission of learner's documents to BEA-EAD	None	2 days	Education Program Specialist II, BEA-EAD
2. Submit the learner's documents (hard copies) to BEA-EAD via courier or hand-carry, and settle a non-refundable payment through: • door-to-door money remittance • deposit the payment of the Landbank of the Philippines (LBP) – NETRC Trust Fund Account No. 3342-1010-3 • Cashier (Cash Division) at DepEd Central Office and email the proof of payment to BEA-EAD.	2.1 Evaluate the documents and proof of payment submitted by the SDO.	Registration Fee – Php 200.00 (<i>per learner, based on DepEd Memo No. 151, s.2003</i>)	1 day	Education Program Specialist II, BEA-EAD
	2.2 Coordinate with the DTC regarding the final evaluation of the documents	None	2 days	Education Program Specialist II, BEA-EAD
	2.3 Draft an approval letter and submit to Chief, BEA-EAD for signature	None	2 hours	Education Program Specialist II, BEA-EAD
	2.4 Review and affix signature on the Approval Letter, and forward to Director IV, BEA for approval and signature	None	4 hours	Chief Education Program Specialist, BEA-EAD
	2.5 Affix signature on the Approval Letter, and return to BEA-EAD for release	None	4 hours	Director IV, BEA
	2.6 Send the approval letter to the SDO <i>Note: Letter contains the schedule of the exam, testing center, and name/s of the assigned examiner.</i>	None	15 minutes	Education Program Specialist II, BEA-EAD
TOTAL:		Registration Fee – Php 200.00 (<i>per learner</i>)	6 days, 4 hours, 15 minutes	

8. Verification and/or Re-issuance of Certificate of Rating (COR) – Online request

This service charter is for clients who want to verify the test results, through online, of an individual or learner after taking an examination at the Bureau of Education Assessment (DepEd Central Office) or the School Division Office (SDO)'s Division Testing Center (TDC) and wishes to be re-issued with the Certificate of Rating (COR) and/or Certification for the following examinations:

- Philippine Educational Placement Test (PEPT)
- Accreditation and Equivalency (A&E) Test
- National Career Assessment Examination (NCAE)
- Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)

Office or Division:	Bureau of Education Assessment-Education Assessment Division		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Individuals/learners who were takers of any of the national assessments and requests to secure another copy of their COR or those who wish to verify test results.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirements			
Online Request Form		bit.ly/DepEdVerification	
Payment of Php 50.00 for the issuance of COR or Certification and Php 200.00 for shipping fee		Client	
For Clients who wish to claim their re-issued COR and/or Certification through onsite			
Identification Card - One (1) photocopy of any government-issued valid ID which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Applicant / Client	
Printed copy of the notification email from BEA		Client	
For authorized representative			
Authorization Letter – One (1) Original Copy		Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting client , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized		Authorized Representative of the Applicant / Client	

person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online request form and upload the accomplished form	1.1 Verify the records of the client	None	10 minutes	Education Program Specialist II, BEA-EAD
	1.2 Acknowledge the submission sent via email and provide Client with the request reference number and payment details if we found their record on our database. <i>(Otherwise, Client will be informed if there is no record found in their name.)</i>	None	2 days	Education Program Specialist II, BEA-EAD
2. Settle a non-refundable payment through a door-to-door money remittance system (e.g., LBC)	2.1 Receive the payment through a door-to-door money remittance system	Php 50.00 for the copy of COR and/or CAV Php 200.00 – Shipping Fee	5 minutes	Cashier, AS-Cash Division
	2.2 Inform the Client through email that the payment has been received	None	5 minutes	Education Program Specialist II, BEA-EAD
	2.3 Verify the request, process and print the COR and/or Certification	None	1 day	Education Program Specialist II, BEA-EAD
	2.4 Print the COR and/or CAV and endorse to Chief EPS for initial signature	None	1 hour	Education Program Specialist II, BEA-EAD
	2.5 Affix initials on the COR and/or Certification and forward to Director of Bureau of Education	None	1 hour	Chief, BEA-EAD

	Assessment for signature			
	2.6 Affix signature on the COR and/or Certification and forward to BEA-EAD for release	None	1 day	Director IV, BEA
	2.7 Prepare signed COR and/or Certification for release	None	1 day	Education Program Specialist II, BEA-EAD
	2.8 Inform the Client through email that the COR and/or CAV is ready for claiming	None	1 day	
<i>If the Client wish to have the requested documents delivered through courier</i>				
	2.9 Send the COR and/or CAV to the mailing address through the courier	None	1 day	Education Program Specialist II, BEA-EAD
	2.10 Send the shipping details or proof of delivery to the Client via email	None	1 day	Education Program Specialist II, BEA-EAD
	<i>Note: Client may track the delivery through the link provided by BEA</i>			
<i>If the Client wish to claim the requested documents onsite</i>				
3. Go to BEA Verification Office and present the required documents	3.1 Release the re-issued COR and/or Certification	None	10 minutes	Education Program Specialist II, BEA-EAD
TOTAL (through courier delivery)		PhP 50.00 for COR and/or Certification and PhP 200.00 Shipping fee	6 days, 20 minutes	
TOTAL (through onsite pick-up):		PhP 50.00 for COR and/or Certification	2 days, 10 minutes	

9. Verification and/or Re-issuance of Certificate of Rating (COR) – Walk-in Request

This service charter is for walk-in clients who want to verify the test results of an individual or learner after taking an examination at the Bureau of Education Assessment (DepEd Central Office) or the School Division Office (SDO)'s Division Testing Center (TDC) and wishes to be re-issued with the Certificate of Rating (COR) and/or Certification for the following examinations:

- Philippine Educational Placement Test (PEPT)
- Accreditation and Equivalency (A&E) Test
- National Career Assessment Examination (NCAE)
- Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)

Office or Division:	Bureau of Education Assessment-Education Assessment Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Individuals/learners who were takers of any of the national assessments and requests to secure another copy of their COR or those who wish to verify test results.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Request Form – one (1) original copy		Bureau of Education Assessment – Education Assessment Division		
Payment of PhP 50.00 for the issuance of COR or Certification		Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting client , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Verify the records of the client	None	10 minutes	Education Program

1. Fill out the request form at BEA Verification Room <i>Location: Room 113, Mabini Bldg., DepEd Office, Pasig City</i>				Specialist II, BEA-EAD
	1.2 Issue order of payment for the issuance of COR and/or Certification	None	5 minutes	Education Program Specialist II, BEA-EAD
2. Pay the request of COR and/or Certification fee <i>Location: Cash Division, Ground Floor, Alonzo Bldg., DepEd Central Office, Pasig City</i>	2.1 Issue Official Receipt (OR) upon payment	Php 50.00 for the copy of COR and/or CAV	5 minutes	Cashier, AS-Cash Division
3. Present the official receipt at the BEA-EAD <i>Notes/Instruction: Inform Client to call or email BEA after 2 working days to verify the availability of the requested document.</i>	3.1 Process and print the COR and/or Certification request and endorse to Chief EPS for initial signature	None	1 hour	Education Program Specialist II, BEA-EAD
	3.2 Affix initials on the COR and/or Certification and forward to Director of Bureau of Education Assessment for signature	None	4 hours	Chief Education Program Supervisor, BEA-EAD
	3.3 Affix signature on the COR and/or Certification and forward to BEA-EAD for release	None	4 hours	Director IV, BEA
	3.4 Prepare signed COR and/or Certification for release	None	1 hour	Education Program Specialist II, BEA-EAD
TOTAL:		None	1 day, 2 hours, 20 minutes	

Bureau of Human Resource and Organizational Development – Personnel Division

1. Application for Permanent Position in the DepEd Central Office

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

This service charter covers the procedures on the submission of application or permanent position in the Central Office.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Any person who has an interest in applying for a position in the DepEd Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Application Letter – one (1) original copy		Applicant/Client		
Duly accomplished CSC Form 212 with the latest 2x2 ID picture one (1) original copy		Civil Service Commission		
Curriculum Vitae with picture – one (1) original copy		Applicant/Client		
Any government-issued ID – one (1) photocopy copy		Applicant/Client		
CSC eligibility or PRC professional ID, whichever is applicable – one (1) original copy		Civil Service Commission / Philippine Regulatory Commission		
Transcript of Records – one (1) certified true copy or Certification, Authentication and Verification of TOR – one (1) original copy		School/s Attended		
Performance Ratings for the last 3 rating periods – one (1) photocopy or scanned copy of each performance rating		Previous/Current employer		
Certificate of relevant Trainings and Seminars attended – one (1) scanned copy or photocopy		Applicant/Client		
Documentation of Outstanding Accomplishments – one (1) scanned copy or photocopy		Applicant/Client		
Application of Education – one (1) scanned copy or photocopy		Applicant/Client		
Application of Learning and Development – one (1) scanned copy or photocopy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documents through Google Form provided by the Recruitment, Selection, Placement, and Induction Unit of the BHROD – Personnel Division	1.1 Check completeness of documents submitted	None	30 minutes	Administrative Officer II, BHROD-PD
	1.2 Pre-evaluate qualifications of the applicant vs. qualification standards	None	1 hour	Administrative Officer II, BHROD-PD
TOTAL:		None	1 hour, 30 minutes	

2. Application for Permission to Teach

Permission to teach is an official authorization granted to an official allowing them to teach in a school.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Third level officials (Field Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request letter for permission to teach – one (1) original copy		Applicant/Client		
Copy documents indicating starting the day of class		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter for permission to teach with the attached documents indicating starting the day of class <i>Location: BHROD-Personnel Division</i>	1.1 Check the letter for permission to teach and the attached documents <i>Note: Inform Client that s/he will be notified once the permission to teach is ready for release</i>	None	5 minutes	Administrative Officer II, BHROD-PD
	1.2 Prepare the indorsement letter for permission to teach and forward it to the Chief Administrative Officer for approval and initial	None	4 hours	Administrative Officer IV, BHROD-PD
	1.3 Affix initials in the Indorsement letter	None	4 hours	Chief Administrative Officer, BHROD-PD

	1.4 Forward to the Execom-in-Charge of Human Resource and Organizational Development for signature	None	15 minutes	Administrative Officer II, BHROD-PD
	1.5 Sign the Indorsement Letter, and forward to BHROD-PD for release	None	1 day	Execom-in-Charge, Human Resource and Organizational Development
	1.6 Inform Client that the indorsement of permission to teach is ready for pick-up	None	15 minutes	Administrative Officer II, BHROD-PD
2. Claim the Indorsement	2.1 Release to Client the signed indorsement of permission to teach	None	15 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	2 days, 50 minutes	

3. Issuance of Certificate of Appearance

Certificate of appearance is issued to confirm that a person attended or appeared in the DepEd Central Office on a given date and time

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government) G2C (Government to Citizen)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Travel Authority of the Client		Client		
Presented Identification Card		Client		
Identification Card - any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her valid ID, Travel	1.1 Check the ID and TA of the client and the	None	5 minutes	Administrative Officer II, BHRD-PD

Authority and fill-up the logbook	information provided in the logbook			
<i>Location: BHROD-Personnel Division</i>	1.2 Prepare the Certification and forward it to the Chief Administrative Officer for approval and signature	None	10 minutes	Administrative Officer II, BHROD-PD
	1.3 Approve and sign the Certification	None	4 hours	Chief Administrative Officer, BHROD-PD
	1.4 Release to Client the signed Certification	None	10 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	4 hours, 25 minutes	

4. Issuance of Certificate of Last Payment

This process is the issuance of clearance from money accountability and/or overpayment of salary to former CO employees who separate from the service through retirement, resignation, transfer, or death to ensure that the subject employee is cleared of money accountability or with overpayment of salary.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Retirees, Transferees, Resigned Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Clearance – One (1) Original Copy		BHROD – Personnel Division		
Updated Service Record – One (1) Original Copy		BHROD – Personnel Division		
Request letter		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Location: BHROD-Personnel Division</i>	1.1 Receive the submitted documents	None	5 minutes	Administrative Officer II, BHROD-PD
	1.2 Check the Clearance, Service Record and Pay slip of the client	None	10 minutes	Administrative Officer II, BHROD-PD
	1.3 Prepare the Certification and forward it to the Chief Administrative Officer for approval and signature	None	10 minutes	Administrative Officer II, BHROD-PD

	1.4 Approve and sign the Certification	None	4 hours	Chief Administrative Officer, BHROD-PD
	1.5 Inform and Release the signed Certification to the client	None	15 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	4 hours, 40 minutes	

5. Issuance of Certificate of Employment and Service Record

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

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government) G2C (Government to Citizen)		
Who may avail:	Former and current employee of DepEd Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Request Form – One (1) original copy		BHROD – Personnel Division	
Accomplished Clearance Form (former employees) - One (1) photocopy		Client	
For authorized representative			
Special Power of the Attorney (SPA) – One (1) original copy		Lawyer / Notary Public	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID		Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID		Authorized Representative of the Client	

Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the duly signed Request Form, along with other necessary documents <i>Location: BHROD-Personnel Division</i>	1.1 Receive the duly signed Request Form and other documents	None	10 minutes	Administrative Officer II, BHROD-PD
	1.2 Check the records of the Client and prepare the Certification or service record, and forward to the Chief Administrative Officer for approval and signature	None	30 minutes	Administrative Officer II, BHROD-PD
	1.3 Approve and sign the Certification	None	4 hours	Chief Administrative Officer, BHROD-PD
	1.4 Inform and Release to Client the signed Certification	None	15 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	4 hours, 45 minutes	

Education Facilities Division

1. Processing of Request for Payment of Obligation to Contractors with existing School Furniture Contracts with DepEd Central Office

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

Office or Division:	Education Facilities Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Suppliers of School Furniture with existing contracts with DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Request for Payment – One (1) original copy		Client		
Contract Documents – One (1) original copy (for first billing) or one (1) photocopy (for succeeding billings)		Client		
Duly signed Inspection and Acceptance Report (IAR) – Four (4) original copies		Client		
Delivery Receipt (DR) – One (1) original copy		Client		
Invoice – One (1) original copy		Client		
Delivery photos for each school with geotag or with the school name visible in the photos – One (1) original printed copy		Client		
Certificate of Warranty – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with the required documents	1.1 Receive request letter and billing documents submitted	None	15 minutes	Engineer II
	1.2 Review and evaluate compliance of submitted documents with billing requirements. <i>Note: If submitted documents are found incomplete, advise Client that processing of request for payment shall commence upon completion of lacking documents.</i>	None	2 days	Engineer II

	1.3 Prepare Certificate of Payment (COP) and Disbursement Voucher (DV) with the following: - Summary of Deliveries - Copy of the Pre-Delivery Inspection Report - Certificate of Completion and Acceptance (for progress billing) - Copy of Post-Delivery Inspection Report (for the release of retention money) - Certificate of No Claims Against Warranty (for the release of retention money) - Certificate of 100% Completion and Acceptance (for the release of retention money)	None	1 day	Engineer II
	1.4 Consolidate Obligation Request and Status (ORS) Form and other documents enumerated in the Checklist of Requirements of Accounting Division, and forward to Chief, EFD for signature	None	1 day	Engineer II
	1.5 Approve and sign the COP and DV, and forward to ExeCom-in-Charge of EFD for signature	None	4 hours	Chief, EFD
	1.6 Sign the COP and DV	None	1 day	ExeCom-in-Charge of EFD
	1.7 Transmit signed and completed billing documents to Accounting Division for succeeding steps*	None	15 minutes	Engineer II
TOTAL:		None	5 days, 4 hours, 30 minutes	

**Note: For the service charter on Payment of Obligation, refer to the service charter on "Payment of Obligation" under Finance Service - Accounting Division.*

2. Processing of Request for Payment of Obligation to Contractors with existing School Infrastructure Contracts with DepEd Central Office

The EFD processes the request for payment of contractors who have existing infrastructure contracts with the DepEd Central Office. The Contractor submits the letter of request for payment with documentary requirements, subject to the evaluation of the Education Facilities Division technical personnel before submission to the Finance Service – Accounting Division.

Office or Division:	Education Facilities Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Contractors with existing school infrastructure contracts with DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Request for Payment – One (1) original copy		Client		
Contract Documents – One (1) original copy (for first billing) or one (1) photocopy (for succeeding billings)		Client		
Duly signed Statement of Work Accomplishment (SWA) – One (1) original copy		Client		
Final Inspection Report (100% completion) – One (1) original copy		Client		
Certificate of 100% Completion (COC) (for final billing) – One (1) original copy		Client		
Certificate of Final Acceptance (for the release of retention money) – One (1) original copy		Client		
Warranty Security (for the release of retention money) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with the required documents	1.1 Receive request letter and billing documents submitted	None	15 minutes	Engineer II
	1.2 Review and evaluate compliance of submitted documents with billing requirements. <i>Note: If submitted documents are found incomplete, advise Client that processing of request for payment shall commence upon completion of lacking documents.</i>	None	1 day	Engineer II

	1.3 Prepare Certificate of Payment (COP) and Disbursement Voucher (DV).	None	1 day	Engineer II
	1.4 Consolidate Obligation Request and Status (ORS) Form and other documents enumerated in the Checklist of Requirements of Accounting Division, and forward to Chief, EFD for signature	None	1 day	Engineer II
	1.5 Approve and sign the COP and DV, and forward to ExeCom-in-Charge of EFD for signature	None	4 hours	Chief, EFD
	1.6 Sign the COP and DV	None	1 day	ExeCom-in-Charge of EFD
	1.7 Transmit signed and completed billing documents to Accounting Division for succeeding steps*	None	15 minutes	Administrative Assistant II
TOTAL:		None	5 days, 4 hours, 30 minutes	

**Note: For the service charter on Payment of Obligation, refer to the service charter on "Payment of Obligation" under Finance Service - Accounting Division.*

3. Request for Information related to School Facilities Standards and Designs

The Education Facilities Division receives requests for information regarding school facilities standards and designs from external parties. The EFD technical personnel evaluate the requests and secure approval from the EFD Director or Chief before issuing any information.

Office or Division:	Education Facilities Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business G2C (Government to Citizens) G2G (Government to Government)			
Who may avail:	Researchers, Donors/CSOs, Project Consultants, various agencies and external partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Formal letter request addressed to DepEd – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit formal request letter for data	1.1 Receive request letter	None	5 minutes	Senior Administrative Assistant II
	1.2 Retrieve and compile requested information, prepare response letter, and forward to Chief EFD for approval.	None	3 days	Architect III
	1.3 Approve and sign the response letter	None	1 day	Chief, EFD
	1.4 Release information to Client	None	5 minutes	Architect III
TOTAL:		None	4 days, 10 minutes	

4. Technical Review and Evaluation of the Project Designs, Specifications, and Estimates

External parties submit school building designs, specifications, and estimates for review and evaluation of the Education Facilities Division (EFD). The EFD ensures that their proposed school building projects are compliant with the DepEd Minimum Performance Standards and Specifications, National Building Code (NBC), and other prevailing laws and issuances.

Office or Division:	Education Facilities Division			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	DepEd Regional Offices, Schools Division Offices, Individuals, Donors, CSOs, Project Consultants, Various Agencies, and External Partners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter addressed to the Chief of Education Facilities Division – One (1) original copy		Client		
Program of Works – One (1) original copy		Client		
Specifications – One (1) original copy		Client		
Construction Materials Price Data (CMPD) – One (1) original copy		Client		
Detailed Architectural and Engineering Design (DAED) Plans – One (1) original copy		Client		
Site Development Plans – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Acknowledge submitted documents /requirements.	None	15 minutes	Architect III

	1.2 Review and evaluate technical documents (Architectural, Structural, Electrical, Plumbing-Sanitary and Program of Works) received	None	10 days	Architect III
	1.3 Prepare an evaluation report with findings and recommendations, and forward to the Chief for approval and signature	None	5 days	Architect III
	1.4 Approve and sign the evaluation report	None	4 hours	Chief, EFD
	1.5 Provide Client the evaluation report	None	15 minutes	Architect III
TOTAL:		None	15 days, 5 hours, 30 minutes	

5. Review and Evaluation of Request for Inclusion in School Infrastructure Programs

External parties submit requests for provision of classrooms or other school facilities. The EFD reviews and evaluates the requests for possible inclusion in the School Infrastructure Masterplan of the DepEd. This is to ensure that the requests are compliant with DepEd priorities and criteria.

Office or Division:	Education Facilities Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	DepEd Regional Offices, Schools Division Offices, Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter addressed to the Chief of Education Facilities Division – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receive letter request	None	5 minutes	Senior Administrative Assistant II
	1.2 Review and evaluate request	None	2 hours	Engineer II
	1.3 Provide instructions based on the evaluated request	None	2 hours	Engineer II
	1.4 Draft response letter addressed to the	None	2 hours	Administrative Assistant II

	client based on the recommended action, and forward to EFD Chief for approval and signature			
	1.5 Approve and sign the response letter for the Client	None	1 day	Chief, EFD
	1.6 Transmit response letter to the client	None	1 hour	Administrative Assistant II
TOTAL:		None	1 day, 7 hours, 5 minutes	

Finance Service – Employee Account Management Division

1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process

This service outlines the process of assessing the application of accreditation or re-accreditation for inclusion of private entities in DepEd Automatic Payroll Deduction System (APDS). The Accreditation provides standards that private entities must comply with to be included in the APDS, it further facilitates the orderly implementation of the limitation on authorized deductions, including observance of minimum monthly net take home pay (NTHP) as well as the order of preference of deductions.

Office or Division:	Employee Account Management Division		
Classification:	Highly Technical		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Private Lending Institutions/Private Entities/Cooperatives/Insurance Companies/Mutual Benefits Association/Teachers Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent – one (1) original copy		Applicant/Client	
Amended Articles of Incorporation/ Cooperation – one (1) original copy		Applicant/Client	
By-Laws – one (1) original copy		Applicant/Client	
General Information Sheet/Cooperative Annual Progress Report – one (1) original copy		Applicant/Client	
Updated Certification from SEC that the entity has not been dissolved nor has the Commission received any information derogatory to said entity that would prevent it from exercising its primary franchise/BSP Certificate of Authority/IC Certificate of Authority/CDA Certificate of Registration – one (1) original copy		Security and Exchange Commission	
PDIC Certificate of Good Standing/CDA Certificate of Compliance – one (1) original copy		Philippine Deposit Insurance Corporation	
Organizational Profile – one (1) original copy		Applicant/Client	
Ownership Structure/percentage of share of ownership of the stockholders/members – one (1) original copy		Applicant/Client	
Curriculum Vitae/Bio Data of Officers – one (1) original copy		Applicant/Client	
List of all products/services offered to DepEd personnel – one (1) original copy		Applicant/Client	
Certification from Chairman/ President that the organization is duly operating under existing laws which are managed by and/or for the benefit of government employees – one (1) original copy		Applicant/Client	

Audited Financial Statements for two (2) immediately preceding years stamped received by BIR – one (1) original copy	Applicant/Client
Income Tax Returns for two (2) immediately preceding years with proof of payments – one (1) original copy	Applicant/Client
BIR Certificate of Registration – one (1) original copy	Bureau of Internal Revenue
List of main and all field offices/branches, including the names of its managers, with complete address, landline telephone numbers and official email addresses, with a corresponding certification that the said offices/branches can sufficiently render all the services mentioned in par 21 of Enclosure 1 of DepEd No. 18, s.2018 – one (1) original copy	Applicant/Client
Business Permits of all offices/branches intended for its particular purposes – one (1) original copy	Applicant/Client
Contract of Lease (effective during the term of the TCAA) or proof of ownership of offices/branches – one (1) original copy	Applicant/Client
For affiliate companies: Certification executed by both the private entity and the affiliate companies stating that the latter can sufficiently render all the services – one (1) original copy	Applicant/Client
Board Resolution or Secretary's Certificate approving the application for APDS accreditation with identified authorized personnel to file and process the APDS accreditation – one (1) original copy	Applicant/Client
Sworn declaration of no contested ownership – one (1) original copy	Applicant/Client
Certificate of No Intra-Corporate Dispute – one (1) original copy	Applicant/Client
Certification that there is no pending case with any regulatory agencies – one (1) original copy	Applicant/Client
For entities applying for accreditation for lending business – one (1) original copy: • Sample amortization schedules for each term of loan, showing the rates of interest, non-interest, and other charges (itemized), following the Effective Interest Calculation Model in Annexes "D-1" to "D-5" of Enclosure 2 • Subscribed statement attesting to the Truth in Lending Act with attached expanded Disclosure Statement on	Applicant/Client

Loan/Credit Transaction (as required under R.A. 3765, Truth in Lending Act)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for an orientation on the revised APDS Guidelines and the APDS Portal addressed to the Officer-in-Charge of EAMD.	1.1 Acknowledge the letter request and confirm with the Private Entity the final schedule of the orientation.	None	5 minutes	National APDS Task Force (EAMD)
	1.2 Conduct the orientation with the Private Entities regarding the revised APDS Guidelines and the APDS Portal	None	2 hours	National APDS Task Force (EAMD)
2. Registers to the APDS Portal and submit/upload complete set of documentary requirements through the APDS Portal.	2.1 Check the completeness and evaluate submitted requirements, and provide remarks on whether to escalate the application to EAMD for review or to provide remarks on documents for re-uploading by the requesting entity due to wrong documents	None	5 days	Regional APDS Task Force
	2.2 Review the submitted requirements of the requesting entity as initially evaluated by the Regional APDS Task Force and provide remarks on whether to recommend the application for approval or provide remarks on documents for re-uploading by the requesting entity due to wrong documents	None	5 days	National APDS Task Force (EAMD)
	2.3 Conduct final review of the submitted requirements of the requesting entity as recommended for approval by the	None	1 hour	Officer-in-Charge of EAMD

	National APDS Task Force (EAMD) and approve the application			
	2.4 Receive and review the two (2) sets of signed Notarized Terms and Conditions of the APDS Accreditation (TCAA) with Annexes of the TCAA as generated by the requesting entity from the APDS Portal upon the approval of their application	None	2 hours	National APDS Task Force (EAMD)
	2.5 Record, maintain file, and release TCAA to the Execom-in-Charge for Finance	None	2 hours	AA, Records Division
	2.6 Receive, record and refer the same to EAMD for appropriate action	None	2 hours	Execom-in-Charge, Finance
	2.7 Receive and record TCAA and forward the same to in-charge	None	10 minutes	OUF- AA
	2.8 Maintain file, prepare acknowledgement letter, certificate of accreditation as well as the list of authorized Verifiers per province in accordance with the letter of approval signed by the Execom-in-Charge for Finance and forward the same to EAMD SAO and CAO for initial			National APDS Task Force (EAMD)
	2.9 Review and affix initial	None	10 minutes	Officer-in-Charge of EAMD
	2.10 Record and release acknowledgement letter to Office of Director IV for	None	20 minutes	EAMD AA II

	Finance Service for initial			
	2.11 Review and affix initials	None	15 minutes	Director IV, Finance Service
	2.12 Record and release acknowledgement letter to EAMD	None	15 minutes	AA of the Office of the Director IV, Finance Service
	2.13 Receive, photocopy/ maintain files, record and release to Records Division	None	30 minutes	EAMD AA II
	2.14 Send advance copies to requesting entity through the APDS Portal	None	30 minutes	National APDS Task Force (EAMD)
TOTAL:		None	11 days, 3 hours, 15 minutes	

Information and Communications Technology Service – User Support Division

1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans for Service Rendered Pre-RPSU) – Online

Active and former DepEd teaching and non-teaching personnel in the Regional Offices (RO), Schools Division Offices (SDO), and Schools may request GSIS and Pag-IBIG remittance list and certification to update their records. Remittance list and certification are those from 2000 until the scheduled roll-out to Regional Payroll Services Unit (RPSU; schedules available here: bit.ly/DepEdRPSURolloutSked).

This service charter outlines the steps in requesting the issuance of a remittance list and certification online.

Office or Division:	Information and Communications Technology Service – User Support Division	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	Current and former DepEd employees from the RO, SDO, and Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Online Remittance Request Form		Downloadable through bit.ly/depedremittances1
Signed Service Record – One (1) scanned copy		Client
Payroll Register authenticated by the Payroll Master/ In-Charge/HRMO – One (1) original copy		Client's School/SDO/RO Payroll Unit
For authorized representative		
Authorization Letter – One (1) Original Copy		Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID - Unified Multi-Purpose Identification (UMID) issued by GSIS, SSS, PhilHealth, and/or Pag-IBIG		Authorized Representative of the Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: Philippine ID		Authorized Representative of the Applicant / Client

• Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID • Unified Multi-Purpose Identification (UMID) issued by GSIS, SSS, PhilHealth, and/or Pag-IBIG				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>If data is available in the Remittance Online System</i>				
1. Accomplish online form and submit complete requirements	1.1 Review submitted documents <i>Note: If incomplete, Client will be advised to provide the lacking document since the Office has no basis to proceed.</i>	None	20 minutes	Administrative Assistant II, ICTS-USD
	1.2 Process Client request and download data from the Remittance Online System	None	30 minutes	Administrative Assistant II, ICTS-USD
	1.3 Prepare and print the generated Remittance List (Abstract of Deductions)	None	15 minutes	Administrative Assistant II, ICTS-USD
	1.4 Review for completeness and duplication of entries, and forward to Chief, ICTS-USD for initials	None	30 minutes	Administrative Assistant II, ICTS-USD
	1.5 Affix initials on all pages	None	15 minutes	Chief, ICTS-USD
	1.6 Review completeness of information, prepare the Certification, then forward to USD Chief for signature	None	30 minutes	Administrative Assistant II, ICTS-USD
	1.7 Affix signature on the Certification	None	10 minutes	Chief, ICTS-USD
	1.8 Forward the signed Remittance List and partially signed Certification to the Accounting Division for further processing of documents	None	5 minutes	Administrative Assistant II, ICTS-USD

	1.9 Provide Client with updates through email	None	2 minutes	Administrative Assistant II, ICTS-USD
If data is not available in the Remittance Online System				
1. Accomplish online form and submit the complete requirements	1.1 Review submitted documents <i>Note: If incomplete, Client will be advised to provide the lacking document since the Office has no basis to proceed.</i>	None	20 minutes	Administrative Assistant II, ICTS-USD
	1.2 Prepare the Certificate of No Available Data, and forward to Chief, ICTS-USD for signature.	None	30 minutes	Administrative Assistant II, ICTS-USD
	1.3 Affix signature on the Certificate of No Available Data	None	10 minutes	Chief, ICTS-USD
	1.4 Forward the signed Certificate of No Available Data to proceed to Accounting Division for further processing of documents	None	5 minutes	Administrative Assistant II, ICTS-USD
	1.5 Provide Client with updates through email	None	2 minutes	Administrative Assistant II, ICTS-USD
TOTAL (if data is available in the ROS):		None	2 hours, 37 minutes	
TOTAL (if data is not available in the ROS):		None	1 hour, 7 minutes	

2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans for Service Rendered Pre-RPSU) – Walk-in

Active and former DepEd teaching and non-teaching personnel in the Regional Offices (RO), Schools Division Offices (SDO), and Schools may request GSIS and Pag-IBIG remittance list and certification to update their records. Remittance list and certification are those from 2000 until the scheduled roll-out to Regional Payroll Services Unit (RPSU; schedules available here: bit.ly/DepEdRPSURolloutSked).

This service charter outlines the steps in requesting the issuance of a remittance list and certification through walk-in.

Office or Division:	Information and Communications Technology Service – User Support Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)

Who may avail:		Current and former DepEd employees from the RO, SDO, and Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Remittance Request Form – One (1) original copy		ICTS-USD Office (Makati/Pasig)		
Signed Service Record – One (1) original copy or photocopy		Client’s School/SDO/RO Personnel Unit		
Optional Requirement				
Payroll Register authenticated by the Payroll Master/ In-Charge/HRMO – One (1) original copy		Client’s School/SDO/RO Payroll Unit		
For authorized representative				
Authorization Letter – One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID • Unified Multi-Purpose Identification (UMID) issued by GSIS, SSS, PhilHealth, and/or Pag-IBIG		Authorized Representative of the Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID • Unified Multi-Purpose Identification (UMID) issued by GSIS, SSS, PhilHealth, and/or Pag-IBIG		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>If data is available in the Remittance Online System</i>				
1. Get a copy of the Remittance Request Form (RRF) <i>Location: ICTS-USD Office</i>	1.1 Provide Client with the RRF	None	2 minutes	Administrative Assistant II, ICTS-USD

2. Submit complete requirements and accomplished RRF	2.1 Review submitted documents <i>Note: If incomplete, Client will be advised to provide the lacking document since the Office has no basis to proceed.</i>	None	20 minutes	Administrative Assistant II, ICTS-USD
	2.2 Process Client request and download data from the Remittance Online System	None	30 minutes	Administrative Assistant II, ICTS-USD
	2.3 Prepare and print the generated Remittance List (Abstract of Deductions)	None	15 minutes	Administrative Assistant II, ICTS-USD
	2.4 Review for completeness and duplication of entries, and forward to Chief, ICTS-USD for initials	None	30 minutes	Administrative Assistant II, ICTS-USD
	2.5 Affix initials on all pages	None	15 minutes	Chief, ICTS-USD
	2.6 Review completeness of information, prepare the Certification, then forward to USD Chief for signature	None	30 minutes	Administrative Assistant II, ICTS-USD
	2.7 Affix signature on the Certification	None	10 minutes	Chief, ICTS-USD
	2.8 Release the signed Remittance List and partially signed Certification to the Client, and advise Client to proceed to Accounting Division for further processing of documents	None	5 minutes	Administrative Assistant II, ICTS-USD
<i>If data is not available in the Remittance Online System</i>				
1. Get a copy of the Remittance Request Form (RRF) <i>Location: ICTS-USD Office</i>	1.1 Provide Client with the RRF	None	2 minutes	Administrative Assistant II, ICTS-USD
2. Submit complete requirements and accomplished RRF	2.1 Review submitted documents	None	20 minutes	Administrative Assistant II, ICTS-USD

	<i>Note: If incomplete, Client will be advised to provide the lacking document since the Office has no basis to proceed.</i>			
	2.2 Prepare the Certificate of No Available Data, and forward to Chief, ICTS-USD for signature.	None	30 minutes	Administrative Assistant II, ICTS-USD
	2.3 Affix signature on the Certificate of No Available Data	None	10 minutes	Chief, ICTS-USD
	2.3 Release the signed Certificate of No Available Data, and advise Client to proceed to Accounting Division for further processing of documents	None	5 minutes	Administrative Assistant II, ICTS-USD
TOTAL (if data is available in the ROS):		None	2 hours, 37 minutes	
TOTAL (if data is not available in the ROS):		None	1 hour, 7 minutes	

3. Processing of Learner Information System (LIS) requests from end-users – Level 1

End-users of the Learner Information System (LIS) may request technical assistance from the Information and Communications Technology Service – User Support Division for the following concerns:

- Level 1 - Correction of Date of First Attendance, Age out of Range, and LRN Reactivation, Unmerged LRN, Un-enrollment of Learner, Reopening of Enrollment, Transfer and Enrollment Disputes, Confirmed Transfer from Closed School, Merging of School IDs, and Request to Closed Schools.
- Level 2 (escalated issues) - Systems Errors and/or Policy-related concerns.
- Assist other information system requests on the LIS:
 - Enhanced Basic Education Information System (EBEIS)
 - Basic Education Information System (BEIS)
 - National School Building Inventory (NSBI)
 - Wash in School Online Monitoring System (WINS-OMS)

This service charter outlines the procedures for requests that are processed and identified as Level 1 concerns.

Office or Division:	Information and Communications Technology Service – User Support Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	School LIS/ICT Coordinator, Division Planning Officers, Regional Planning Officers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Ticketing Link		bit.ly/HelpdeskTicketingForm		
Correctly and Completely Filled-out Request Form (downloadable)		bit.ly/lisRFs		
Additional Requirement (depending on the type of request)				
Birth Certificate (for RF01, RF02, RF03, RF04, RF08, AND RF09) – One (1) scanned copy		Client		
Form 137/138 (School Form 9/10; for RF01, RF02, RF03, RF04, RF08, and RF09) – One (1) scanned copy		Client		
Screenshot of Error/Issue/Concern (required for RF03, RF07, RF10, and Incident Reports; as needed for RF08 and RFD09)		Client		
Justification Letter (required for RF09; for RF07, signed by school head for delays of 1 year; signed by SDS for delays of 2 years or more)		Client		
Endorsement Letter (required from the Division Planning Officer if RF05, or from the Division SGOD if (RF06 Public)		Client		
Permit to Operate/Valid Permit/Recognition (required for RF05 or RF06)		Client		
Masterlist (lists of learners to be updated/enrolled; required for RF07)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request Form with requirements	1.1 Validate submitted requirements	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.2 Encode issue in Resolution Log	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.3 Process request	None	1 hour	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.4 Inform Client of resolution of ticketing system through email function of ticketing system, and close ticket	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
TOTAL:		None	2 hours	

4. Processing of Learner Information System (LIS) requests from end-users – Level 2

End-users of the Learner Information System (LIS) may request technical assistance from the Information and Communications Technology Service – User Support Division for the following concerns:

- Level 1 - Correction of Date of First Attendance, Age out of Range, and LRN Reactivation, Unmerged LRN, Un-enrollment of Learner, Reopening of Enrollment, Transfer and Enrollment Disputes, Confirmed Transfer from Closed School, Merging of School IDs, and Request to Closed Schools.
- Level 2 (escalated issues) - Systems Errors and/or Policy-related concerns.
- Assist other information system requests on the LIS:
 - Enhanced Basic Education Information System (EBEIS)
 - Basic Education Information System (BEIS)
 - National School Building Inventory (NSBI)
 - Wash in School Online Monitoring System (WINS-OMS)

This service charter outlines the procedures for requests that are processed and identified as Level 2 concerns.

Office or Division:	Information and Communications Technology Service – User Support Division		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	School LIS/ICT Coordinator, Division Planning Officers, Regional Planning Officers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Ticketing Link		bit.ly/HelpdeskTicketingForm	
Correctly and Completely Filled-out Request Form (downloadable)		bit.ly/lisRFs	
Additional Requirement (depending on the type of request)			
Birth Certificate (for RF01, RF02, RF03, RF04, RF08, AND RF09) – One (1) scanned copy		Client	
Form 137/138 (School Form 9/10; for RF01, RF02, RF03, RF04, RF08, and RF09) – One (1) scanned copy		Client	
Screenshot of Error/Issue/Concern (required for RF03, RF07, RF10, and Incident Reports; as needed for RF08 and RFD09)		Client	
Justification Letter (required for RF09; for RF07, signed by school head for delays of 1 year; signed by SDS for delays of 2 years or more)		Client	
Endorsement Letter (required from the Division Planning Officer if RF05, or from the Division SGOD if (RF06 Public)		Client	
Permit to Operate/Valid Permit/Recognition (required for RF05 or RF06)		Client	

Masterlist (lists of learners to be updated/enrolled; required for RF07)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Request Form with requirements	1.1 Validate submitted requirements	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.2 Encode issue in Resolution Log	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.3 Process request (SDD) or assess and approve (Process Owner)	None	6 days	Information Systems Analyst III, ICTS-SDD / Project Development Officer V, PS-EMISD
	1.4 Validate if issue is resolved	None	1 hour	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
	1.5 Provide Client with resolution through email function of ticketing system and close ticket	None	20 minutes	Information Systems Analyst II/ Administrative Assistant II, ICTS-USD
TOTAL:		None	6 days, 2 hours	

Legal Service – Investigation Division

1. Request for Follow-up/Update on the Status of a Case Pending in the Central Office

This service charter outlines the procedures for requesting a follow-up or update on the status of a case pending evaluation or investigation in the Central Office through walk-in or email.

Office or Division:	Legal Service – Investigation Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Memoranda, pleadings, resolutions, decisions, or other filing with reference to the case name and number as designated by DepEd – One (1) original or certified true copy		Client		
Formal request addressed to the Legal Affairs Help Desk (LeAHD) including a detailed statement of the name and nature of the case including but not limited to: (1) the case name and number, (2) the full names and positions of the private complainant and respondent, and (3) a short narration of the nature and cause of the administrative case – One (1) original or certified true copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-in (If case is under jurisdiction of Central Office)				
1. Submit required documents	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter	None	20 minutes	Administrative Assistant III

	of the follow-up for appropriate action.			
	1.2 Direct Client to speak to an action officer who will update them on the status of the pending case or Complaint.	None	1 hour	Chief, Investigation Division
Via Walk-in (If case is under jurisdiction of Regional Office or Schools Division Office)				
1. Submit required documents	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up for appropriate action.	None	20 minutes	Administrative Assistant III
	1.2 Assign an Action Officer for drafting of Indorsement.	None	20 minutes	Administrative Assistant III
	1.3 Review and sign/initial the draft Indorsement	None	1 day	Chief, Investigation Division
	1.4 Submit Indorsement to the proper Disciplining Authority, and furnish requesting client with a copy thereof	None	1 day	Administrative Assistant III
Via E-mail (If case is under jurisdiction of Central Office)				
1. Submit the required documents via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Receive the submitted documents or provided information,	None	20 minutes	Administrative Assistant III

	check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up for appropriate action.			
	1.2 Assign an Action Officer for drafting of a Response Letter updating the requesting party of the status of the case or Complaint.	None	20 minutes	Administrative Assistant III
	1.3 Review and sign/initial the draft Response Letter.	None	1 day	Chief, Investigation Division
	1.4 Submit Response Letter addressed to requesting client's email or physical address, whichever is applicable.	None	1 day	Administrative Assistant III
Via E-Mail (If case is under jurisdiction of Regional Office or Schools Division Office)				
1. Submit the required documents via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up	None	20 minutes	Administrative Assistant III

	for appropriate action.			
	1.2 Assign an Action Officer for drafting of Indorsement.	None	20 minutes	Administrative Assistant III
	1.3 Review and sign/initial the draft Indorsement	None	1 day	Chief, Investigation Division
	1.4 Submit Indorsement to the proper Disciplining Authority, and furnish requesting client with a copy thereof	None	1 day	Administrative Assistant III
TOTAL (through Walk-in – under jurisdiction of Central Office):		None	1 hour, 20 minutes	
TOTAL (through Walk-in – under jurisdiction of RO or SDO):		None	2 days, 40 minutes	
TOTAL (through E-Mail – under jurisdiction of Central Office):		None	2 days, 40 minutes	
TOTAL (through E-Mail – under jurisdiction of RO or SDO):		None	2 days, 40 minutes	

2. Receiving of Complaints

This service charter outlines the procedures on receiving of administrative complaints against DepEd third-level officials (presidential appointees), and teaching and non-teaching personnel through walk-in appointments, courier service, and email correspondence.

Office or Division:	Legal Service – Investigation Division		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Complaint duly sworn to and notarized, written in English or Filipino – One (1) original copy and one (1) receiving copy		Complainant	
Complaint must containing each of the following essential details: a) Full name and address of the Complainant;			

b) Full name, address, and designation or position of the person/s complained of; c) A narration of the relevant and material facts clearly showing the act/s or omission/s allegedly committed by the person/s complained of; and d) A certificate of non-forum shopping.				
<i>Note: The absence of any or all the essential details may lead to the immediate dismissal of the Complaint for non-conformity with form and content requirements for administrative complaints.</i>				
One (1) copy of compiled documentary evidence and notarized affidavits of witnesses (original copies or Certified True Copies) in hard copy or digital (Portable Document Format) form as may be applicable, properly itemized, labeled, and indicated in the Complaint.		Complainant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-in				
1. Submit the Complaint with documentary evidence and affidavits, if applicable, through PAAC or LeAHD	1.1 Receive the complaint regardless of form and substance and assign to Action Officers for evaluation (for action or indorsement to the proper Disciplining Authority).	None	20 minutes	Administrative Assistant III
Via E-Mail				
1. Submit the Complaint with documentary evidence and affidavits, if applicable, via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Acknowledge receipt of the complaint regardless of form and substance and assign to Action Officers for evaluation (for action or indorsement to proper Disciplining Authority).	None	1 day	Administrative Assistant III

Via post office or private courier				
1. Submit the Complaint with documentary evidence and affidavits, if applicable, through post office or private courier	1.1 Receive the complaint regardless of form and substance and assign to Action Officers for evaluation (for action or indorsement to proper Disciplining Authority).	None	20 minutes	Administrative Assistant III
TOTAL (through Walk-in):		None	20 minutes	
TOTAL (through E-Mail):		None	1 day	
TOTAL (through Courier):		None	20 minutes	

3. Request for Case Records

This service charter outlines the procedures in processing requests to release case records for use during the prosecution of administrative cases in quasi-judicial bodies with concurrent jurisdiction (CSC, Ombudsman, Sandiganbayan, etc.) and appellate courts (CSC, Court of Appeals, Supreme Court).

Office or Division:	Legal Service – Investigation Division		
Classification:	Complex		
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	• Private citizens and DepEd employees, especially those whose complaints are against the DepEd third-level Officials or DepEd Central Office employees; • Government agencies / quasi-judicial bodies / appellate tribunals exercising jurisdiction over administrative cases against DepEd employees or officials.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Private Citizen			
Letter Request addressed to the Office of the Undersecretary for Legal and Legislative Affairs (OULLA) signed by the requesting party specifying the memoranda, pleadings, resolutions, decisions, or other filing documents with reference to the case name and number as designated by DepEd; or a detailed statement of the name and nature of the case including but not limited to: (1) the case name and number, (2) the full names and positions of the private complainant and respondent, and (3) a short narration of the nature and cause of the administrative case – One (1) original copy		Client	
Copies of memoranda, pleadings, resolutions, decisions, or other filing		Client	

documents with reference to the case name and number as designated by DepEd, if available – One (1) original copy				
For Quasi-judicial agencies or other government offices				
Authorization letter or formal request from the Head of Office addressed to the Secretary of Education or the Undersecretary for Legal and Legislative Affairs – One (1) original copy		Client		
Order from the appellate court directing DepEd to release the case records requested – One (1) original or certified true copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Office of the Undersecretary for Legal and Legislative Affairs (OULLA) through walk-in, ls.invesdiv@deped.gov.ph , or postal	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Special Prosecutors handling the administrative case or the Records Division, and inform them of the request for appropriate action.	None	20 minutes	Administrative Assistant III
	1.2 Compile all case records from archives and transmit to the Client via email or courier.	None	2 days	Administrative Assistant III
TOTAL:		None	2 days, 20 minutes	

Legal Service – Legal Division

1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools

A private basic education school may request the endorsement or favorable recommendation of the Department of Education to the Department of Finance, relative to its application for duty and tax exemptions on importation of goods which shall be used actually, directly, and exclusively for educational purposes.

Office or Division:	Legal Service – Legal Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Duly Authorized Representative of Private Basic Education Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Notarized letter-application by a duly authorized representative of the institution indicating that the requesting school is a non-stock corporation, and specifying therein the items being imported – One (1) original copy		Client		
Supporting documents – one (1) original copy: a. Bill of Lading/Air Waybill, Invoice or Importation documents such as placement orders; b. Deed of Understanding duly notarized, which must state categorically that the imported articles shall be used actually, directly, and exclusively for educational purposes and shall not be resold, or transferred for a material consideration; c. Certified True Copy of the School's DepEd Permit/Recognition; d. Certified True Copy of the Articles of Incorporation; e. If a University or College, Commission on Higher Education (CHED), Certification/Indorsement regarding the importation/requesting school		Client		
In case of Donations – Deed of Donation and the corresponding Deed of Acceptance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Submit the required documents at the Legal Affairs Help Desk (LeAHD)	1.1 Evaluate the completeness of the submitted documents.	None	1 hour	Legal Affairs Helpdesk/ Administrative Assistant III

or via official email leahd@deped.gov.ph <i>Location: 3rd Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City</i>	In case there are lacking documents, the application will only be processed once all required documents are complete.			
	1.2 Forward the request for indorsement to the Office of the Undersecretary for Legal Affairs (OULA) and/or to the Office of the Assistant Secretary for Legal Affairs (OASLA), as the case may be, which will refer the same to the Legal Division for appropriate action.	None	20 minutes	Legal Affairs Helpdesk/ Administrative Assistant III
	1.3 Assign to an Action Officer	None	20 minutes	Attorney V / Chief, Legal Division
	1.4 Evaluate and prepare the draft indorsement for duty free tax exception, then submit to Chief, Legal Division for initial review.	None	2 days	Action Officer
	1.5 Review the draft indorsement and forward to OULA or the OASLA, as the case may be, for review and approval.	None	1 day	Attorney V / Chief, Legal Division
	1.6 Sign and approve indorsement of recommendation for duty-free tax exception, then forward to LeAHD for release to the requesting party	None	1 day	Undersecretary for Legal Affairs/ Assistant Secretary for Legal Affairs
TOTAL:		None	4 days, 1 hour, 40 minutes	

2. Filing of Appeal

Decisions of the Regional Directors imposing a penalty exceeding thirty (30) days suspension or fine in an amount exceeding thirty (30) days salary, may be appealed to the Secretary of Education within a period of fifteen (15) days from receipt thereof, pursuant to DepEd Order No. 49, s. 2006, or the “Revised Rules of Procedures of the Department of Education in Administrative Cases.”

Office or Division:	Legal Service – Legal Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Parties adversely affected in cases where the penalty imposed is suspension exceeding thirty (30) days of a fine in an amount exceeding thirty (30) days salary			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Notice of Appeal which shall specifically state the date of the decision appealed from and the date of receipt thereof – one (1) original copy		Client		
Appeal Memorandum (3 copies) containing the grounds relied upon for the appeal, together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence.		Client		
Proof of Service of a Copy of the Appeal Memorandum to the Disciplining Office – one (1) original copy		Client		
Proof of payment of the appeal fee – one (1) original copy Php 300.00 (Filing Fee) plus Php 10.00 (Legal Research Fee)		Client		
Statement or certificate of non-forum shopping – one (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) and the appropriate fee. <i>Location: 3rd Floor, Mabini Building, Department of Education Central Office, DepEd</i>	1.1 Evaluate the completeness of the submitted documents. If the submitted documents are complete, the same shall be received. Otherwise, the submitted documents are	Filing Fee – Php 300.00 Legal Research Fee –Php 10.00 ¹	1 hour	Legal Affairs Helpdesk/ Administrative Assistant III

Complex, Meralco Avenue, Pasig City	returned to the client with the advice to submit the complete documents.			
	1.2 Refer the complete documents to the Office of the Assistant Secretary for Legal Affairs for instruction to or action of the Legal Division.	None	5 minutes	Legal Affairs Helpdesk/ Administrative Assistant III
2. Receive the client's copy of the Appeal.	2.1 Return the Client's receiving copy of the Appeal.	None	5 minutes	Legal Affairs Helpdesk/ Administrative Assistant III
TOTAL:		Filing Fee – Php 300.00 (Filing Fee), Legal Research Fee – Php 10.00 (Legal Research Fee)	1 hour, 10 minutes	

3. Filing of Motion for Reconsideration

A party adversely affected by or assailing a decision, resolution, or order of the disciplining authority may file a Motion for Reconsideration within fifteen (15) days from receipt thereof, pursuant to DepEd Order No. 49, s. 2006, otherwise known as the “Revised Rules of Procedure of the Department of Education in Administrative Cases.”

Office or Division:	Legal Service – Legal Division
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Party adversely affected by the decision rendered by the Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Motion for Reconsideration – One (1) original copy and one (1) certified true copy	Client
Decision, Resolution, or Order assailed – One (1) certified true copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or through email at leahd@deped.gov.ph <i>Location: 3rd Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City</i>	1.1 Evaluate the completeness of the submitted documents. If the submitted documents are complete, the same shall be received. Otherwise, the submitted documents are returned to the client with the advice to submit the complete documents.	None	20 minutes	Legal Affairs Helpdesk/ Administrative Assistant III
2. Receive the Client's Copy of the Motion for Reconsideration	2.1 Receive the complete documents, and return the client's receiving copy of the Motion for Reconsideration.	None	5 minutes	Legal Affairs Helpdesk/ Administrative Assistant III
TOTAL:		None	25 minutes	

4. Request for Legal Opinion

Legal Opinion about policies involving/surrounding the Department of Education are given to any requesting party.

Office or Division:	Legal Service – Legal Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business) G2C (Government to Government) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Letter or Memorandum requesting for Legal Opinion relative to laws, rules, issuances, or policies involving the Department of Education – one (1) original copy	Requesting office
Complete Staff Work (Original Copy) / Pertinent Copy of Law – one (1) original copy	Requesting office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or through email at leahd@deped.gov.ph <i>Location: 3rd Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City</i>	1.1 Receive submitted documents; scan and record in the system	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk
	1.2 Endorse to the Office of the Director for assignment to appropriate Action Officer in Legal Division	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk
	1.3 Review and endorse to the appropriate action office in Legal Division	None	1 hour	Administrative Assistant III, Legal Service-Office of the Director
	1.4 Review the document, research, and draft the legal opinion, then endorse to the Director for review	None	15 days	Attorney V, LS-Legal Division
	1.5 Review the drafted legal opinion and endorse to the Execom-in-Charge of Legal Affairs for approval	None	2 days	Director IV, Legal Service
	1.6 Review and approve the legal opinion, then return to LS-LD	None	1 day	Execom-in-Charge, Legal and Legislative Affairs
	1.7 Release the legal opinion to the Client	None	15 minutes	Administrative Assistant III, Legal Affairs Helpdesk
TOTAL:		None	18 days, 2 hours, 15 minutes	

National Educators Academy of the Philippines – Professional Development Division

1. Scholarship Application at the NEAP Central Office

With the issuance of **Learning Systems Strands Division Memorandum No. 2026-08**, titled **Guidelines on Ensuring Effective Management of NEAP Scholarship Processes**, the National Educators Academy of the Philippines (NEAP) reinforces its commitment to transparency, accountability, and excellence in the delivery of scholarship services.

Aligned with the principles of this Citizen's Charter, the Memorandum seeks to streamline scholarship management procedures, promote equitable access to opportunities, and ensure timely and responsive action on calls for applications. It establishes clear standards, defined processes, and responsible personnel to guarantee that educators are guided efficiently from application to completion of their scholarship programs.

Office or Division:	National Educators Academy of the Philippines – Professional Development Division		
Classification:	Highly Technical		
Type of Transaction:	G2G (Government to Government) G2B (Government to Business) G2C (Government to Citizen)		
Who may avail:	DepEd teaching and teaching-related personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Updated Personal Data Sheet (PDS) – one (1) electronic copy		Client/Applicant	
IPCRF for two (2) consecutive years – one (1) photocopy		Client/Applicant	
Endorsement from the head of office: - For School personnel, Endorsement from school principal/division chief – one (1) electronic copy - For SDO personnel, Endorsement from the Schools Division Office through the Office of the SDS – one (1) electronic copy - For RO or CO personnel, Nomination Letter from the Regional/Bureau Director or his/her duly authorized representative (through the Regional HRDD Chiefs) – one (1) electronic copy		Office of Regional Director Office of Schools Division Superintendent	
Online application Form – one (1) original copy		NEAP Scholarship Secretariat	
Application form as required by /Local and/or International Sponsoring Agencies – one (1) original copy		NEAP Scholarship Secretariat	
Acceptance Letter – one (1) original copy		NEAP Scholarship Secretariat/ (Local and International Sponsoring Agencies/Learning Service Providers (LSPs)	

Scholarship Contract – one (1) original copy		NEAP Scholarship Secretariat		
Work Application Plan – one (1) original copy		Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary Scholarship requirements through Online Application Form	1.1 Receive and acknowledge receipt of application through Online Application Form	None	10 minutes	NEAP Scholarship Secretariat
	1.2 Screen/evaluate applicants based on submitted requirements after the set deadline	None	2 days	Chief, NEAP-PDD
	1.3 Prepare nomination letter with attached screened/evaluated documents	None	1 day	NEAP Scholarship Secretariat
	1.4 Endorse nominees to approving authority	None	3 days	NEAP Scholarship Secretariat
	1.5 Endorse approved nominees to sponsoring agency/LSP	None	1 day	Chief, NEAP-PDD
	1.5 Forward acceptance letter to sponsoring agency/LSP	None	2 days	NEAP Scholarship Secretariat
	1.6 Inform Client and respective Regional Office on the result of application.	None	2 hours	NEAP Scholarship Secretariat
	1.7 Facilitate the contract signing of the designated Approving Authorities	None	2 days	NEAP Scholarship Secretariat
	1.8 Inform client of the Travel protocols (if applicable) and other required documents relative	None	1 hour	NEAP Scholarship Secretariat

	to the scholarship program			
TOTAL:		None	11 days, 3 hours, 10 minutes	

National Educators Academy of the Philippines – Quality Assurance Division

1. Authorization of Non-DepEd Learning Service Providers

With the release of DepEd Order No. 001 S. 2020, interested non-DepEd Learning Service Providers (LSP) seeking to offer professional development programs and courses for teachers and school leaders, as part of technical assistance, partnership, or individual paid enrollment basis, are required first to secure an Authorization from NEAP as a Learning Service Provider before they may submit proposals for evaluation and Authorization.

Office or Division:	National Educators Academy of the Philippines – Quality Assurance Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business) G2G (Government to Government)		
Who may avail:	All non-DepEd Learning Service Providers (LSPs) who have attended the Authorization and Authorization Online Orientation for Learning Service Providers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Digital copy LSP Authorization Application Form – one (1) original copy		National Educators Academy of the Philippines – Quality Assurance Division / NEAP Website	
For Individual/Sole Proprietorship:			
BIR 2303 Outbound Correspondence Number (OCN) – one (1) electronic copy		Bureau of Internal Revenue	
Business Permit valid within the calendar year – one (1) electronic copy		City Hall/Municipal Hall	
DTI Registration – one (1) electronic copy		Department of Trade and Industry	
NBI Clearance valid within the calendar year – one (1) electronic copy		National Bureau of Investigation	
For Firm/Partnership/Corporation:			
SEC Registration, with indicated date of incorporation – one (1) electronic copy		Securities and Exchange Commission	
BIR 2303 Outbound Correspondence Number (OCN) – one (1) electronic copy		Bureau of Internal Revenue	
Business Permit valid within the calendar year – one (1) electronic copy		City Hall/Municipal Hall	
For a Government Institution			
Charter or Republic Act and the date of establishment – one (1) electronic copy		Client	
For Foreign Entity/Firm/Association			
Proof of Registration of its creation in the country/state of the applicant, which must be duly authenticated by the Philippine Embassy/Consulate in the said country/state and accompanied by an official English translation thereof/Apostile – one (1) electronic copy		Client	
Articles of Incorporation/Partnership/Creation or its equivalent, which includes as one of its purposes, the training and		Client	

development of professionals – one (1) electronic copy	
Affidavit of Undertaking subscribed and sworn before the Philippine Embassy/Consulate in the country/state of the applicant – one (1) electronic copy	Client
Appointment Paper of the representative from the Philippines, duly authorized to represent the foreign entity – one (1) electronic copy	Client
Curriculum Vitae and relevant credentials of the Executive Director or their equivalent – one (1) electronic copy	Client
Curriculum Vitae and relevant credentials of Officers – one (1) electronic copy	Client
Curriculum Vitae and relevant credentials of the key person involved in the financial processes – one (1) electronic copy	Client
Organizational structure containing the list of employees, indicating their roles and responsibilities, signed by the Executive Director or their equivalent, with corresponding proof of engagement or service – one (1) electronic copy	Client
At least two (2) completion reports of professional development programs or courses implemented within the immediate past twelve (12) months prior to submission of the application, with full documentation such as course outlines, attendance sheets, completion certificates, and summary or post-training reports – one (1) electronic copy	Client
Any of the following as proof of access to training venues or platforms – one (1) electronic copy: • Notarized Proof of Ownership or Lease/Rental Agreement of the LSP's office and training facilities; or • Notarized Contract or Memorandum of Agreement (MOA) with partner training facilities, accompanied by pictures of the venue; or • Proof of active subscription to a Learning Management System (LMS) with administrator access and usage records; or • Proof of active subscription to video conferencing applications used in conducting training programs.	Client
Any of the following as proof of the LSP's source of revenue – one (1) electronic copy:	Client

• Latest Audited Financial Statement (AFS) or Income Tax Return (ITR) duly received by the Bureau of Internal Revenue (BIR); or • Official Receipts, contracts, or invoices showing income or payments received from professional development programs or related services within the last three (3) years; or • Certification of funding support or grants from partner agencies or organizations, if applicable.				
Checklist of Requirements and Omnibus Sworn Statement for Authorization of LSP – one (1) electronic copy		National Educators Academy of the Philippines – Quality Assurance Division		
Affidavit of Undertaking (To be submitted once the application for Authorization is approved) – one (1) electronic copy		National Educators Academy of the Philippines – Quality Assurance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documentary requirements, such as: Authorization Application Form and its required attachments in PDF Format to the following email addresses: neap.od@deped.gov.ph , neap.qad@deped.gov.ph	1.1 Receive and acknowledge receipt of application through NEAP email, and inform Client that the application will undergo checking for completeness	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.2 Check if the duly accomplished Authorization Application Form with the complete required attachments have deficiencies.	None	3 days	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.3 Inform LSP that their requirements for Authorization are complete and will proceed to the next steps. <i>Note: In case of deficiencies, inform LSP that their requirements</i>	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization

	<i>for Authorization have deficiencies to be addressed and will repeat Step 1.</i>			
	1.4 Select and assign members of the Authorization Evaluation Committee	None	1 day	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.5 Review and evaluate the application using the Evaluation Form for Authorization	None	2 days	Authorization Evaluation Committee
	1.6 Deliberate on the results of the review and evaluation	None	1 day	Authorization Evaluation Committee
	1.7 Consolidate the results of evaluation using the Consolidation Form for Authorization of LSP	None	1 day	Authorization Evaluation Committee
	1.8 Validate the accomplished Consolidation Form for Authorization of LSP, and prepare the Approval Form for the Authorization of LSP (if approved) or the Notice of Denial (if the application is for disapproval)	None	1 day	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.9 Validate and endorse the Approval Form for the Authorization of LSP or the Notice of Denial	None	1 day	Project Development Officer IV / Project Development Officer V
	1.10 Approve the Approval Form for Authorization of	None	1 day	Director III / Director IV

	LSP or the Notice of Denial			
	1.11 Inform LSP about the approval of the application Authorization, and instruct LSP to accomplish and submit an Affidavit of Undertaking For Notice of Denial, inform LSP to comply with the deficiencies 1 year after the receipt of the Notice of Denial.	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization
2. Submit the notarized Affidavit of Undertaking	2.1 Prepare Certificate of Authorization	None	1 hour	Education Program Supervisor / Senior Education Program Supervisor for NEAP Authorization
	2.2 Endorse Certificate of Authorization	None	1 hour	Project Development Officer IV / Project Development Officer V
	2.3 Sign Certificate of Authorization for successful application	None	1 day	Director III / Director IV
	2.4 Send the signed Certificate of Authorization to the Client through email or courier	None	1 hour	Education Program Supervisor / Senior Education Program Supervisor for NEAP Authorization
TOTAL:		None	12 days, 3 hours, 30 minutes	

**If the Learning Service Provider (LSP) repeats Step 1 due to deficiencies on their application, the processing time of the application for Authorization shall also cease. The Authorization Secretariat shall inform the LSP thru email regarding the deficiencies. The new processing time shall begin once the LSP resubmits the revised Authorization Application Form and its*

complete required attachments for Authorization through email, compliant with the deficiencies.

2. Orientation for Non-DepEd Learning Service Providers

With the release of DepEd Order No. 001 S. 2020, interested non-DepEd Learning Service Providers (LSP) seeking to offer professional development programs and courses for teachers and school leaders, as part of technical assistance, partnership, or individual paid enrollment basis, are required to secure Authorization from NEAP as a Learning Service Provider before they submit proposals for evaluation and recognition.

Prior to securing the said authorization, these non-DepEd LSPs shall first attend a virtual or face-to-face Orientation Briefing provided by or requested from the NEAP Central Office (NEAP-CO).

Office or Division:	National Educators Academy of the Philippines – Quality Assurance Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	All interested non-DepEd Learning Service Providers (LSPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Interest addressed to the NEAP Director		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits a Letter of Interest indicating a request for face-to-face or virtual orientation to the following email addresses: neap.od@deped.gov.ph , neap.qad@deped.gov.ph	1. Acknowledge receipt of email	None	10 minutes	SEPS EPS II NEAP-QAD
	1.2 Evaluate the application form and informs the client if the request for face-to-face or virtual orientation will be accommodated	None	2 days	SEPS EPS II NEAP-QAD
2.1 Participates in the Orientation	2.1 Conduct the Orientation	None	4 hours	Client / SEPS EPS II NEAP-QAD
2.2 Receives Certificate of Attendance via email	2.2 Release the Certification of Attendance	None	10 minutes	SEPS EPS II NEAP-QAD
TOTAL:		None	2 days, 4 hours, 13 minutes	

3. Recognition of Professional Development Program for DepEd Learning Service Providers

All DepEd Central Office Bureaus, Services, Units and Regional Offices shall submit application of professional development programs for Recognition on working days during the year.

Office or Division:	National Educators Academy of the Philippines – Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All non-DepEd Learning Service Providers (LSPs) who have attended the Authorization and Authorization Online Orientation for Learning Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Professional Development Program Recognition Application Form – one (1) electronic copy		NEAP-QAD/NEAP Website		
Sample Session Guide – one (1) electronic copy		Applicant/Client		
Sample Slide Deck – one (1) electronic copy		Applicant/Client		
Sample Modules, if applicable – one (1) electronic copy		Applicant/Client		
Sample Non-Print Materials, if applicable – one (1) electronic copy		Applicant/Client		
End-of-Day Evaluation Form (Kirkpatrick's Evaluation Model - Level 1) – one (1) electronic copy		Applicant/Client		
Summative Assessments, such as a Written Test or a Rubric for Performance-based Assessment (Kirkpatrick's Evaluation Model – Level 2) – one (1) electronic copy		Applicant/Client		
Workplace Application Plan (WAP) – one (1) electronic copy		NEAP-QAD		
Budget Estimate Form – one (1) electronic copy		NEAP-QAD		
Curriculum Vitae of Resource Speakers or Subject Matter Experts – one (1) electronic copy		Applicant/Client		
PD Program Risk Assessment Form – one (1) electronic copy		NEAP-QAD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PD Program Recognition Form with the complete required	1.1 Acknowledge receipt of email and submission	None	10 minutes	Education Program Supervisor / Senior Education

attachments in PDF Format to the following email addresses: neap.od@deped.gov.ph , neap.gad@deped.gov.ph				Program Supervisor for Authorization
	1.2 Check completeness of submitted documents	None	3 days	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.3 Inform LSP that their requirements for Authorization are complete and will proceed to the next steps. <i>Note: In case of deficiencies, inform LSP that their requirements for Authorization have deficiencies to be addressed and will repeat Step 1.</i>	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.4 Select and assign members of the Recognition Evaluation Committee	None	4 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.5 Review and evaluate application using the Evaluation Form for Recognition <i>Note: Evaluation is based on the PD Program Design Quality Standards Checklist and PD LRM Quality Standards Checklist</i>	None	5 days	Recognition Evaluation Committee
	1.6 Deliberate on the result of the review and evaluation	None	1 day	Recognition Evaluation Committee
	1.7 Consolidate the result of the evaluation as reflected in the	None	2 days	Recognition Evaluation Committee

	Evaluation Form to the Recognition Recommendation Form. <i>Note: If application is for resubmission, the result of the evaluation in the Evaluation Form will be consolidated and reflected to the Recognition Compliance Form.</i>			
	1.8 Validate the accomplished Recognition Recommendation Form or Recognition Compliance Form, and submit to Project Development Officer IV/ Project Development Officer V	None	4 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.9 Validate and endorse the Recognition Recommendation Form or the Recognition Compliance Form, and forward to Director III/IV for approval	None	4 hours	Project Development Officer IV / Project Development Officer V
	1.10 Approve the Recognition Recommendation Form or the Recognition Compliance Form	None	4 hours	Director III / Director IV
	1.11 Inform DLSP about the approval of the application for Recognition or the compliance evaluation results, then draft Recognition Certificate for successful application. <i>Note: If DSLP fails to meet the standards after resubmission, a draft Notice of Denial for unsuccessful application is prepared.</i>	None	2 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.12 Review Recognition Certificate for successful application or Notice of Denial for unsuccessful	None	1 hour	Project Development Officer IV / Project

	application, and forward to Director III/IV for signature			Development Officer V
	1.13 Sign Certificate of Recognition for successful application or Notice for unsuccessful application.	None	4 hours	Director III / Director IV
	1.14 Send signed Certificate of Recognition or Notice* of Denial	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for NEAP Authorization
TOTAL:		None	13 days, 7 hours, 30 minutes	

**For an LSP with Notice of Denial, an application may be submitted again only after 6 months from receipt of Notice.*

***If the DepEd Learning Service Provider (DLSP) repeats Step 1 due to deficiencies on their application or compliance evaluation results, the processing time of the application for Recognition shall also cease. The Recognition Secretariat shall inform the DLSP thru email regarding the result, which contains evaluation findings and the notice on the extension of the evaluation cycle. The new processing time shall begin once the DLSP resubmits the revised application for Recognition through email, compliant with the findings of the evaluation results.*

4. Recognition of Professional Development Program for Authorized Learning Service Providers

All Authorized Learning Service Providers (LSPs) may submit applications for professional development programs for Recognition during the period of Call for Submission as announced by NEAP.

Office or Division:	National Educators Academy of the Philippines – Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business) G2G (Government to Government)
Who may avail:	Authorized Learning Service Providers
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Professional Development (PD) Program Recognition Application Form – one (1) electronic copy	NEAP-QAD/NEAP Website
Sample Session Guide – one (1) electronic copy	Applicant/Client
Sample Slide Deck – one (1) electronic copy	Applicant/Client

Sample Modules, if applicable – one (1) electronic copy	Applicant/Client			
Sample Non-Print Materials, if applicable – one (1) electronic copy	Applicant/Client			
End-of-Day Evaluation Form (Kirkpatrick’s Evaluation Model - Level 1) – one (1) electronic copy	Applicant/Client			
Summative Assessments, such as a Written Test or a Rubric for Performance-based Assessment (Kirkpatrick’s Evaluation Model – Level 2) – one (1) electronic copy	Applicant/Client			
Workplace Application Plan (WAP) – one (1) electronic copy	NEAP-QAD			
Budget Estimate Form – one (1) electronic copy	NEAP-QAD			
Curriculum Vitae of Resource Speakers or Subject Matter Experts – one (1) electronic copy	Applicant/Client			
PD Program Risk Assessment Form – one (1) electronic copy	NEAP-QAD			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished PD Program Recognition Form with the complete required attachments in PDF Format to the following email addresses: neap.od@deped.gov.ph , neap.qad@deped.gov.ph .	1.1 Acknowledge receipt of email and submission	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.2 Check completeness of submitted documents	None	3 days	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.3 Inform LSP that their requirements for Authorization are complete and will proceed to the next steps. <i>Note: In case of deficiencies, inform LSP that</i>	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for Authorization

	<i>their requirements for Authorization have deficiencies to be addressed and will repeat Step 1.</i>			
	1.4 Select and assign members of the Recognition Evaluation Committee	None	4 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.5 Review and evaluate application using the Evaluation Form for Recognition <i>Note: Evaluation is based on the PD Program Design Quality Standards Checklist and PD LRM Quality Standards Checklist</i>	None	5 days	Recognition Evaluation Committee
	1.6 Deliberate on the result of the review and evaluation	None	1 day	Recognition Evaluation Committee
	1.7 Consolidate the result of the evaluation as reflected in the Evaluation Form to the Recognition Recommendation Form. <i>Note: If application is for resubmission, the result of the evaluation in the Evaluation Form will be consolidated and reflected to the Recognition Compliance Form.</i>	None	2 days	Recognition Evaluation Committee

	1.8 Validate the accomplished Recognition Recommendation Form or Recognition Compliance Form, and submit to Project Development Officer IV/ Project Development Officer V	None	4 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.9 Validate and endorse the Recognition Recommendation Form or the Recognition Compliance Form, and forward to Director III/IV for approval	None	4 hours	Project Development Officer IV / Project Development Officer V
	1.10 Approve the Recognition Recommendation Form or the Recognition Compliance Form	None	4 hours	Director III / Director IV
	1.11 Inform DSLP about the approval of the application for Recognition or the compliance evaluation results, then draft Recognition Certificate for successful application. <i>Note: If DSLP fails to meet the standards after resubmission, a draft Notice of Denial for unsuccessful application is prepared.</i>	None	2 hours	Education Program Supervisor / Senior Education Program Supervisor for Authorization
	1.12 Review Recognition Certificate for successful	None	1 hour	Project Development Officer IV / Project

	application or Notice of Denial for unsuccessful application, and forward to Director III/IV for signature			Development Officer V
	1.13 Sign Certificate of Recognition for successful application or Notice for unsuccessful application.	None	4 hours	Director III / Director IV
	1.14 Send signed Certificate of Recognition or Notice* of Denial	None	10 minutes	Education Program Supervisor / Senior Education Program Supervisor for NEAP Authorization
TOTAL:		None	13 days, 7 hours, 30 minutes	

**If a Notice of Denial is received, wait for the next Call for Recognition before resubmission.*

***If the DepEd Learning Service Provider (DLSP) repeats Step 1 due to deficiencies on their application or compliance evaluation results, the processing time of the application for Recognition shall also cease. The Recognition Secretariat shall inform the DLSP thru email regarding the result, which contains evaluation findings and the notice on the extension of the evaluation cycle. The new processing time shall begin once the DLSP resubmits the revised application for Recognition through email, compliant with the findings of the evaluation results.*

Public Affairs Service – Public Assistance Action Center

1. Facilitating Concerns through Email

Clients may raise concerns (complaints, inquiries, and requests) on DepEd services, facilities, officials, and staff through email at depedactioncenter@deped.gov.ph.

Office or Division:		Public Affairs Service – Public Assistance Action Center		
Classification:		Simple		
Type of Transaction:		G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the details of the concern	1.1 Document the details of the concern and/or review the documents submitted	None	15 minutes	Administrative Officer V
	1.2 Advise the client on the answer or resolution (for simple concerns). <i>Note: For Complex and Highly Technical concerns (e.g., administrative complaints, requests on transfer of teaching and non-teaching personnel, complaints against offices, etc), advise the client on the next steps and course of action to be taken/referral.</i>	None	1 hour	Administrative Officer V
	1.3 Endorse the concern to the appropriate office (for complex and highly technical concerns) through email.	None	5 minutes	Administrative Officer V

TOTAL:	None	1 hour, 20 minutes

Note: Updates or responses from the office concerned will be sent to the client's email as soon as they are received.

2. Facilitating Concerns through Hotline or Short Message Service (SMS)

Clients may raise concerns (complaints, inquiries, and requests) on DepEd services, facilities, officials, and staff through DepEd's hotline or SMS.

Hotline: (+63 2) 8636 1663 | 8633 1942 | 8635-9817 | 8638-7530 | 8638-7531 | 8638-7529 | (+63 919) 456 0027 | (+63 995) 921 8461

Mobile numbers: (+63 919) 456 0027 | (+63 995) 921 8461

Office or Division:	Public Affairs Service – Public Assistance Action Center			
Classification:	Simple			
Type of Transaction:	G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the details of the concern	1.1 Document the details of the concern and provide a recap to the client	None	15 minutes	Administrative Officer V
	1.2 Advise the client on the answer or resolution (for simple concerns). <i>Note: For Complex and Highly Technical concerns (e.g., administrative complaints, requests on transfer of teaching and non-teaching personnel, complaints against offices, etc), advise the client on the next steps and course of action to be taken/referral.</i>	None	1 hour	Administrative Officer V
	1.3 Endorse the concern to the appropriate office (for	None	5 minutes	Administrative Officer V

	<i>complex and highly technical concerns)</i>			
TOTAL:		None	1 hour, 20 minutes	

Note: Updates or responses from the office concerned will be sent to the client's phone number.

3. Facilitating Concerns through Social Media

Clients may raise concerns (complaints, inquiries, and requests) on DepEd services, facilities, officials, and staff through DepEd Facebook and Instagram (DepEd Philippines).

- Facebook: <https://www.facebook.com/DepartmentOfEducation.PH>
- Instagram: <https://www.instagram.com/depedphilippines/>

Office or Division:		Public Affairs Service – Public Assistance Action Center		
Classification:		Simple		
Type of Transaction:		G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the details of the concern or any supporting documents through the office Facebook and Instagram accounts of DepEd	1.1 Document the details of the concern and/or review the documents submitted	None	15 minutes	Administrative Officer V
	1.2 Advise the client on the answer or resolution (for simple concerns). <i>Note: For Complex and Highly Technical concerns (e.g., administrative complaints, requests on transfer of teaching and non-teaching personnel, complaints against offices, etc), advise the client on the next steps and course of action to be taken/referral.</i>	None	1 hour	Administrative Officer V

	1.3 Endorse the concern to the appropriate office <i>(for complex and highly technical concerns)</i> through email.	None	5 minutes	Administrative Officer V
TOTAL:		None	1 hour, 20 minutes	

Note: Updates or responses from the office concerned will be sent to the client's email as soon as they are received.

4. Facilitating Concerns through Walk-in

Clients may raise concerns (complaints, inquiries, and requests) on DepEd services, facilities, officials, and staff through walk-in.

Office or Division:	Public Affairs Service – Public Assistance Action Center			
Classification:	Simple			
Type of Transaction:	G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
PAAC Form 1A – one (1) original copy		PAS-PAAC, 106-A, Ground Floor, Mabini Building, DepEd Complex, Meralco Avenue, Pasig City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished PAAC Form 1A.	1.1 Document the details of the concern and provide a recap to the client	None	15 minutes	Administrative Officer V
Location: 106-A, Ground Floor, Mabini Building, DepEd Complex, Meralco Avenue, Pasig City	1.2 Advise the client on the answer or resolution (for simple concerns).	None	1 hour	Administrative Officer V
	Note: For Complex and Highly Technical concerns (e.g., administrative complaints, requests on transfer of teaching and non-teaching personnel, complaints against offices, etc), advise the client on the next steps and course			

	<i>of action to be taken/referral.</i>			
	1.3 Endorse the concern to the appropriate office <i>(for complex and highly technical concerns)</i>	None	5 minutes	Administrative Officer V
TOTAL:		None	1 hour, 20 minutes	

5. Facilitating Referral Letters from Freedom of Information (eFOI Portal)

The Freedom of Information (FOI) is the government's response to the call for transparency and full public disclosure of information. This allows stakeholders to request information about government transactions and operations.

eFOI Portal: <https://www.foi.gov.ph/>

Office or Division:		Public Affairs Service – Public Assistance Action Center		
Classification:		Simple		
Type of Transaction:		G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral of the Request – one (1) original copy		FOI Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide the concern through the FOI portal	1.1 Log in to the FOI Portal and review the details of the concern.	None	15 minutes	Administrative Officer V
	1.2 Respond to the client on the answer or resolution for simple concerns through email.	None	1 hour	Administrative Officer V
	1.3 Endorse the concern to the appropriate office <i>(for complex and highly technical concerns)</i> through email.	None	5 minutes	Administrative Officer V
TOTAL:		None	1 hour, 20 minutes	

Note: Updates or responses from the office concerned will be sent to the client's email as soon as they are received.

6. Facilitating Standard Freedom of Information Requests (Email/Walk-in)

The Freedom of Information (FOI) is the government's response to the call for transparency and full public disclosure of information. This allows stakeholders to request information about government transactions and operations.

Standard FOI requests can be submitted to DepEd through walk-on or email:

- Email: depedactioncenter@deped.gov.ph
- Walk-in: DepEd Complex, Meralco Ave., Pasig City

Office or Division:	Public Affairs Service – Public Assistance Action Center			
Classification:	Simple			
Type of Transaction:	G2G (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DepEd FOI Form – one (1) original copy		Department of Education Central Office – Public Assistance Action Center Unit M-106-A, G/F, Mabini Bldg., DepEd Complex, Meralco Ave., Pasig City		
Letter Request – one (1) original copy		Client		
Any valid ID such as but not limited to: • Student ID • Philippine Passport • Philippine National ID (PhilSys ID) • Professional Regulation Commission (PRC ID) • Postal ID • Philhealth ID • Driver's License		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Document the details of the concern and review the documents submitted	None	15 minutes	Administrative Officer V
	1.2 Advise client regarding the process of acquiring information	None	30 minutes	Administrative Officer V
	1.3 Endorse the concern to the appropriate office	None	10 minutes	Administrative Officer V
TOTAL:		None	55 minutes	

Note: Updates or responses from the office concerned will be sent to the client's email as soon as they are received.

Public Affairs Service – Publications Division

1. Provision of Copies of DepEd Issuances

This service covers requests for copies of Dis that are unavailable, difficult to locate, or no longer accessible on the DepEd website. It also includes providing relevant policies, guidelines, or issuances on specific topics. Requests may involve a single issuance or a set of related policies, depending on the needs of the requesting office or individual.

Office or Division:	Public Affairs Service – Publications Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request/email indicating the following – one (1) digital copy: - Office and/or Name of Requesting Client, - Purpose of request, and - Specific details of the issuance or policy, including its topic.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to pas.pd@deped.gov.ph	1.1 Check the completeness of the details and acknowledge the email.	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.2 Log request on the tracker	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.3 Assign task to concerned staff	None	1 hour	Administrative Officer V, PAS-PD
	1.4 Locate, review, and consolidate* the requested document(s) or issuance(s). <i>Note: If unavailable or non-existent, inform the client promptly.</i>	None	1 day	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD

	<i>* Applies for multiple document(s) or issuance(s)</i>			
	1.5 Validate the document(s) /issuance(s) are relevant, complete, and accurate.	None	1 day	Administrative Officer IV / Administrative Officer V, Chief Administrative Officer, PAS-PD
	1.6 Email the document(s)/issuance(s) to the requesting office/client.	None	6 hours	Administrative Officer V, Chief Administrative Officer, PAS-PD
TOTAL:		None	3 days	

2. Request for Issuance of a DepEd Advisory

DepEd Advisory emanates from external organizations and agencies to announce programs, activities, scholarships, and training opportunities for supervisors, school heads, teachers, and learners. Its concerns may be DepEd-wide or may be specific in application. It is usually short-term or temporary in application.

This is issued in accordance with the procedures of DO 8, s. 2013 titled Policy Guidelines on Regulating the Issuance of DepEd Advisories.

Furthermore, pursuant to DO 28, s. 2001, titled Prohibiting Commercialization of the DECS Organization Through Endorsements and Accreditation of Goods and Services, the DepEd Advisory is issued not for endorsement but solely for the information of DepEd officials, personnel, and the general public.

Office or Division:	Public Affairs Service – Publications Division		
Classification:	Simple		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	External organizations (e.g., Companies, schools, associations, organizations, institutions, or agencies)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of request addressed to DepEd Secretary or concerned Executive Official – one (1) scanned/digital copy		Client	
General information about the requesting organization – one (1) scanned/digital copy		Client	
Accreditation and Registration Certificate - one (1) scanned/digital copy, whichever is applicable: • Securities and Exchange Commission Registration; • Department of Trade and Industry Business Certificate:		Client	

• Certificate/Civil Service Commission Accreditation Certificate; or • Certification from the University/College Dean or Head of Students Affairs (for activities organized by a Student Organization or Council).				
Description of the Proposed Activity – one (1) scanned/digital copy <i>The description shall include the objectives, mechanics/procedures, target participants [e.g., learners, teachers, grade levels], registration or access links, and a detailed program indicating the schedule, topics, and resource persons, if any.</i>		Client		
Program, Project, Activity (PPA) Profile - one (1) scanned/digital copy <i>The profile shall include a development plan aligned with an ongoing DepEd priority program, project, or activity.</i>		Client		
Additional Requirement (<i>This requirement may be submitted by government agencies or institutions if Requirement on Accreditation and Registration Certificate is not applicable.</i>)				
Legal Basis of Mandate or Enabling Law/Charter (e.g., Republic Act, Presidential Decree, Executive Order, whichever is applicable) – one (1) scanned/digital copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request and requirements to pas.pd@deped.gov.ph	1.1 Check the completeness of the requirements and acknowledge the email.	None	1 hour	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.2 Log the request on the tracker	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.3 Assign the task to the concerned staff	None	1 hour	Administrative Officer V, PAS-PD
	1. 4. Prepare the Screening Form (SF), Routing Slip (RS), and draft DepEd Advisory.	None	4 hours	Administrative Officer II / Administrative Officer IV / Administrative

				Officer V, PAS-PD
	1.5 Review/edit SF, RS, and draft DepEd Advisory and submit to CAO	None	3 hours	Administrative Officer V, PAS-PD
	1.6 Submit the quality-checked SF, RS, and draft Advisory to the PAS Director	None	3 hours	Chief Administrative Officer, PAS-PD
	1.7 Approve / recommend Advisory	None	6 hours	Director IV, PAS
	1.8 Assign a number and date to the approved Advisory and upload it to the DepEd website.	None	3 hours, 30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.9 Email the link to the requesting organization/client.	None	2 hours	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
TOTAL:		None	3 days	

3. Requests for Issuance of DepEd Advisory for Teacher Training-related Activities

This service covers requests for the issuance of a DepEd Advisory for professional development activities intended for teachers, school leaders, and teaching-related personnel, such as trainings, seminars, and conferences.

Requests involving these activities are referred to the National Educators Academy of the Philippines (NEAP), consistent with its mandate and existing policies governing professional development programs.

Office or Division:	Public Affairs Service-Publications Division		
Classification:	Simple		
Type of Transaction:	Government to Business (G2B)		
Who may avail:	External organizations (e.g., Companies, schools, associations, organizations, institutions, or agencies)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of request addressed to DepEd Secretary or concerned Executive Official – one (1) digital copy		Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to pas.pd@deped.gov.ph	1.1 Receive and acknowledge email.	None	5 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.2 Log and record the request in the tracking system	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.3 Check the completeness and validity of submitted requirements and determine whether the request falls under professional development activities requiring NEAP referral.	None	1 day	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.4 Forward the request and submitted documents to NEAP via email for review and appropriate action.	None	15 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.5 Inform the client that the request has been referred to NEAP for review and evaluation.	None	15 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
TOTAL:		None	1 day, 1 hour, 5 minutes	

Related DepEd Issuances:

- DepEd Order (DO) No. 8, s. 2013 (Policy Guidelines on Regulating the Issuance of DepEd Advisories)
- DepEd Memorandum No. 12, s. 2023 (Moratorium on the Implementation of DepEd Order No. 001, s. 2020)
- DO 001, s. 2020 (Guidelines for NEAP Recognition of Professional Development Programs and Courses for Teachers and School Leaders)

CENTRAL OFFICE

INTERNAL SERVICES

Administrative Service – Asset Management Division

1. Issuance of Common and Non-Common Use Supplies and Equipment

This service distributes supplies and equipment to authorized staff or departments within the DepEd Central Office. It includes both common-use items, such as office supplies, standard tools, and frequently used materials, as well as non-common-use items, which are specialized equipment or resources issued less frequently and often require specific approval or justification.

The issuance and use of supplies, materials, and equipment must be properly documented. Custodianship of these items is transferred from the Supply Officer or Designated Property Custodian and the Storekeeper or Warehouseman to the end-user. The end-user is then responsible for the utilization and safekeeping of the items.

Efficient and honest procurement, adequate stock control, complete record-keeping, and proper care and maintenance of the property are essential for the effective use of supplies, materials, and equipment. (Based on the Government Accounting Manual, Chapter 8 Inventories, Section 17, Item d. Request and Issuance Slip)

Office or Division:	Administrative Service – Asset Management Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Requisition and Issue Slip (RIS) - three (3) original copies		Admin Service-AMD, scan the QR Code located at the AMD Counter/Window or access the link: https://bit.ly/requisitionandissueslip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) copies of fully accomplished RIS to AMD	1.1 Receive and check the completeness and correctness of the RIS. <i>Note: Return the RIS to the requesting office if the RIS is not correctly filled- out, or in three (3) copies. The Office Property Custodian signs the "Requested by" section, and the Head Office signs the "Approved by" section.</i>	None	10 minutes	Administrative Officer II, AS-AMD
	1.2 Assign an RIS code	None	5 minutes	Administrative Officer II, AS-AMD
	1.3 Check if the items on the RIS vis-à-vis the following conditions:	None	15 minutes	Administrative Assistant II, AS-AMD

	- included in the Approved APP-CSE of the requesting office. - available in the AMD Warehouse <i>Note: If one or both conditions were not satisfied, AMD will issue a Certificate of Unavailability of Supplies and Equipment to the Client, and the service will end here.</i>			
	1.4 Prepare the requested supplies/ equipment	None	1 day	Administrative Officer II, AS-AMD
	1.5 Issue the requested items and sign the "Issued by" portion of the RIS	None	10 minutes	Administrative Officer II, AS-AMD
2. Receive the items requested and sign the "Received by" portion of the RIS	2.1 File the copy of the RIS and update the database.	None	5 minutes	Administrative Officer II, AS-AMD
TOTAL:		None	1 day, 45 minutes	

2. Issuance of Semi-Expendable Properties, and Property (49,999 and below items), Plant and Equipment (50,000 and above items)

This service involves the organized process of distributing and assigning organizational assets to authorized personnel or offices, based on the classification, value, and intended use of those assets. It includes various categories of properties: semi-expendable properties, low-value properties (₱49,999 and below), and Property, Plant, and Equipment (₱50,000 and above).

The issuance process ensures that all items are properly requested, approved, recorded, and distributed, with corresponding documentation to maintain accountability and traceability. Custodianship of these items is transferred from the Supply Officer, Designated Property Custodian and Storekeeper or Warehouseman to the end-user, who is then responsible for their use and safekeeping. Efficient and honest procurement, adequate stock control, comprehensive record-keeping, and proper care and maintenance of the property are essential for the effective use of supplies, materials, and equipment. (Based on the Government Accounting Manual, Chapter 10 Property, Plant and Equipment, Section 45 Procedures in the Recording of Requisition and Issue of PPE; and COA Circular 2022-004).

Office or Division:	Administrative Service – Asset Management Division
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee in the Central Office

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Requisition and Issue Slip (RIS) - three (3) original copies		Admin Service-AMD, scan the QR Code located at the AMD Counter/Window or access the link: https://bit.ly/requisitionandissueslip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) copies of fully accomplished RIS to AMD	1.1 Receive and check the completeness and correctness of the RIS. <i>Note: Return the RIS to the requesting office if the RIS is not correctly filled out, or in three (3) copies.</i>	None	10 minutes	Administrative Assistant II, AS-AMD
	1.2 Check if the items on the RIS are available in the AMD Warehouse. <i>Note: Inform Client if the item is not available in the AMD Warehouse.</i>	None	15 minutes	Administrative Officer II, AS-AMD
	1.3 Prepare Inventory Custodian Slip (ICS) for Semi-Expendable Properties (49,999 and below items) or Property Acknowledgment Report (PAR) for Property, Plant & Equipment (50,000 and above items) in three (3) copies, and give to the Client for signature	None	30 minutes	Administrative Officer II, AS-AMD
2. Affix the accountable person's signature on the ICS or PAR	2.1 Prepare the requested semi-expendable property / property, plant & equipment	None	1 day	Administrative Officer II, AS-AMD
	2.2 Issue the requested items and sign the "Issued by" portion of the RIS	None	10 minutes	Administrative Officer II, AS-AMD
3. Receive the items requested and sign the	3.1 Forward the RIS and ICS/PAR to the Chief Administrative Officer for signature	None	1 hour	Chief Administrative Officer, AS-AMD

"Received by" portion of the RIS	3.2 Provide Client with a copy of signed RIS and ICS/PAR	None	10 minutes	Administrative Officer II, AS-AMD
TOTAL:		None	1 day, 2 hours, 15 minutes	

3. Processing and Signing of Clearance from Property Accountability (with Accountability)

If a Regular or Co-Terminus employee has an existing accountability or property under his/her name, the employee must first return the property or transfer the accountability to a qualified employee (Regular employee and/or Property Custodian).

Clearance shall only be signed once the accountability has been properly transferred, and the newly signed Inventory Custodian Slip (ICS) has been submitted to the Asset Management Division (AMD).

Office or Division:	Administrative Service – Asset Management Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Clearance Form - three (3) original forms		Bureau of Human Resource and Organizational Development - Personnel Division		
AMD Clearance Form – one (1) original copy		Administrative Service – Asset Management Division, scan the QR Code located at the AMD Counter/Window or access the link: http://bit.ly/AS-AMD-Forms		
Additional Requirement for Client with Accountability for Transfer to Another Personnel				
Property Transfer Slip – one (1) original copy		Administrative Service – Asset Management Division, scan the QR Code located at the AMD Counter/Window or access the link: http://bit.ly/AS-AMD-Forms		
Additional Requirement for Client with Accountability for Return to AMD				
Property Return Slip – one (1) original copy		Administrative Service – Asset Management Division, scan the QR Code located at the AMD Counter/Window or access the link: http://bit.ly/AS-AMD-Forms		
Item to be Returned		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accountability is for transfer to another personnel				
1. Submit complete requirements to AS-AMD.	1.1 Check completeness and verify the documents	None	10 minutes	Administrative Officer II, AS-AMD
	1.2 Prepare the Inventory Custodian Slip (ICS) or Property	None	15 minutes	Administrative Officer II, AS-AMD

	Acknowledgement Report (PAR) in two copies, and forward to Chief Administrative Officer for signature			
	1.3 Sign the Inventory Custodian Slip (ICS) or Property Acknowledgement Report (PAR)	None	1 hour	Chief Administrative Officer, AS-AMD
	1.4 Provide the ICS or PAR to the requesting office, for the new accountable person's signature	None	10 minutes	Administrative Officer II, AS-AMD
2. Sign the ICS or PAR (new accountable person)	2.1 Review the signed ICS or PAR, then forward the documents (along with the clearance) to Supervising Administrative Officer for initials	None	15 minutes	Administrative Officer II, AS-AMD
	2.2 Review and affix initials on Personnel's Clearance Form and AMD Clearance Form, then forward to Chief Administrative Officer for signature	None	1 hour	Supervising Administrative Officer, AS-AMD
	2.3 Sign the Personnel's Clearance Form and AMD Clearance Form	None	1 hour	Chief Administrative Officer, AS-AMD
	2.4 Release the Personnel's Clearance Form and AMD Clearance Form to Client	None	5 minutes	Administrative Officer II, AS-AMD
	Accountability is for return to AMD			
1. Submit complete requirements to AS-AMD.	1.1 Check and verify the documents for completeness, along with the returned item, then forward the documents to Supervising Administrative Officer for review	None	15 minutes	Administrative Officer II, AS-AMD
	1.2 Review and affix initials on Personnel's Clearance Form and AMD Clearance Form,	None	1 hour	Supervising Administrative Officer, AS-AMD

	then forward to Chief Administrative Officer for signature			
	1.3 Sign the Personnel's Clearance Form and AMD Clearance Form	None	1 hour	Chief Administrative Officer, AS-AMD
	1.4 Release the Personnel's Clearance Form and AMD Clearance Form to Client	None	5 minutes	Administrative Officer II, AS-AMD
TOTAL (Accountability for Transfer):		None	3 hours, 55 minutes	
TOTAL (Accountability for Return):		None	3 hours, 20 minutes	

4. Processing and Signing of Clearance from Property Accountability (without Accountability)

The processing and signing of the Clearance certify that the Contract of Service (COS), Plantilla, and Co-Terminus employee has no property accountability or has properly transferred accountabilities in preparation for or to finish documentation in relation to separation, completion of contract, or travel overseas.

Office or Division:	Administrative Service – Asset Management Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Clearance Form - three (3) original forms		Bureau of Human Resource and Organizational Development - Personnel Division		
AMD Clearance Form – one (1) original copy		Administrative Service – Asset Management Division, scan the QR Code located at the AMD Counter/Window or access the link: http://bit.ly/AS-AMD-Forms		
Additional Requirement for COS Personnel				
Certification from Property Custodian that the employee requesting for clearance has no more property accountabilities in the office – one (1) original copy		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to AS-AMD.	1.1 Check completeness and verify the documents	None	10 minutes	Administrative Officer II, AS-AMD
	1.2 Review the documents in relation to the accountability (inventory supplies,	None	1 hour	Administrative Officer II, AS-AMD

	semi-expendable, or PPE) and sign the AMD Clearance Form, then forward to Supervising Administrative Officer for initial			
	1.3 Review and affix initials on Personnel's Clearance Form and AMD Clearance Form, then forward to Chief Administrative Officer for signature	None	1 hour	Supervising Administrative Officer, AS-AMD
	1.4 Sign the Personnel's Clearance Form and AMD Clearance Form	None	1 hour	Chief Administrative Officer, AS-AMD
	1.5 Release the Personnel's Clearance Form and AMD Clearance Form to Client	None	5 minutes	Administrative Officer II, AS-AMD
TOTAL:		None	3 hours, 5 minutes	

Administrative Service – Cash Division

1. Payment of Obligation through Checks

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

This service charter pertains to the steps in the payment of obligations made through checks, and is a continuation of the service charter on Processing Disbursement Vouchers from the Finance Service – Accounting Division.

Office or Division:		Administrative Service – Cash Division		
Classification:		Complex		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Finance Service – Accounting Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed Disbursement Vouchers, with attached necessary documents		Accounting Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Payment of Obligation amounting to less than Php 10,000,000.00				
1. Submit the processed disbursement voucher with attached necessary documents to Administrative Service-Cash Division	1.1 Receive and record submitted documents, verify if the disbursement voucher is duly signed by the Chief Accountant, and encode it in the tracking system.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.2 Forward the documents to the Chief Administrative Officer for the issuance of check.	None	3 minutes	Administrative Support II, AS-Cash Division
	1.3 Determine the type of fund and issue the corresponding check.	None	5 minutes	Chief Administrative Officer, AS-Cash Division
	1.4 Control check and advice number, prepare and encode in the database system, print check and the Advice of Checks Issued and Cancelled (ACIC), then forward to Chief Administrative Officer for review.	None	30 minutes	Administrative Support II / Administrative Officer V, AS-Cash Division

	1.5 Review accuracy of data on check and ACIC based on the processed disbursement voucher and affix initials.	None	30 minutes	Chief Administrative Officer, AS-Cash Division
	1.6 Record and transmit the check with the necessary attachments to Finance Service for the Director's signature.	None	20 minutes	Administrative Support II, AS-Cash Division
	1.7 Sign the check and ACIC and return to AS-Cash Division.	None	1 day	Director IV, Finance Service
	1.8 Create and authorize for check payments thru EMDS	None	20 minutes	Administrative Officer V / Supervising Administrative Officer / Chief Administrative Officer, AS-Cash Division
	1.9 Inform payee of availability of check for release	None	5 minutes	Administrative Officer III, AS-Cash Division
For Payment of Obligation amounting to Php 10,000,000.00 and above				
1. Submit the processed disbursement voucher with attached necessary documents to Administrative Service-Cash Division.	1.1 Receive and record submitted documents, verify if the disbursement voucher is duly signed by the Chief Accountant, and encode it in the tracking system.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.2 Forward the documents to the Chief Administrative Officer for the issuance of check.	None	3 minutes	Administrative Support II, AS-Cash Division
	1.3 Determine the type of fund and issue the corresponding check.	None	5 minutes	Chief Administrative Officer, AS-Cash Division
	1.4 Control check and advice number, prepare and encode in the database system, print check and the Advice of Checks	None	30 minutes	Administrative Support II / Administrative Officer V, AS-Cash Division

	Issued and Cancelled (ACIC), then forward to Chief Administrative Officer for review.			
	1.5 Review accuracy of data on check and ACIC based on the processed disbursement voucher and affix initials.	None	30 minutes	Chief Administrative Officer, AS-Cash Division
	1.6 Record and transmit the check with the necessary attachments to Finance Service for the Director's initials.	None	20 minutes	Administrative Support II, AS-Cash Division
	1.7. Affix initials on the check and ACIC and forward to the Office of the Undersecretary for Finance for the USec's signature.	None	1 day	Director IV, Finance Service
	1.8 Sign the check and ACIC and return to AS-Cash Division.	None	1 day	Undersecretary for Finance
	1.9 Create and authorize for check payments thru EMDS	None	20 mins	Administrative Officer V / Supervising Administrative Officer / Chief Administrative Officer, AS-Cash Division
	1.10 Informs payee of availability of check for release	None	5 minutes	Administrative Officer III, AS-Cash Division
TOTAL (for payment below 10M)		None	1 day, 2 hours, 5 minutes	
TOTAL (for payment 10M and above)		None	2 days, 2 hours, 5 minutes	

2. Payment of Obligation through LDDAP-ADA

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

This service charter pertains to the steps in the payment of obligations made through LDDAP-ADA, and is a continuation of the service charter on Processing Disbursement Vouchers from the Finance Service – Accounting Division.

Office or Division:		Administrative Service – Cash Division		
Classification:		Complex		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Finance Service – Accounting Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed LDDAP-ADA, with attached necessary documents		Concerned Office/Bureau/Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Payment of Obligation amounting to less than Php 10,000,000.00				
1. Submit the processed LDDAP-ADA with attached necessary documents to Administrative Service-Cash Division	1.1 Receive and record submitted documents, verify if the disbursement voucher is duly signed by the Chief Accountant, and encode it in the tracking system.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.2 Generate the hash totals in the FINDES (Landbank's online system), control, assign check number, and prepare the Windows Advice of Checks Issued and Cancelled (WINACIC) for review of the Chief.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.3 Review hash totals and WINACIC based on the processed LDDAP-ADA and affix initials.	None	30 minutes	Chief Administrative Officer, AS-Cash Division
	1.4 Record and transmit the LDDAP-ADA with the necessary documents to the ExeCom Lead in charge of the payable for signature.	None	20 minutes	Administrative Support II, AS-Cash Division

	1.5 Sign the LDDAP-ADA and forwards to Finance Service for the Director's signature.	None	1 day	ExeCom Lead
	1.6 Sign the LDDAP-ADA and return to AS-Cash Division.	None	1 day	Director IV, Finance Service
	1.7 Segregate and prepare LDDAP-ADA for submission to authorized government depository bank (AGDB).	None	30 minutes	Administrative Support II, AS-Cash Division
For Payment of Obligation amounting to Php 10,000,000.00 and above				
1. Submit the processed LDDAP-ADA with attached necessary documents to Administrative Service-Cash Division	1.1 Receive and record submitted documents, verify if the disbursement voucher is duly signed by the Chief Accountant, and encode it in the tracking system.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.2 Generate the hash totals in the FINDES (Landbank's online system), control, assign check number, and prepare the Windows Advice of Checks Issued and Cancelled (WINACIC) for review of the Chief.	None	10 minutes	Administrative Support II, AS-Cash Division
	1.3 Review hash totals and WINACIC based on the processed LDDAP-ADA and affix initials.	None	30 minutes	Chief Administrative Officer, AS-Cash Division
	1.4 Record and transmit the LDDAP-ADA with the necessary documents to the ExeCom Lead in charge of the payable for signature.	None	20 minutes	Administrative Support II, AS-Cash Division
	1.5 Sign the LDDAP-ADA and forwards to Finance Service for the Director's initials.	None	1 day	ExeCom Lead

	1.6. Affix initials on the LDDAP and forwards to the Office of the Undersecretary for Finance for the USec's signature.	None	1 day	Director IV, Finance Service
	1.6 Sign the LDDAP-ADA and return to AS-Cash Division.	None	1 day	Undersecretary for Finance
	1.7 Segregate and prepare LDDAP-ADA for submission to authorized government depository bank (AGDB).	None	30 minutes	Administrative Support II, AS-Cash Division
TOTAL (for payment below 10M)		None	2 days, 1 hour, 40 minutes	
TOTAL (for payment 10M and above)		None	3 days, 1 hour, 40 minutes	

Bureau of Human Resource and Organizational Development – Employee Welfare Division

1. Child-Minding Center

Pursuant to Executive Order No. 340, s. 1997 titled *Directing National Government Agencies and Government-Owned and -Controlled Corporations to Provide Day Care Services to their Employees*, the Department of Education through the Employee Welfare Division (EWD) thereby established the DepEd Central Office (CO) Child-Minding Center (CMC).

The facility is designed to support DepEd CO employees and clients seeking childcare services by providing an environment for their children with the following:

- A safe, warm, and friendly atmosphere with childcare providers
- A child-centered, non-role stereotyping setting
- A variety of activities that support the physical, social, and emotional needs of the children

The CMC accommodates children or dependents of DepEd CO employees and CO clients aged 3 to 9 years old. Children under 3 years old may be admitted is accompanied by a capable guardian. The facility operates Monday to Friday, from 8:00 AM to 4:00 PM. With a daily capacity of 10 children, admissions are on a first-come, first-served basis. Parents or guardians can reserve a spot through the provided link or QR code a day in advance. Walk-ins may be accepted if space is available, with solo parents given priority.

Office or Division:		Bureau of Human Resource and Organizational Development – Employee Welfare Division		
Classification:		Simple		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reservation Form – one (1) original copy		BHROD – Employee Welfare Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire regarding the need for childcare facility	1.1 Receive childcare inquiry	None	5 minutes	Administrative Officer II, BHROD-EWD
	1.2 Advise Client to fill-out the Reservation Form. <i>Note: For regular clients, log-in may proceed to logging details in the Daily Attendance Form</i>	None	5 minutes	Administrative Officer II, BHROD-EWD
2. Fill-out the Reservation Form	2.1 Check and record the details provided by the Client	None	5 minutes	Administrative Officer II, BHROD-EWD
	2.2 Provide orientation on CMC guidelines and entertains any inquiries	None	5 minutes	Administrative Officer II, BHROD-EWD

	or concerns that may arise			
TOTAL:		None	20 minutes	

2. DepEd Central Office Clinic

As part of the Department's commitment to promote and protect the welfare and well-being of its teaching and non-teaching personnel, the Bureau of Human Resource and Organizational Development- Employee Welfare Division (BHROD-EWD) established the Central Office (CO) Clinic to provide primary and preventive health services to CO employees and clients.

Office or Division:		Bureau of Human Resource and Organizational Development – Employee Welfare Division		
Classification:		Simple		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Clinic and provide description of medical concern.	1.1 Receive medical concern	None	5 minutes	Nurse (Technical Assistant II), BHROD-EWD
	1.2 Pull-out existing records. <i>Note: If there is no existing record, fill-out the Employee Health Profile Form.</i>	None	5 minutes	Nurse (Technical Assistant II), BHROD-EWD
	1.3 Conduct initial assessment through monitoring of vital signs	None	5 minutes	Nurse (Technical Assistant II), BHROD-EWD
	1.4 Refer the case to the Medical Officer	None	5 minutes	Nurse (Technical Assistant II), BHROD-EWD
	1.5 Examine the Client	None	15 minutes	Medical Officer (Technical Assistant IV), BHROD-EWD
	1.6 Issue a prescription bearing the diagnostic tests and medication, as necessary	None	10 minutes	Medical Officer (Technical Assistant IV), BHROD-EWD
	1.7 Update the patient records to reflect the newest visit, and	None	5 minutes	Nurse (Technical Assistant II) /

	advise Client if follow-up check-up is necessary.			Administrative Assistant I, BHROD-EWD
TOTAL:		None	50 minutes	

3. Lactation Station

The Department of Education recognizes and supports the Republic Act (RA) No. 10028 or the *Expanded Breastfeeding Promotion Act of 2009*.

To regulate the use of the Lactation Station (LS), it is open from Monday to Friday, 8:00 AM to 4:00 PM, with each session limited to 40 minutes per person. DepEd CO nursing employees must obtain permission from their immediate supervisor before using the LS, while clients/visitors can request access directly from the staff. Nursing employees must notify the staff-in-charge prior to using the facility. They are similarly responsible for bringing their own breast pump and storage bags. A refrigerator is available for storing expressed milk provided they are properly labeled and retrieved by the end of the day. Uncollected milk will be disposed of.

Office or Division:		Bureau of Human Resource and Organizational Development – Employee Welfare Division		
Classification:		Simple		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for lactation services	1.1 Receive the lactation request	None	5 minutes	Administrative Officer II, BHROD-EWD
	1.2 Advise Client to fill-out the Registration Form	None	5 minutes	Administrative Officer II, BHROD-EWD
2. Fill-out the Registration Sheet	2.1 Check and record the details provided by the Client	None	5 minutes	Administrative Officer II, BHROD-EWD
	2.2 Direct the client to the Lactation Station*	None	1 minute	Administrative Officer II, BHROD-EWD
TOTAL:		None	16 minutes	

Note: A personnel shall be on standby in the Lactation Station should assistance be required.

Bureau of Human Resource and Organizational Development – Personnel Division

1. Application for Leave

Rule XVI, Section 1 of the Omnibus Rule on Leave provides that appointive officials up to the level of heads of executive departments, heads of departments, undersecretaries, and employees of the government, whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to applicable leaves with full pay, exclusive of Saturdays, Sundays, and Public Holidays.

The grant of leave is discretionary on the part of the authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
CSC Form No. 6 (Leave Form) – two (2) original copies		BHROD-Personnel Division https://tinyurl.com/BHROD-PDtemplates	
Note: This is required for all types of leave, but the only requirement for Vacation Leave, Mandatory/Forced Leave, Special Privilege Leave, Wellness Leave, Sick Leave			
Additional Requirements for Sick Leave (if applying for more than 5 days)			
Medical Certificate – two (2) photocopies		Attending Physician	
Additional Requirements for Paternity Leave			
Marriage Certificate – one (1) photocopy		Philippine Statistics Authority	
Birth Certificate of the newly born child – one (1) photocopy		Philippine Statistics Authority	
Death or Medical Certificate (in case of miscarriage or abortion, as the case may be) – one (1) photocopy		Philippine Statistics Authority	
Additional Requirements for Solo Parent Leave			
Solo Parent ID – one (1) photocopy		City or Municipal Social Welfare Development Office	
Additional Requirements for Study Leave			
Service Record – one (1) original copy		BHROD-Personnel Division https://tinyurl.com/BHROD-PDtemplates	
Signed Service Contract – one (1) photocopy		BHROD-Human Resource Development Division	
Additional Requirements for 10-Day VAWC Leave			
Barangay Protection Order/Temporary or Permanent Protection Order/Certification		Applicant / Client	

from a Barangay or Prosecutor that a protection order Application has been filed – one (1) photocopy				
Additional Requirements for Rehabilitation Leave				
Medical Certificate showing that the wounds or injuries were incurred in the performance of duty – one (1) photocopy		Attending Physician		
Additional Requirements for Special Leave for Women				
Medical Certificate showing the histopathological report, operative technique used, duration of surgery, period of confinement, as well as period of recuperation – one (1) photocopy		Competent Medical Authority preferably specializing in gynecological disorder		
Additional Requirements for Adoption Leave (if the leave is availed of before the grant of petition for adoption)				
Authenticated copy of the Pre-Adoption Placement Authority (PAPA) – one (1) original copy		Department of Social Welfare and Development (DSWD)		
Additional Requirements for Adoption Leave (if the leave is availed of after the grant of petition for adoption)				
Authenticated copy of the Adoption Decree/Order – one (1) original copy		Proper Court		
Additional Requirements for Special Emergency (Calamity) Leave				
Certification from Barangay certifying that the employee is a bona fide resident of the affected area and suffered damages – one (1) original copy		Barangay of the applicant's place of residence		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to BHROD-Personnel Division	1.1 Receive and encode the duly submitted CSC Form No. 6, then forward to the assigned personnel	None	20 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.2 Evaluate leaves request and update number of leave credits in the Service Card, and forward to Chief of BHROD-PD for review	None	4 hours	Administrative Officer II (Office Management Unit), BHROD-PD
	1.3 Certify the accuracy of no. of leave credits	None	1 day	Chief Administrative Officer / Supervising Administrative Officer, BHROD-PD

	1.4 Release certified CSC Form No. 6 to the Records Division	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.5 Release certified CSC Form No. 6 to the requesting employee	None	4 hours	Administrative Assistant II, AS-Records Division
TOTAL:		None	2 days, 30 minutes	

2. Application for Retirement

This service covers the facilitation and processing of retirement benefits of government official or personnel who will reach the compulsory retirement age of 65 years in accordance with the policies of the Civil Service Commission and the Republic Act No. 8291.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Service Record – one (1) original copy		BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates	
Letter of Intent (For Early and Optional Retirees) – one (1) original copy		Applicant / Client	
CSC Form No. 7 - Clearance Form duly signed by the applicant and other authorized signatories except Personnel Division Chief and Undersecretary for Human Resource and Organizational Development – two (2) original copies		BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates	
Additional Requirements for Authorized Representative			
Authorization Letter (1 original copy)		Applicant / Client	
Identification Card - 1 photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Applicant	
Identification Card – 1 photocopy of any government-issued valid ID of the		Authorized Representative of the Applicant	

authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents for retirement at least 120 days prior to actual retirement date to BHROD-Personnel Division	1.1 Receive and encode the applicant's requirements	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.2 Process and compute appropriate retirement benefits, and verify the authenticity, accuracy and consistency of the data contained in the documents submitted	None	2 days	Administrative Officer II (Office Management Unit), BHROD-PD
	1.3 Forward the Application Form to the Chief of BHROD-Personnel Division for signature	None	5 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.4 Review and sign the Application Form	None	1 day	Chief Administrative Officer, BHROD-PD
	1.5 Forward the Application Form to the ExeCom-in-charge for Human Resource and Organizational Development (HROD)	None	15 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.6 Review and sign the Application Form	None	1 day	ExeCom-on-charge of Human Resource and Organizational Development
	1.7 Return to Personnel Division	None	15 minutes	Administrative Assistant III, Office of the Undersecretary for HROD
	1.8 Inform the Client that the approved	None	5 minutes	Administrative Officer II (Office

	Application Form is ready for release			Management Unit), BHROD-PD
2. Claim the approved Application Form from the BHROD-Personnel Division and sign on the logbook	2.1 Release the approved Application Form	None	20 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
TOTAL:		None	4 days, 1 hour, 10 minutes	

3. Evaluation of Authority to New Hire, Renewal and Change of Work of Contract of Service (CoS)

The personnel division evaluate the individual qualifications of the CoS workers to be hired/rehired vis-à-vis the qualification requirements of the work category and functions/tasks to be assigned as indicated in the proposed Terms of Reference (ToR) for proper determination of work category and compensation. Office Order OO-OSEC-2023-023 or the *Updated Implementing Guidelines on the Hiring and Renewal of Contract of Service Workers in the Department of Education Office*.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Contract of Service employees in the Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Request of Authority to hire or renewal signed by Head of Office/Supervising ExeCom – two (2) original copies	Requesting office tinyurl.com/BHROD-PDtemplates
Updated Office functions and mandates – one (1) original copy	Requesting office
Organizational Chart of the Office – one (1) original copy	Requesting office
List of existing personnel, including vacant positions, incumbents of CTI positions, reassigned personnel from other offices, existing and proposed COS for hiring – one (1) original copy	BHROD-Personnel Division
Terms of Reference – one (1) original copy	BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates
Legal Basis issuance (if any) – one (1) photocopy	Requesting Office
Approved Work and Financial Plan (WFP) – one (1) photocopy	Requesting Office
Signed contract of service – two (2) original copies	BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates

Updated Personal Data Sheet – one (1) original copy		BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates		
Curriculum Vitae – one (1) original copy		Requesting Office		
Transcript of Records – one (1) certified true copy		Requesting Office		
Certificate of Training (if applicable) – one (1) photocopy		Requesting Office		
Certificate of Eligibility (if any) – one (1) photocopy		Requesting Office		
PSA Birth Certificate – one (1) original copy		Requesting Office		
BIR Tax Identification No. (TIN) – one (1) original copy		Requesting Office		
Proof of registration/membership on social benefits program (SSS, Pag-ibig, Philhealth) – one (1) photocopy		Requesting Office		
Medical Certificate /s including drug testing certified by a government physician and verified by school health division/DepEd CO Clinic Doctor – one (1) original copy		BHROD-Personnel Division tinyurl.com/BHROD-PDtemplates		
At least Very Satisfactory performance rating for the previous year using RPMS IPCRF form or Certification for a very satisfactory Rating – one (1) photocopy		Requesting Office		
Copy of old previous contract – one (1) photocopy		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Authority is for New Hire or Change of Work				
1. Submit all required documents to BHROD-Personnel Division	1.1 Receive the authority to hire of CoS with attached required documents	None	10 minutes	Administrative Officer II, BHROD-PD
	1.2 Forward to Recruitment Selection Placement and Induction (RSPI) Unit for evaluation	None	10 minutes	Administrative Officer II, BHROD-PD
	1.3 Check documents for completeness and evaluate the qualification for the position <i>Note: If there is no discrepancy in the documents submitted and qualified for the position applying for, the documents will be forwarded for approval of the Undersecretary for</i>	None	3 hours	Administrative Officer II (Recruitment Selection Placement and Induction Unit), BHROD-PD

	<i>Human Resource and Organizational Development</i>			
	1.4 Forward the documents to the Chief Administrative Officer for approval	None	5 minutes	Administrative Officer II (Recruitment Selection Placement and Induction Unit), BHROD-PD
	1.5 Approve and sign the authority to hire	None	1 day	Chief Administrative Officer, BHROD-PD
	1.6 Forward the documents to the FS-Budget Division	None	15 minutes	Administrative Officer II, BHROD-PD
	1.7 Approve the budget allocation	None	1 day	Chief Administrative Officer, FS-Budget Division
	1.8 Forward to Office of Undersecretary of Finance for approval	None	10 minutes	Administrative Assistant II, FS-Budget Division
	1.9 Approve the authority for new hire or change of work	None	1 day	ExeCom-in-Charge of Finance
	1.10 Forward to the Office of the Undersecretary for the Human Resource and Organizational Development (HROD)	None	10 minutes	Administrative Assistant III, Office of the ExeCom-in-Charge of Finance
	1.11 Approve the authority for new hire or change of work	None	1 day	ExeCom-in-Charge of HROD
	1.12 Forward the documents to the BHROD-Personnel Division	None	15 minutes	Administrative Assistant III, Office of the ExeCom-in-Charge of HROD
	1.13 Release the Authority to Hire to the requesting office	None	10 minutes	Administrative Officer II, BHROD-PD
For Authority is for Renewal				
1. Submit all required documents to BHROD-Personnel Division	1.1 Receive the authority to hire of CoS with attached required documents	None	10 minutes	Administrative Officer II, BHROD-PD

	1.2 Forward to Recruitment Selection Placement and Induction (RSPI) Unit for evaluation	None	10 minutes	Administrative Officer II, BHROD-PD
	1.3 Check documents for completeness and evaluate the qualification for the position <i>Note: If there is no discrepancy in the documents submitted and qualified for the position applying for, the documents will be forwarded for approval of the Undersecretary for Human Resource and Organizational Development</i>	None	3 hours	Administrative Officer II (Recruitment Selection Placement and Induction Unit), BHROD-PD
	1.4 Forward the documents to the Chief Administrative Officer for approval	None	5 minutes	Administrative Officer II (Recruitment Selection Placement and Induction Unit), BHROD-PD
	1.5 Approve and sign the authority to hire	None	1 day	Chief Administrative Officer, BHROD-PD
	1.6 Forward the documents to the FS-Budget Division	None	15 minutes	Administrative Officer II, BHROD-PD
	1.7 Approve the budget allocation	None	1 day	Chief Administrative Officer, FS-Budget Division
	1.8 Forward to the Office of the Undersecretary for the Human Resource and Organizational Development (HROD) for approval	None	10 minutes	Administrative Assistant II, FS-Budget Division
	1.9 Approve the authority for new hire or change of work	None	1 day	ExeCom-in-Charge of HROD
	1.10 Forward the documents to the	None	15 minutes	Administrative Assistant III,

	BHROD-Personnel Division			Office of the ExeCom-in-Charge of HROD
	1.11 Release the Authority to Hire to the requesting office	None	10 minutes	Administrative Officer II, BHROD-PD
TOTAL (for new hire or change of work):		None	4 days, 4 hours, 25 minutes	
TOTAL (for renewal):		None	3 days, 4 hours, 15 minutes	

4. Issuance of Certificate of Employment

A certificate of employment is used to verify the employment history of a former or current employee.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Online Form		bit.ly/CODEpEdEmail		
Duly signed Request Form – one (1) original copy		BHROD-Personnel Division		
For Authorized Representative				
Authorization Letter (1 original copy)		Applicant / Client		
Identification Card - 1 photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Applicant / Client		
Identification Card – 1 photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Authorized Representative of the Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Fill-up and submit the duly signed Request Form to BHROD-Personnel Division	1.1 Receive the duly signed request form	None	10 minutes	Administrative Officer II, BHROD-PD
	1.2 Check the records of the requestor and prepare the Certification	None	30 minutes	Administrative Officer II (Personnel Records Unit), BHROD-PD
	1.3 Forward the Certification to the Chief of BHROD-Personnel Division for signature	None	5 minutes	Administrative Officer II (Personnel Records Unit), BHROD-PD
	1.4 Approve and sign the Certification	None	1 hour	Chief Administrative Officer / Supervising Administrative Officer, BHROD-PD
	1.5 Release the approved Certification	None	5 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	1 hour, 50 minutes	

5. Issuance of Designation Order

A designation is a temporary movement that involves the imposition of additional and/or greater responsibility of an official or employee, which can be terminated anytime at the pleasure of the appointing officer or authority. This movement involves the performance of duties of another position in a concurrent capacity or on a full-time basis.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Memorandum or letter of request from the proponent office with complete information on the designee, purpose/reason for designation and duration/effectivity of designation – one (1) original copy		Applicant / Client		
Draft Office Order – one (1) original copy		PAS – Publications Division		
Routing Slip duly signed by the proponent office – one (1) original copy		PAS – Publications Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit required documents to BHRD-Personnel Division	1.1 Receive and encode request from the proponent office	None	10 minutes	Administrative Officer II (Office Management Unit), BHRD-PD
	1.2 Transmit complete documents to Third Level Management Unit	None	5 minutes	Administrative Officer II (Office Management Unit), BHRD-PD
	1.3 Evaluate the request and draft Office Order	None	30 minutes	Administrative Officer II (Third Level Management Unit), BHRD-PD
	1.4 Endorse draft Office Order to Chief Administrative Officer for review	None	5 minutes	Administrative Officer II (Third Level Management Unit), BHRD-PD
	1.5 Review and sign the Routing Slip	None	1 hour	Chief Administrative Officer / Supervising Administrative Officer, BHRD-PD
	1.6 Endorse to PAS-Publications Division for reformatting	None	10 minutes	Administrative Officer II (Third Level Management Unit), BHRD-PD
	1.7 Review and reformat the draft Office Order, and forward to the Chief of PAS-Publications Division for review	None	1 hour	Administrative Officer IV, PAS-Publications Division
	1.8 Review and endorse the reformatted Office Order to the Director of PAS, then sign the Routing Slip	None	1 hour	Chief Administrative Officer, PAS-Publications Division
	1.9 Review the reformatted Office Order and sign Routing Slip	None	1 hour	Director IV, PAS
	1.10 Endorse reformatted Office	None	10 minutes	Administrative Officer II, PAS-

	Order and signed Routing Slip to BHROD-Personnel Division (Third Level Management Unit)			Publications Division
	1.11 Endorse draft Office Order to Office of the Undersecretary for HROD for review	Nobe	10 minutes	Administrative Officer II (Third Level Management Unit), BHROD-PD
	1.12 Review the reformatted Office Order and sign Routing Slip	None	4 hours	ExeCom-in-Charge of HROD
	1.13 Endorse the draft Office Order to the BHROD-Personnel Division	None	10 minutes	Administrative Assistant III, Office of the ExeCom-in-Charge for HROD
	1.14 Transmit the draft Office Order to Office of the Secretary (OSEC)	Nobe	10 minutes	Administrative Officer II (Third Level Management Unit), BHROD-PD
	1.15 Review the reformatted Office Order and sign Routing Slip	None	4 hours	Undersecretary for OSEC
	1.16 Endorse to the PAS-Publications Division for release	None	10 minutes	Administrative Assistant III, Office of the Undersecretary for OSEC
	1.17 Place Office Order Number and publish Office Order via email to all DepEd offices	None	15 minutes	Administrative Officer II, PAS-Publications Division
TOTAL:		None	1 day, 6 hours, 5 minutes	

6. Issuance of Foreign Official Travel Authority

Based on DepEd Order No. 42, s. 2022 or the *Omnibus Travel Guidelines for All Personnel of the Department of Education*, DepEd officials and employees may apply for travel authority for these foreign official travels:

- 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;
- Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign official travel as stated on DOs 043 and 046, s. 2022, specifically • Requests recommended by the Office of the Schools Division Superintendent (OSDS) and Office of Regional Director (ORD) • Regional Directors and Assistant Regional Directors • Requests from the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Travel Authority for Official Travel Form with supporting documents		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
Signed invitation addressed to the requesting party – one (1) original copy		Inviting foreign government / institution or international agency / organization	
Itinerary of Travel – one (1) original copy		Inviting foreign government / institution or international agency / organization	
Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ² , 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 – one (1) original copy		Applicant / Client	

Certificate of No Pending Case – one (1) original copy		Legal Service – Investigation Division		
Approved Completed Staff Work (CSW) – one (1) photocopy		International Cooperation Office (ICO)		
Budget Estimate (Travel Cost) – one (1) original copy		Office of the Undersecretary for Finance		
Work and Financial Plan – one (1) photocopy		Applicant / Client’s Office		
Additional requirement if applying for Cash Advance				
Original Certification that previous Cash Advance has been liquidated – one (1) original copy		Finance Service – Accounting Division		
For Teachers in the Exchange Visitor Program of the US Government				
Travel Authority signed by the Secretary or designated Approving Authority – one (1) original copy		Office of the Secretary		
Clearance Certificate – one (1) original copy		Regional Office		
Copy of the Registration Sticker		Commission on Filipino Overseas		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to BHROD-Personnel Division	1.1 Receive and encode documents	None	5 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.2. Check documents for completeness and accuracy. <i>Note: If there is no discrepancy in the documents submitted, draft endorsement of Travel Authority (TA) and letter to Department of Foreign Affairs (DFA) and forward to International Cooperations Office (ICO). Otherwise, inform the client of discrepancies and wait for reply.</i>	None	1 day	Administrative Officer II (Office Management Unit), BHROD-PD
	1.3 Check the CSW, fund source, and legitimacy of travel documents and forward to the Office of the Undersecretary for Finance (OUF).	None	1 day	Project Development Officer III, Internal Cooperation Office

	then return the documents to the BHROD-Personnel Division			
	1.4 Endorse to the Office of the Undersecretary for Finance	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.5 Review documents and prepare Budget Estimate (Travel Cost) and forward to the Approving Authority	None	1 day	ExeCom-in-Charge for Finance
	1.7 Return the documents to the BHROD-Personnel Division	None	5 minutes	Administrative Assistant III, Office of the ExeCom-in-Charge for Finance
	1.8 Review documents and clear endorsement, TA and letter to DFA	None	4 hours	Chief Administrative Officer, BHROD-Personnel Division
	1.9 Endorse the documents to the Office of the Approving Authority of the applicant <i>Note: Approving authority is based on DepEd Order No. 18, s.2024</i>	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.10 Review documents and sign endorsement, TA and letter to DFA	None	1 day	ExeCom, Designated Approving Authority
	1.11 Release the signed approved / disapproved endorsement and TA to the Personnel Division	None	10 minutes	Administrative Assistant III, Office of the Designated Approving Authority
	1.12 Release the signed approved / disapproved	None	10 minutes	Administrative Officer II (Office Management

	endorsement and TA to Records Division			Unit), BHROD-PD
TOTAL:		None	4 days, 4 hours, 50 minutes	

7. Issuance of Foreign Personal Travel Authority

Based on DepEd Order No. 42, s. 2022 or the *Omnibus Travel Guidelines for All Personnel of the Department of Education*, DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purposes 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 the reportorial requirement for any previous travel, shall not be granted foreign personal TA.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Travel Authority for Official Travel Form with supporting documents	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
Written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office – one (1) original copy	Applicant / Client
Certificate of No Pending Case – one (1) original copy	Legal Service – Investigation Division
CSC Form No. 6, s. 2020 (Leave Form) – one (1) original copy	Personnel Division https://tinyurl.com/BHROD-PDtemplates
Additional Requirement for CO Division Chiefs and Higher	
Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy	Office Order issuance duly signed by the Secretary or authorized signatory
Additional Requirement for Study Leave (up to 6 months)	

Contract between the agency head or authorized representative and the employee concerned – one (1) original copy		BHROD – Human Resource Development Division		
Additional requirement for Leaves that exceed month				
CSC Form No. 7, s. 2017 (Clearance Form) – one (1) original copy		Personnel Division https://tinyurl.com/BHROD-PDtemplates		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to BHROD-Personnel Division	1.1 Receive and encode documents	None	5 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.2. Check documents for completeness and accuracy. <i>Note: If there is no discrepancy in the documents submitted, draft endorsement of Travel Authority (TA). Otherwise, inform the client of discrepancies and wait for reply.</i>	None	1 day	Administrative Officer II (Office Management Unit), BHROD-PD
	1.3 Forward the draft endorsement to Chief of BHROD-Personnel Division for review	None	1 hour	Administrative Officer II (Office Management Unit), BHROD-PD
	1.4 Review and approve the draft endorsement	None	4 hours	Chief Administrative Officer, BHROD-PD
	1.5 Endorse the draft endorsement and TA to the Undersecretary for HROD for review and clearance	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
	1.6 Review and clear endorsement and TA	None	1 day	ExeCom-in-Charge of HROD
	1.7 Return the documents to the BHROD-Personnel Division	None	10 minutes	Administrative Assistant III, Office of the ExeCom-in-Charge for HROD
	1.8 Endorse for review and clearance of endorsement and	None	10 minutes	Administrative Officer II (Office Management

	TA to the Designated Approving Authority <i>Note: Approving authority is based on DepEd Order No. 18, s.2024</i>			Unit), BHROD-PD
	1.9 Review documents and sign endorsement, TA and letter to DFA	None	1 day	ExeCom, Designated Approving Authority
	1.11 Release the signed approved / disapproved endorsement and TA to the Personnel Division	None	10 minutes	Administrative Assistant III, Office of the Designated Approving Authority
	1.12 Release the signed approved / disapproved endorsement and TA to Records Division	None	10 minutes	Administrative Officer II (Office Management Unit), BHROD-PD
TOTAL:		None	3 days, 5 hours, 55 minutes	

8. Issuance of Reassignment and Recall Order

Reassignment is the movement of an employee across the organizational structure within the same department or agency, made in the interest or exigency of public service, which does not involve a reduction in rank, status, or salary (2025 Civil Service Commission Resolution Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA) section 13).

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any permanent employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request of Employee or Requesting Office for Reassignment of Personnel – one (1) original copy		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request for reassignment or recall to BHROD-Personnel Division	1.1 Receive letter request for reassignment or recall	None	5 minutes	Administrative Officer II, BHROD-PD
	1.2 Draft reassignment and recall order	None	30 minutes	Administrative Officer II, BHROD-PD

	1.3 Endorse draft Reassignment and Recall Order to Office of the Undersecretary for HROD for review	Nobe	15 minutes	Administrative Officer II, BHROD-PD
	1.4 Review and sign the Reassignment and Recall Order	None	3 days	ExeCom-in-Charge of HROD
	1.5 Release the signed Order	None	5 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	3 days, 55 minutes	

9. Issuance of Service Record

A service record is an official document that shows the detailed timeline of an employee's entire employment history in an organization.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any permanent, contractual, and coterminous employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Request Form		bit.ly/CODepEdEmail	
Duly signed request form – one (1) original copy		BHROD-Personnel Division	
For authorized representative			
Authorization Letter – One (1) Original Copy		Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID		Authorized Representative of the Applicant / Client	

Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the duly signed Request Form to BHROD-Personnel Division	1.1 Receive the duly signed request form	None	10 minutes	Administrative Officer II, BHROD-PD
	1.2 Check the records of the requestor and prepare the service record	None	30 minutes	Administrative Officer II, BHROD-PD
	1.3 Endorse the draft Service Record to Chief of BHROD-Personnel Division for review	None	30 minutes	Administrative Officer II, BHROD-PD
	1.4 Approve and sign the Certification	None	1 hour	Chief Administrative Officer / Supervising Administrative Officer, BHROD-PD
	1.5 Release the signed Certification	None	5 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	2 hours, 15 minutes	

10. Processing of Monetization of Leave Credits

This charter outlines the steps for converting the unused vacation leave into cash.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any permanent, contractual, and coterminous employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
CSC Form No. 6 – one (1) original copy		Applicant / Client		
Letter request for monetization – one (1) original copy		Applicant / Client		
Medical certificate or medical prescription approved by the Doctor in DepEd CO – one (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required document to	1.1 Receive the documents then forward it to the	None	10 minutes	Administrative Officer II, BHRD-PD

BHROD-Personnel Division	assigned personnel for processing			
	1.2 Process leave request and update leave credits in the database	None	30 minutes	Administrative Officer II (Personnel Records Unit), BHROD-PD
	1.3 Forward the request to Chief of BHROD-Personnel Division for signature	None	5 minutes	Administrative Officer II (Personnel Records Unit), BHROD-PD
	1.4 Check the documents and approve Leave Request	None	2 hours	Chief Administrative Officer / Supervising Administrative Officer, BHROD-PD
	1.5 Forward the documents to the BHROD-Personnel Division's Compensation Benefits Unit	None	5 minutes	Administrative Officer II, BHROD-PD
	1.6 Prepare Disbursement Voucher (DV) and Obligation Request (ORS)	None	1 hour	Administrative Officer II, BHROD-PD
	1.7 Forward the documents to the Finance Service-Budget Division for the actual processing of payment	None	15 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	4 hours, 5 minutes	

11. Processing of Payment for Salary of Contract of Service

This charter outlines the steps in processing the payment of salary for the Contract of Service (CoS) employee in the Central Office in accordance with the Office Order OO-OSEC-2023-023 or the Updated Implementing Guidelines on the Hiring and Renewal of Contract of Service Workers in the Department of Education Office.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any Contract of Service employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Obligation Request and Status (ORS), Disbursement Voucher (DV), and Payroll – two (2) original copies		BHROD-Personnel Division		
Duly signed Daily Time Record (DTR) including the deficiency form– one (1) original copy		Requesting Office		
Accomplishment Report – One (1) Original Copy		Requesting Office		
Approved and notarized Contract – one (1) photocopy		Requesting Office		
Certificate of Registration from the BIR – one (1) photocopy		Requesting Office		
Supporting document (Locator Slip, travel Authority, etc.), if applicable – one (1) photocopy		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required document for the payment of COS salary to BHROD-Personnel Division	1.1 Receive the documents for the COS salary	None	10 minutes	Administrative Officer II, BHROD-PD
	1.2 Check for completeness and evaluate the documents, then proceed with the payroll, ORS or DV <i>Note: Processing of Payroll, ORS and DV will only proceed if the submitted documents are complete.</i>	None	2 days	Administrative Officer II (Compensation & Benefits Unit), BHROD-PD
	1.3 Evaluate if the Payroll is correct, then forward all documents to Chief of	None	20 minutes	Administrative Officer IV (Compensation & Benefits

	BHROD-Personnel Division signature			Unit), BHROD-PD
	1.4 Sign and approve the payroll, DV, and ORS	None	4 hours	Chief Administrative Officer / Supervising Administrative Officer, BHROD-PD
	1.5 Submit the signed documents to the Finance Service-Budget Division	None	30 minutes	Administrative Officer II, BHROD-PD
TOTAL:		None	2 days, 5 hours	

12. Processing of Terminal Leave Benefits

Terminal leave pay refers to the payment in cash value of an employee. It includes resignation, retirement, and separation from the service. Based on Budget Circular No. 2016-2, dated March 29, 2016. Pursuant to Section 40 of CSC MC No. 14, Terminal Leave Benefits (TLB) payment is based on accumulated leave credits during the service, and the computation depends on the highest salary received.

Office or Division:	Bureau of Human Resource and Organizational Development – Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Retiring / resigning employees in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
CSC Form No. 6 (Leave Form) – one (1) original copy		BHROD-Personnel Division		
Updated Service Record – one (1) original copy		BHROD-Personnel Division		
Latest Appointment – one (1) certified true copy		BHROD-Personnel Division		
Latest Salary Adjustment – one (1) certified true copy		BHROD-Personnel Division		
Duly accomplished DepEd Clearance – one (1) certified true copy		Applicant / Client		
Statement of Asset, Liabilities and Net Worth – one (1) original copy		Applicant / Client		
Certificate of No pending administrative case – one (1) original copy		Legal Service – Investigation Division		
GSIS clearance (applicable only for retired employees) – one (1) photocopy		Government Service Insurance System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all required documents to BHRD-Personnel Division	1.1 Receive all the requirements then forward to the assigned personnel for processing	None	10 minutes	Administrative Officer II, BHRD-PD
	1.2 Process the CSC Form No. 6, then forward all documents to Chief of BHRD-Personnel Division signature	None	20 minutes	Administrative Officer II (Personnel Records Unit), BHRD-PD
	1.3 Sign the CSC Form No. 6	None	1 hour	Chief Administrative Officer / Supervising Administrative Officer, BHRD-PD
	1.4 Forward the documents to the Compensation and Benefits Unit	None	5 minutes	Administrative Officer II, BHRD-PD
	1.5 Prepare the Disbursement Voucher (DV) and Obligation Request and Status (ORS)	None	1 hour	Administrative Officer II (Personnel Records Unit), BHRD-PD
	1.6 Release the DV and ORS to the FS-Budget Division	None	15 minutes	Administrative Officer II, BHRD-PD
TOTAL:		None	2 hours, 50 minutes	

Finance Service – Accounting Division

1. Certification as to Availability of Funds

This service provides an official certification confirming that sufficient funds are available for a requested transaction based on approved allotments.

Office or Division:	Finance Service – Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office/division in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Memorandum of Agreement (MOA) – three (3) original copies		BAC/ EASU/ Concerned Office / Proponent		
Contracts – three (3) original copies		BAC/ EASU/ Concerned Office / Proponent		
Purchase Orders – three (3) original copies		BAC/ EASU/ Concerned Office / Proponent		
Authority to Procure – one (1) photocopy		BAC/ EASU/ Concerned Office / Proponent		
Notice of Award – three (3) original copies		BAC/ EASU/ Concerned Office / Proponent		
Notice to Proceed – three (3) original copies		BAC/ EASU/ Concerned Office / Proponent		
Resolution to Award – one (1) photocopy		BAC/ EASU/ Concerned Office / Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the FS – Accounting Division	1.1 Receive documents and assign control number	None	20 minutes	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.2 Review the completeness of documents and accuracy of proper markings related to pre-audit, and initial.	None	1 day	Accountant IV / Accountant III / Administrative Assistant III, FS-Accounting Division
	1.3 Certify as to availability of fund: MOA / Contracts / Pos	None	1 day	Chief Accountant, FS-Accounting Division
TOTAL:		None	2 days, 20 minutes	

2. Pre-Audit of Due & Demandable Obligations thru Procurement

Pre-audit of due & demandable obligations to check the completeness and of its supporting documents and accuracy of its computations as required by existing accounting and auditing rules & regulations.

Office or Division:	Finance Service – Accounting Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Finance Service – Budget Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Certificate of Availability of Funds – one (1) original copy		Proponent		
Existence of lawful and sufficient allotment duly obligated as certified by authorized officials – one (1) original copy		Proponent		
Legality of transaction and conformity with laws, rules, and regulations – one (1) original copy		Proponent		
Approval of expenditure by Head of Office – one (1) original copy		Proponent		
Sufficient and relevant documents to establish validity of claim – one (1) photocopy		Proponent		
Checklist of Requirements specific for each type of expense – one (1) photocopy		Finance Service – Accounting Division		
Approved Obligation Request and Status – box A & box B – Approved (Appendix No. 11 GAM) – three (3) original copies		Proponent & Finance Service – Budget Division		
Disbursement Voucher/Payroll – three (3) original copies		End-user		
Other supporting documents depending on the nature of transaction, based on COA Circular 2012-001 (<i>See Table 1 & 2 below</i>)		End-user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without NORSA				
1. Submit documents to FS-Accounting Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward	None	4 hours	Administrative Assistant II, FS-Accounting Division

	DV/Payroll to processors.			
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV / Payroll.	None	44 days	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and affix initial on the DV / Payroll	None	5 days	Accountant III, FS-Accounting Division
	1.4 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and initial DV / Payroll, and forward to the Chief Accountant for final review	None	5 days	Accountant IV, FS-Accounting Division
	1.5 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash	None	5 days	Chief Accountant, FS-Accounting Division

	availability and sign DV / Payroll.			
	1.6 Forward documents to Admin Service - Cash Division for processing of payment thru ADA or check	None	15 minutes	Admin Support, TA I, ADAS II, Office
If with NORSA				
1. Submit documents to FS-Accounting Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV / Payroll.	None	44 days	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and affix initial on the DV / Payroll	None	5 days	Accountant III, FS-Accounting Division
	1.4 Create the NORSA, and forward to Accountant III for signature	None	1 hour	Administrative Assistant II, FS-Accounting Division

	1.5 Sign the NORSA.	None	1 hour	Accountant III, Accounting Division
	1.6 Route to Budget Division for ORS Adjustment	None	15 minutes	Admin Support, TA I, ADAS II, Accounting Division
	1.7 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and initial DV / Payroll, and forward to the Chief Accountant for final review	None	5 days	Accountant IV, FS-Accounting Division
	1.8 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	5 days	Chief Accountant, FS-Accounting Division
	1.9 Forward documents to Admin Service - Cash Division for processing of payment thru ADA or check	None	15 minutes	Admin Support, TA I, ADAS II, Office
TOTAL (without NORSA):		None	59 days, 4 hours, 15 minutes	
TOTAL (with NORSA):		None	59 days, 7 hours	

Table 1: Documentary Requirements for Competitive Bidding
(✓ – required; x – not required)

Documentary Requirement	Advance Payment	First Billing	Progress Billing	Retention
Authority to Pay signed by the Undersecretary of the strand concerned – one (1) original copy	✓	✓	✓	✓
Certification duly signed & dated by the authorized Deped representative that the goods have been delivered in accordance with the Contract – one (1) original copy	x	✓	✓	x
Summary of DRs/IARs accomplished by end-user – one (1) original copy	x	✓	✓	x
Computation of Applicable Liquidated Damages – one (1) original copy	x	✓	✓	x
Transmittal of IARs/DRs (Annex F of DO 4 s. 2024) – one (1) original copy	x	✓	✓	x
Letter Request for Payment – one (1) original copy	✓	✓	✓	✓
Bank Certificate - Valid Account No. for LDDAP-ADA – one (1) copy	✓	✓	✓	✓
Invoice – one (1) original copy	x	✓	✓	x
Warranty Certificate – one (1) original copy	x	✓	✓	x
Contract/Purchase Order with funds/allotment availability – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	✓
Resolution to Award – one (1) copy	✓	✓	✓	✓
Notice of Award – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	✓
Notice to Proceed – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	✓
Authority to Mass Print/Ready to Print, if any	x	✓	✓	x
Copy of transmittal letter to COA (9.1 page 32 COA Circular No. 2012-01 dtd 06-14-2012 – one (1) copy	✓	✓	x	x
Pre-Delivery Inspection Report – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	x	✓	✓	x
General Conditions of the Contract (GCC) – one (1) copy	✓	✓	✓	x
Special Conditions of the Contract (SCC) – one (1) copy	✓	✓	✓	x
Technical Specifications – one (1) copy	✓	✓	✓	x
Schedule of Requirements – one (1) copy	✓	✓	✓	x
Bid Bulletin/s indicated in the Contract – one (1) copy	✓	✓	✓	x
Approved Procurement Plan (APP) – one (1) copy	✓	✓	x	x
Authority to Undertake Project/to Procure – one (1) copy	✓	✓	x	x
Performance Security/Copy of Transmittal Letter to Cash Division/Performance Securing Declaration – one (1) copy	✓	✓	✓	✓
Special Bank Guarantee for warranty provision, if any – one (1) copy	x	✓	✓	x
Bank Guarantee/Stand by Letter of Credit for advance payment – one (1) copy	✓	✓	x	x
Certificate of Final Acceptance – one (1) original copy	x	(required if final billing)	(required if final billing)	✓
Approved Extension, if any – one (1) copy	x	✓	✓	x
Approved Request for Re-allocation, if any – one (1) copy	x	✓	✓	x
Approved Variation/Change Order, if any – one (1) copy	x	✓	✓	x
Invitation to Bid – one (1) copy	✓	✓	x	x
Bid Allocation List – one (1) copy	x	✓	x	x
Minutes of pre-procurement conference: Infrastructure above P5M; Goods above P2M and Consulting Services above P1M – one (1) copy	✓	✓	x	x
Bid Evaluation Report/Abstract of Bids – one (1) copy	✓	✓	x	x
Accomplished Price Schedule Form – one (1) copy	✓	✓	✓	x
Post Qualification Evaluation Report – one (1) copy	✓	✓	x	x
Tax Clearance – one (1) original copy	x	(required if final billing)	(required if final billing)	x
Inspection and Acceptance Reports – one (1) original copy for each delivery recipient	x	✓	✓	x
Delivery Receipts/Waybills – one (1) original copy for each delivery recipient	x	✓	✓	x

Softcopy of Summary of DRs/IARs – one (1) electronic copy	x	✓	✓	x
Certificate of No Claims Against Warranty for release of retention money – one (1) original copy	x	x	x	✓
Copy of DVs from Previous Progress Billings for release of retention money – one (1) copy	x	x	x	✓
Additional documentary requirements common to all infrastructure transactions				
Statement of Work Accomplished/Progress Billing – one (1) original copy	x	✓	✓	✓
Inspection Report by the Agency's Authorized Engineer – one (1) original copy	x	✓	✓	✓
Results of Test Analysis, if applicable – one (1) original copy	x	✓	✓	✓
Statement of Time Elapsed – one (1) original copy	x	✓	✓	✓
Monthly Certificate of Payment – one (1) original copy	x	✓	✓	✓
Contractor's Affidavit on payment of laborers and materials – one (1) original copy	x	✓	✓	✓
Pictures, before, during and after construction of items of work especially the embedded items – one (1) copy	x	✓	✓	✓
Photocopy of vouchers of all previous payments – one (1) copy	x	✓	✓	✓
Certificate of completion – one (1) original copy	x	✓	✓	✓
Additional documentary requirements for Variation Order/Change Order/Extra Work Order				
Approved Change Order (CO)/Extra Work Order (EWO) – one (1) copy	x	x	(required if final billing)	x
Approved original plans indicating the affected portion(s) of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded – one (1) copy	x	x	(required if final billing)	x
Agency' s report establishing the necessity/justification(s) for the need of such CO and/or EWO which shall include: (a) the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed; (b) the date of inspection conducted and the results of such inspection; (c) a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in volume/area/lump-sum/lot – one (1) copy	x	x	(required if final billing)	x
Approved/revised PERT/CPM Network Diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject Change Order/Extra Work Order – one (1) copy	x	x	(required if final billing)	x
Approved detailed breakdown of contract cost for the variation order – one (1) copy	x	x	(required if final billing)	x
COA Technical Evaluation Report for the original contract – one (1) copy	x	x	(required if final billing)	x
If the Variation Order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, if not yet reviewed, otherwise, copy of the COA Technical Evaluation Report for the previously approved variation orders – one (1) copy	x	x	(required if final billing)	x
Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost – one (1) copy	x	x	(required if final billing)	x
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof – one (1) copy	x	x	(required if final billing)	x
Statement of Work Accomplished/Progress Billing	x	x	(required if final billing)	x
As-Built plans – one (1) copy	x	x	(required if final billing)	x
Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid [DPWH Department Order (DO) No. 109 s. 1993 dated May 4, 1993, and DO No. 119 s. 1993 dated May 11, 1993] – one (1) original copy	x	x	(required if final billing)	x
Turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency – one (1) copy	x	x	(required if final billing)	x

Additional documentary requirements for Consulting Services				
If not in the Terms of Reference, appropriate approved documents indicating the expected output/deliverables – one (1) original copy	x	✓	✓	x
Approved Manning Schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project – one (1) copy	x	✓	✓	x
Curriculum vitae of the consultants and staff – one (1) copy	x	✓	✓	x
Approved Consultancy Progress/Final Reports, and/or output required under the Contract – one (1) original copy	x	✓	✓	x
Contract of Infrastructure Projects subject of Project Management Consultancy Services – one (1) copy	x	✓	✓	x
Additional Documentary Requirements for Supplies, Materials, Equipment and Motor Vehicles				
Certificate of Exclusive Distributorship, if applicable – one (1) copy	✓	✓	✓	x
Samples and brochures/photographs, if applicable – one (1) copy	x	✓	✓	x
Results of Test Analysis, if applicable – one (1) original copy	x	✓	✓	x
Additional Documentary Requirements for Rental Contractors				
List of prevailing comparable property within vicinity – one (1) copy	x	✓	✓	x
Vicinity map – one (1) copy	x	✓	✓	x
Request for payment – one (1) original copy	✓	✓	✓	x
Invoices – one (1) original copy	x	✓	✓	x
Certificate of occupancy (space/building) – one (1) original copy	x	✓	✓	x
<i>For privately-owned office/building:</i>				
Complete copy of the building floor plans indicating in shaded colors the rentable space – one (1) copy	x	✓	✓	x
Certificate of Occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building – one (1) copy	x	✓	✓	x
Complete description of the building as to type, kind and class including its component parts and equipment facilities such as, but not limited to, parking areas, elevators, air-conditioning systems, firefighting equipment, etc. – one (1) copy	x	✓	✓	x
Master of Deed Declaration and Restrictions in case of lease/rental of office condominiums – one (1) copy	x	✓	✓	x
<i>For equipment rental/lease/purchase contract:</i>				
Agency evaluation of equipment utilization – one (1) original copy	x	✓	✓	x
Pertinent data of area of operation – one (1) copy	x	✓	✓	x

Table 2: Documentary Requirements for Procurement through Alternative Modes

(✓ – required; x – not required)

Documentary Requirement	Advance Payment	First Billing	Progress Billing	Retention
Contract/Purchase Order with funds/allotment availability – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	x
Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring agency, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case of Shopping under Section 52.1(b), and Negotiated Procurement under Sections 53.1 (two failed bidding) and 53.9 (small value procurement) of the Revised IRR of RA No. 9184 – one (1) copy	x	✓	✓	x
Performance and warranty securities, except for shopping and negotiated procurement under emergency cases, small value procurement, lease of	✓	✓	✓	✓

real property and United Nation (UN) agencies – one (1) copy				
BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract – one (1) copy	✓	✓	✓	✓
Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity concerned, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity – one (1) copy	x	✓	✓	x
Approved Procurement Plan (APP) – one (1) copy	x	✓	✓	x
Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities – one (1) original copy	x	✓	✓	x
Invoice – one (1) original copy	x	✓	✓	x
Inspection and Acceptance Reports – one (1) original copy	x	✓	✓	x
Delivery Receipts/Waybills – one (1) original copy	x	✓	✓	x
Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement as recommended by the BAC – one (1) copy	✓	✓	✓	x
Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs – one (1) copy	✓	✓	✓	x
Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree – one (1) copy	✓	✓	✓	x
Additional Documentary Requirements for Limited Source Bidding				
Direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract – one (1) copy	✓	✓	✓	x
Winning bidder's offer or proposal – one (1) copy	✓	✓	✓	x
Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding – one (1) copy	✓	✓	✓	x
Notice of Award – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	✓
Documentary requirements under Sections 23.1 and 25.2(a) for goods, 23.1 and 25.2(b) for infrastructure, 25.1 and 25.2(c) for consultancy services, of the Revised IRR of RA No. 9184 – one (1) copy	✓	✓	✓	✓
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof – one (1) copy	✓	✓	✓	x
Bid security (required under Section 54.4 IRR-A, RA No. 9184) – one (1) copy	✓	✓	✓	✓
Additional Documentary Requirements for Direct Contracting				
Letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale – one (1) copy	✓	✓	✓	✓
Certificate of Exclusive Distributorship issued by the principal under oath and authenticated by the embassy/consulate nearest the place of the principal, in case of foreign suppliers – one (1) copy	✓	✓	✓	✓
Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government – one (1) copy	✓	✓	✓	✓
Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards – one (1) copy	✓	✓	✓	✓
Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government – one (1) copy	✓	✓	✓	✓
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in	✓	✓	✓	✓

the auditorial review and in the technical evaluation thereof – one (1) copy				
Additional Documentary Requirements for Repeat Order				
Copy of the original contract used as basis for repeat order indicating that the original contract was awarded through public bidding – one (1) copy	✓	✓	✓	✓
Certification from the Purchasing Department/Office that the supplier has complied with all the requirements under the original contract – one (1) original copy	✓	✓	✓	x
Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof – one (1) copy	✓	✓	✓	✓
Additional Documentary Requirements for Negotiated Procurement				
Price quotation/bids/final offers from at least be three invited suppliers – one (1) original copy each	✓	✓	✓	x
Abstract of submitted Price Quotation – one (1) original copy	✓	✓	✓	x
BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) – one (1) copy	✓	✓	✓	✓
<i>In case of two failed biddings:</i>				
Agency's offer for negotiations with selected suppliers, contractors or consultants – one (1) copy	✓	✓	✓	x
Certification of BAC on the failure of competitive bidding for the second time the 9.3 – one (1) copy	✓	✓	✓	x
Evidence of invitation of observers in all stages of negotiation – one (1) copy	✓	✓	✓	x
Eligibility documents in case of infrastructure projects – one (1) copy	✓	✓	✓	x
<i>In emergency cases:</i>				
Justification as to the necessity of purchase – one (1) original copy	✓	✓	✓	x
<i>In case of takeover of contracts:</i>				
Copy of terminated contract – one (1) copy	✓	✓	✓	✓
Reasons for the termination – one (1) copy	✓	✓	✓	x
Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors – one (1) copy	✓	✓	✓	x
Approval by the Head of the Procuring Agency to negotiate contracts for projects under exceptional cases – one (1) copy	✓	✓	✓	x
<i>In case of small value procurement:</i>				
Letter/invitation to submit proposals – one (1) copy	✓	✓	✓	x
<i>For adjacent or contiguous projects:</i>				
Original contract and any document indicating that the same resulted from competitive bidding – one (1) original copy for first billing, one (1) photocopy for subsequent billing/s	✓	✓	✓	✓
Scope of work which should be related or similar to the scope of work of the original contract – one (1) copy	✓	✓	✓	x
Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay – one (1) original copy	x	✓	✓	x

3. Pre-Audit of Due & Demandable Obligations (Non-Procured Transactions)

Pre-audit of due & demandable obligations to check the completeness of its supporting documents and accuracy of its computations as required by existing accounting and auditing rules & regulations.

Office or Division:	Finance Service – Accounting Division		
Classification:	Highly Technical		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Finance Service – Budget Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Certificate of Availability of Funds – one (1) original copy		Proponent Office	
Existence of lawful and sufficient allotment duly obligated as certified by authorized officials – one (1) original copy		Proponent Office	
Legality of transaction and conformity with laws, rules, and regulations – one (1) original copy		Proponent Office	
Approval of expenditure by Head of Office – one (1) original copy		Proponent Office	
Sufficient and relevant documents to establish validity of claim – one (1) original copy		Proponent Office	
Checklist of Requirements specific for each type of expense – one (1) original copy		Finance Service – Accounting Division	
Approved Obligation Request and Status – box A & box B – Approved (Appendix No. 11 GAM) – three (3) original copies		Proponent Office & Finance Service – Budget Division	
Disbursement Voucher/Payroll – three (3) original copies		End-user	
Specific Requirement Common to All Cash Advances except for travels			
Authority of the Accountable Officer issued by the Head of the Agency or his representative indicating the maximum accountability and purpose of cash advance except when the name of the Accountable Officer is specifically indication in the Activity Request or Authority to Conduct – one (1) original copy		Head of the Agency or his representative, Accounting Division	
Certification from the Accountant that previous cash advances have been liquidated and accounted for in the books or Statement of Unliquidated Cash Advance of the Disbursing Officer – one (1) original copy		Finance Service – Accounting Division	

Approved application for bond and/or Fidelity Bond for the year for cash accountability of P2000 or more – one (1) original copy	End-user, Administrative Service – Cash Division
Cash Advance for Petty Cash Fund (Initial)	
Approved estimates of petty expenses for one month – one (1) original copy	End-user
Cash Advance for Activities (Workshops, Seminars, etc)	
Approved Activity Request/Authority to Conduct – one (1) photocopy	End-user
Pre-audited Budget Estimate - one (1) photocopy	End-user
Authority to Draw Cash Advance of the Special Disbursing Officer (SDO) if the name of the SDO is not indicated in the Activity Request/ Authority to Conduct – one (1) photocopy	End-user
Approved Work and Financial Plan (WFP) – one (1) photocopy	End-user
List of confirmed participants and resource persons, if applicable - one (1) original copy	End-user
List of supplies & materials (with amount) - one (1) original copy	End-user
Certification as to availability of requested supplies/materials from Asset Management Division - one (1) original copy	Administrative Service – Asset Management Division
Cash Advance for Traveling Expenses – Foreign	
Duly approved Travel Order or Authority to Travel – one (1) photocopy	End-user
DFA Letter – one (1) photocopy	BHROD
Duly approved Itinerary of Travel (GAM Vol. II Appendix 45) - one (1) original copy	End-user
Letter of Invitation of host/sponsoring country/agency/organization (indicating administrative matters such as lodging, meals, transportation, etc.) – one (1) original copy	Host / sponsoring country / agency / organization
Flight itinerary issued by the airline/ticketing office/travel agency – one (1) original copy	End-user
For plane fare, quotations of plane fare for similar dates, from at least three airline companies/travel agencies or their equivalent – one (1) original copy each	Airline/ ticketing office/ travel agency
United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the	UNDP website

computation of DSA to be claimed – one (1) original copy	
Daily dollar rates peso rates (latest date from BSP) – one (1) original copy	Bangko Sentral ng Pilipinas (BSP) website
Complete Staff Work (CSW) approved by the Undersecretary concerned – one (1) photocopy	End-user
Where applicable, authority from the OP to claim representation expenses – one (1) original copy	Office of the President
Certification from the Accountant that previous cash advance had been liquidated and accounted for in the books (Statement of Unliquidated Cash Advance) – one (1) original copy	Finance Service – Accounting Division
In case of seminars / trainings:	
Invitation addressed to the agency inviting participants (issued by foreign country) – one (1) original copy	Host / sponsoring country / agency / organization
Acceptance of the nominees as participant/s (issued by the host country) – one (1) photocopy	Host / sponsoring country / agency / organization
Programme Agenda and Logistics Information – one (1) original copy	Host / sponsoring country / agency / organization
Cash Advance for Traveling Expenses – Local	
Duly approved Travel Order or Authority to Travel – one (1) photocopy	End-user
Duly approved Itinerary of Travel (GAM Vol. II Appendix 45) – one (1) original copy	End-user
Certification from the Accountant that previous cash advance had been liquidated and accounted for in the books (Statement of Unliquidated Cash Advance) – one (1) original copy	Finance Service - Accounting Division
Specific Requirement for Reimbursement of Travelling Expenses – Foreign	
Duly approved Travel Order or Authority to Travel – one (1) photocopy	End-user
DFA Letter – one (1) photocopy	BHROD
Certificate of Travel Completed (GAM Vol. II Appendix 47) signed by the payee and head of office – one (1) original copy	End-user
Duly approved Itinerary of Travel (GAM Vol. II Appendix 45) – one (1) original copy	End-user
Certificate of Appearance/Attendance for training seminar/participation – one (1) original copy	Host / sponsoring country / agency / organization
Letter of Invitation of host/sponsoring country/agency/organization (indicating	Host / sponsoring country / agency / organization

administrative matters such as lodging, meals, transportation, etc.) – one (1) photocopy	
Flight itinerary issued by the airline/ticketing office/travel agency – one (1) photocopy	Airline/ticketing office/travel agency
For plane fare, quotations of plane fare for similar dates, from at least three airline companies/travel agencies or their equivalent – one (1) photocopy	Airline/ticketing office/travel agency
Paper/electronic plane ticket, boat or bus/train tickets, terminal receipts, paper/electronic boarding passes – one (1) original copy	Establishment/entity where goods/services were purchased
United Nations Development Programme (UNDP) rate for the daily subsistence allowance (DSA) for the country of destination for the computation of DSA to be claimed – one (1) photocopy	UNDP website
Daily dollar rates peso rates (latest date from BSP) – one (1) photocopy	BSP website
Complete Staff Work (CSW) approved by the Undersecretary concerned – one (1) photocopy	End-user
Narrative report on trip undertaken/Report on Participation – one (1) photocopy	End-user
For local transpo, invoices or RER (GAM Vol II. Appendix 46), CENRR, if applicable signed by the payee and head of office or agency – one (1) original copy	End-user
Where applicable, authority from the OP to claim representation expenses – one (1) original copy	Office of the President
Bills/receipts for representation expenses – one (1) original copy for each bills/receipts	Establishment/entity where goods/services were purchased
Justification for incurring representation expenses – one (1) original copy	End-user
<i>In case of seminars/trainings:</i>	
Invitation addressed to the agency inviting participants (issued by foreign country) – one (1) original copy	Host / sponsoring country / agency / organization
Acceptance of the nominees as participant/s (issued by the host country) – one (1) original copy	Host / sponsoring country / agency / organization
Programme Agenda and Logistics Information – one (1) original copy	Host / sponsoring country / agency / organization
Specific Requirement for Reimbursement of Travelling Expenses – Local	

Approved Travel Order or Authority to Travel – one (1) photocopy	End-user
Letter of invitation of host, if applicable (with conforme if the payee is a resource speaker/person from another agency) – one (1) original copy	Host / sponsoring country / agency / organization
Certificate of Appearance – one (1) original copy	Host / sponsoring country / agency / organization
Certificate of Travel Completed (GAM Vol. II Appendix 47) signed by the payee and head of office – one (1) original copy	End-user
Itinerary of Travel (GAM Vol. II Appendix 45) signed by the payee and head of office – one (1) original copy	End-user
Boarding passes for planes, boat or bus tickets – one (1) original copy for each except boarding passes (electronic is allowed)	Establishment / entity where goods / services were purchased
For reimbursement of plane ticket, certification from admin, copy of paper/electronic plane ticket, invoice, boarding passes (original) and three (3) quotations (if purchased thru travel agency) – one (1) original copy	Establishment / entity where goods / services were purchased, Admin Service
Reimbursement Expenses Receipt (RER)/Certification of Expenses Not Requiring Receipts (CENRR) signed by the payee and head of office or head of agency (if purchased from/rendered by establishment not issuing receipts/invoice) – one (1) original copy	End-user
Meal Advisory (or if none was issued, Program of Activities) – one (1) photocopy	End-user
For COS, Certification/Justification from the Head of the Agency or any authorized approving official (stating that the official tasks cannot be performed by any assigned regular/permanent official & the tasks/activities are necessary to fulfill the obligations as contained in his/her contract of service) – one (1) original copy	End-user
For Drivers, copy of duly approved Daily Time Record (DTR) & trip ticket to ensure/check that he was really on travel – one (1) photocopy	End-user
Specific Requirement for Honorarium from Trainings/Seminars	
Authority / Invitation Letter with conforme – one (1) original copy	End-user

Terms of References (TOR), if not indicated in the Invitation – one (1) photocopy	End-user
Approved Certificate of Services Rendered – one (1) original copy	End-user
Approved DBM Honorarium Computation – one (1) original copy	End-user
Pay slip (certified)/BIR 2316/BIR 1701 as basis for the monthly salary rate – one (1) photocopy	Resource Person/Speaker
Curriculum Vitae with signature of the resource persons – one (1) photocopy	Resource Person/Speaker
Activity Request/Authority to Conduct – one (1) photocopy	End-user
Budget Estimate – one (1) photocopy	End-user
For webinars, Attendance of participants issued by the proponent or if not applicable, screenshot of the online activity (recommended by the Program Manager and approved by Director and up) – one (1) photocopy	End-user
Specific Requirement for Supplies & Materials	
Requisition and Issue Slip (GAM Vol. II, Appendix 63) signed by requesting staff and head of office (consumables) – one (1) original copy	End-user, Administrative Service – Asset Management Division
Inventory Custodian Slip (GAM Vol. II, Appendix 59) signed by the custodian for equipments (non-consumables) below 50,000 – one (1) original copy	End-user, Administrative Service – Asset Management Division
Purchase Request – one (1) original copy	End-user
Original copy of the dealer's/supplier's invoice duly signed by the dealer/representative – one (1) original copy	Establishment/entity where goods/services were purchased
Inspection and Acceptance Report (GAM Vol. II, Appendix 62) or Waiver of Inspection – one (1) original copy	End-user, Administrative Service – Asset Management Division
Results of tests or analysis by proper government agency if articles are subject to test – one (1) original copy	Corresponding government agency
Property Acknowledgement Receipt (GAM Vol. II, Appendix 71) for equipment 15,000 and above – one (1) original copy	End-user, Administrative Service – Asset Management Division
Specific Requirement for Fuel	
Summary of Expenses/Disbursement Report (certification signed) – one (1) original copy	End-user
Driver's Trip Ticket duly accomplished and approved – one (1) photocopy	End-user

Invoices – one (1) original copy	Establishment/entity where goods/services were purchased
Approved Detailed Summary of Trip (for Director up to Secretary) – one (1) photocopy	End-user
Approved Travel Authority for toll fees, if applicable – one (1) photocopy	End-user
Specific Requirement for Utilities (telephone, electricity, water)	
Billing Statement/Statement of Account/Invoices – one (1) original copy	Establishment/entity where goods/services were purchased
Summary of billing of various claims if applicable – one (1) original copy	End-user
Certification from Head of Office that all calls are official in nature (if not copy of OR from employee who made personal calls) for telephone – one (1) original copy	End-user
Specific Requirement for Mobile Expenses	
Self-Certification signed by the payee and immediate supervisor – one (1) original copy	End-user
Approved Daily Time record except for Director and higher official – one (1) photocopy	End-user
Billing Statements & Invoices, if applicable – one (1) original copy	Establishment/entity where goods/services were purchased
Specific Requirement for Extraordinary & Miscellaneous Expenses	
Certificate executed by the official/s concerned that the expenses to be reimburse have been incurred for the purpose – one (1) original copy	End-user
Specific Requirement for Contract of Service Salaries	
Duly approved Daily Time Record (DTR) – one (1) original copy	End-user
Duly approved Accomplishment Report – one (1) original copy	End-user
Approved and notarized Contract (for first payment) – one (1) certified true copy from Records Division	End-user
Approved Authority to Hire (for first salary payment for the year) – one (1) photocopy	End-user
Approved Authority of Change of Work Category, if applicable – one (1) photocopy	End-user
Approved CSSO Logbook (if with deficiencies in DTR) – one (1) copy	CSSO
Approved Travel Authority (Official Business) (if with deficiencies in DTR) – one (1) photocopy	End-user

Approved Locator Slip (if with deficiencies in DTR) – one (1) photocopy	End-user
Sworn Declaration of mode of Income Tax, if available – one (1) photocopy	COS, BIR
Certificate of Registration COR or copy BIR form 0605 and payment, if available – one (1) photocopy	COS, BIR
Specific Requirement for Repairs & Maintenance of Motor Vehicles	
Invoices of expenses incurred for repair, servicing and spare parts – one (1) original copy for each expense	Establishment/entity where goods/services were purchased
Job Order Request signed by GSD head and Director of Administrative Service – one (1) original copy	General Services Division
Pre and post repair inspection reports signed by CO inspector – one (1) original copy	General Services Division
Waste Materials Report (GAM Vol. II, Appendix 65) signed by CO inspector and AMD Chief – one (1) original copy	General Services Division
Canvases/quotations of at least three (3) contractors – one (1) original copy	End-user
Certificate of Acceptance by Property Officer of the work or service done in conformity with specification within the specific period of time – one (1) original copy	Asset Management Division
Guaranty Certificate of Contractor, if applicable – one (1) original copy	End-user
Approved authority for repair & services, if applicable – one (1) original copy	End-user
Approved authority to reimburse/pay, if applicable – one (1) original copy	End-user, Finance Service
Specific Requirement for Fidelity Bond Premium	
Application for Bond of Accountable Officials and Employees – one (1) original copy	End-user, Cash Division
List of Accountable Officers (for new applicants) – one (1) original copy	Cash Division
Specific Requirement for Financial Assistance to Private MADARIS	
Letter Notice of Award addressed to the owner or president of school – one (1) original copy	End-user
Matrix of Approved Assistance per School – one (1) original copy	End-user
STI – one (1) original copy	End-user
Approved Work and Financial Plan (WFP) – one (1) photocopy	End-user

Approved Activity Request (AR)/Authority to Conduct (ATC) with details of Budget Estimate – one (1) original copy	End-user
Specific Requirement for Financial Assistance to BARMM	
Approved Activity Request (AR)/Authority to Conduct (ATC) with details of Budget Estimate (indicating amount for BARMM) – one (1) original copy	End-user
Request Letter from BARMM one (1) original copy	End-user
Specific Requirement for Fund Transfer to Implementing Agency	
Duly signed and approved MOA/Trust Agreement – one (1) original copy	End-user
Approved Program of Work (for infrastructure project) – one (1) photocopy	End-user
Approved project expenditures or estimated expenses indicating the project objective and expected output (for other projects) – one (1) photocopy	End-user
Certification by the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books, if applicable – one (1) original copy	Finance Service - Accounting Division
OR issued by the IA acknowledging receipt of funds transferred (for post-audit activities), if applicable – one (1) original copy	End-user
Specific Requirement for Fund Transfer from Trust Fund to General Fund for Unspent Balances/Excess Amount	
Report of Receipt, Disbursement and Fund Balance certified by Accountant – one (1) original copy	Finance Service - Accounting Division
Contract, MOA, Trust Agreement or MOU governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the fund transferred – one (1) original copy	End-user
Letter of IA to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust agreement or Memorandum of Understanding – one (1) original copy	End-user
Specific Requirement for Advertising and Publication Expenses	
Approved Authority to Pay/Reimburse – one (1) original copy	Finance Service

Statement of Account/Billing Statement/Invoice duly signed/received – one (1) original copy	Establishment/entity where goods/services were purchased
Newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial – one (1) photocopy	Establishment/entity where goods/services were purchased
Specific Requirement for Newspaper Subscription	
Statement of Account/Billing Statement duly signed/received – one (1) original copy	Establishment/entity where goods/services were purchased
Approved Authority to Subscribe – one (1) original copy	End-user
Specific Requirement for Meals on Meetings	
Authority to Pay/Authority to Reimburse – one (1) original copy	Finance Service
Duly approved Notice of Meeting – one (1) photocopy	End-user
Attendance Sheet duly signed by the participants and certified by the head of office – one (1) original copy	End-user
Statement of Account/Billing Statement duly signed/received, if any – one (1) original copy	Establishment/entity where goods/services were purchased
Invoice inspected within the day of purchase – one (1) original copy	Establishment/entity where goods/services were purchased
Specific Requirement for Petty Cash Fund Replenishment (Standard Requirements)	
Report on Paid Petty Cash Vouchers (GAM Vol. II, Appendix 49) – one (1) original copy	End-user
Petty Cash Fund Record (GAM Vol. II, Appendix 50) – one (1) original copy	End-user
Petty Cash Vouchers fully accomplished and signed (GAM Vol. II, Appendix 48) – one (1) original copy	End-user
Bills, receipts, sales invoices for all purchases (with inspection, if w/o inspection provide approved waiver of inspection) – one (1) original copy	Establishment/entity where goods/services were purchased
Approved voucher & check from initial cash advance – one (1) photocopy	End-user
Approved estimates of breakdown of petty expenses for one month (excluding communication expenses, semi-expendable office equipment) – one (1) photocopy	End-user
Additional Requirements for Supplies & Materials	
Requisition and Issue Slip (GAM Vol. II, Appendix 63) signed by requesting staff and head of office (consumables) – one (1) copy	End-user, Asset Management Division

Inventory Custodian Slip (GAM Vol. II, Appendix 59) signed by the custodian for equipments (non-consumables) below 50,000 – one (1) copy	End-user, Asset Management Division
Certificate of Inspection and Acceptance Report, if applicable – one (1) original copy	End-user, Asset Management Division
Canvass from at least three suppliers for purchases involving 1,000 and above except for purchases made while on official travel, if applicable – one (1) original copy	Establishment/entity where goods/services were purchased
Summary/Abstract of Canvass, if applicable – one (1) original copy	Establishment/entity offering such goods/services
Approved purchase request with certificate of Emergency Purchase, if applicable – one (1) original copy	End-user
Certification as to availability of requested supplies/materials from Asset Management Division – one (1) original copy	Asset Management Division
Additional Requirements for Meals for Meetings	
Duly approved Notice of Meeting – one (1) copy	End-user
Attendance Sheet duly signed by the participants and certified by the head of office – one (1) original copy	End-user
Minutes of the Meeting – one (1) original copy	End-user
Additional Requirements for Repairs & Maintenance	
Job Order Request signed by GSD head and Director of Administrative Service – one (1) Accounting copy	General Services Division
Canvases/quotations of at least three (3) contractors, if applicable – one (1) original copy	Establishment/entity offering such goods/services
Summary/Abstract of Canvass, if applicable – one (1) original copy	End-user
Pre and post repair inspection reports signed by CO inspector and Head of GSD – one (1) original copy	General Services Division
Waste Materials Report (GAM Vol. II, Appendix 65) signed by CO inspector and AMD Chief in case of replacements/repairs – one (1) original copy	General Services Division
Specific Requirement for Registration Fees for Trainings	
Approved Activity Request (AR)/Authority to Conduct (ATC) with detailed budget estimates – one (1) photocopy	End-user

Approved Authority to Travel/Attend (indicating that registration fee is authorized) – one (1) photocopy	End-user
Invitation letter (indicating amount of registration fee/s and other logistics) – one (1) copy	Host/sponsoring country/agency/organization
Approved L&D Availment Form – one (1) original copy	BHROD – Human Resource and Development Division
Service Obligation Form – one (1) original copy	BHROD – Human Resource and Development Division
Specific Requirement for Plane Fare (PS-DBM)	
Approved Summary of Account – one (1) copy	End-user
GFA - Fund Replenishment Form – one (1) original copy	End-user
Sales Invoice – one (1) copy	Airline company
Approved Travel Authority/Travel Order – one (1) photocopy	End-user
Boarding pass/e-boarding pass – one (1) copy	Airline company
Plane ticket – one (1) copy	Airline company
Request for Airline Booking and Issuance of Plane tickets – one (1) original copy	End-user
Approved MOA Agreement – one (1) photocopy	End-user
Government Fare Agreement (GFA) – one (1) photocopy	End-user
Billing Statement Date (Undertaken) – one (1) copy	End-user
Invitation with conforme (for Resource Persons) – one (1) photocopy	End-user
Certificate of Undertaking approved by office concerned for outside DepEd Claimant – one (1) original copy	End-user
Approved Request for Rebooking of Flight (for rebooked flights) – one (1) original copy	End-user
Approved Request for Cancellation of Flight (for cancelled flight) – one (1) original copy	End-user
Approved Request of Additional Baggage Allowance – one (1) original copy	End-user
Approved Original Justification (for travel that deviates from the approved Travel Authority in case not indicated in the above form) – one (1) original copy	End-user
First Salary Under Original Appointment	
Approved Appointment – one (1) certified true copy	BHROD - Personnel Division

Assignment Order, if applicable – one (1) certified true copy	BHROD - Personnel Division
Oath of Office – one (1) certified true copy	BHROD - Personnel Division
Certificate/Notice of Assumption to Duty – one (1) certified true copy	BHROD - Personnel Division
Statement of Assets, Liabilities & Net Worth (SALN) – one (1) certified true copy	BHROD - Personnel Division
BIR Withholding Certificates – one (1) photocopy	BIR
Duly approved Daily Time Record (DTR) – one (1) original copy	End-user
Authority from the claimant and identification documents, if claimed by person other than the payee – one (1) original copy	End-user, Payee
First Salary Under Original Appointment - Additional Requirements for transferees (from one government office to another)	
Clearance from money, property and legal accountabilities from the previous office – one (1) certified true copy	End-user, Payee
Pre-audited disbursement voucher of last salary from previous agency and/or Certification by the Chief Accountant of last salary received from previous office duly verified by the assigned auditor thereat – one (1) certified true copy	End-user, Payee
BIR Form 2316 (Certificate of Compensation Payment/Tax Withheld) – one (1) copy	End-user, Payee
Certificate of Available Leave Credits – one (1) original copy	End-user, Payee
Service Record – one (1) original copy	BHROD - Personnel Division
Salary if Deleted from Payroll	
Duly approved Daily Time Record (DTR) – one (1) original copy	End-user, Payee
Certificate/Notice of Assumption – one (1) certified true copy	BHROD - Personnel Division
Approved Application for Leave, Clearances, Medical Certificate – one (1) certified true copy	End-user, Payee
Certification that the employee is deleted in the payroll	BHROD - Personnel Division
Salary Differentials Due to Promotion and/or Step Increment	
Approved promotion - in case of promotion – one (1) certified true copy	BHROD - Personnel Division
NOSI/NOSA in case of step increment/salary increase – one (1) certified true copy	BHROD - Personnel Division

Certificate/Notice of Assumption to Duty – one (1) certified true copy	BHROD - Personnel Division
Oath of Office – one (1) certified true copy	BHROD - Personnel Division
Approved DTR or certification that the employee has not incurred leave without pay – one (1) original copy	End-user, Payee
Salary Upon Termination of Service	
Letter of Resignation and acceptance of resignation – one (1) copy	End-user, Payee
Clearance from money and property accountability – one (1) certified true copy	End-user, Payee
Certificate of Clearance from GSIS, if any – one (1) copy	End-user, Payee, GSIS
Duly approved Daily Time Record (DTR) – one (1) original copy	End-user, Payee
Last Day of service/service record – one (1) original copy	BHROD - Personnel Division
Salary Due to Heirs of Deceased Employee	
Clearance from money and property accountability – one (1) certified true copy	End-user, Payee
Certificate of Clearance from GSIS – one (1) copy	End-user, Payee, GSIS
Duly approved Daily Time Record (DTR) – one (1) original copy	End-user, Payee
Last Day of service/service record – one (1) original copy	BHROD - Personnel Division
Death Certificate authenticated by PSA or certified by the attending Physician Last Day of service/service record – one (1) original copy	PSA
Marriage Contract authenticated by PSA if applicable Last Day of service/service record – one (1) original copy	PSA
Birth Certificates of surviving legal heirs authenticated by PSA if applicable Last Day of service/service record – one (1) original copy	PSA
Designation of next of kin Last Day of service/service record – one (1) original copy	End-user, Payee representative
Waiver of right of children 18 years old and above - one (1) original copy	End-user, Payee representative
Maternity Leave	
Approved application for leave – one (1) certified true copy	End-user, Payee
Maternity leave clearance – one (1) certified true copy	End-user, Payee

Medical certificate for maternity leave – one (1) original copy	End-user, Payee
<i>Additional Requirements for Unused Maternity Leave (upon assumption before the expiration of the 60-day maternity leave)</i>	
Medical certificate that the employee is physically fit to work – one (1) original copy	End-user, Payee
Certificate of assumption – one (1) certified true copy	BHROD - Personnel Division
Approved DTR – one (1) original copy	End-user, Payee
Representation and Transportation Allowance (RATA) - For Individual Claims	
Office Order/Appointment (1st payment) – one (1) copy	BHROD - Personnel Division
Certificate of Assumption to Duty (1st payment) – one (1) copy	BHROD - Personnel Division
Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle – one (1) original copy	BHROD - Personnel Division
Approved Daily Time Record (if applicable) – one (1) copy	End-user, Payee
Representation and Transportation Allowance (RATA) - For General Claims	
RATA Payroll – one (1) original copy	BHROD - Personnel Division
Letter to the Bank to credit employees' account of their RATA claims, if applicable – one (1) original copy	BHROD - Personnel Division
Validated deposit slip, if applicable – one (1) original copy	BHROD - Personnel Division
Clothing/Uniform Allowance - For Individual Claims	
Approved appointment of new employees – one (1) copy	BHROD - Personnel Division
Certificate of Assumption to Duty (of new employees) – one (1) copy	BHROD - Personnel Division
Certificate of non-payment from previous agencies, for transferees	End-user, Payee
Subsistence, Laundry and Quarters Allowance	
Payroll of personnel entitled to claim subsistence, laundry and quarters allowance indicating therein number of actual services – one (1) original copy	BHROD - Personnel Division
Approved Daily Time Record (if applicable) – one (1) copy	End-user, Payee
Authority to Collect/Certification by the Secretary of DOH/ Authority as to who are considered Public Health Workers (for initial claim) – one (1) copy	DOH or any appropriate Agencies
Productivity Incentive Allowance (Individual Claim)	
Certification that the performance rating for two semesters or one year given to	BHROD - Personnel Division

employee/personnel is at least satisfactory – one (1) copy	
Certification from the Legal Office that the employee has no administrative case – one (1) copy	Legal Service
Productivity Incentive Allowance (General Claim)	
PIB Payroll – one (1) original copy	BHROD - Personnel Division
List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within a year for which PIB is paid, regardless of the duration (except if the penalty meted out is only to reprimand) – one (1) original copy	BHROD - Personnel Division
List of personnel dismissed within a year– one (1) original copy	BHROD - Personnel Division
List of personnel on AWOL– one (1) original copy	BHROD - Personnel Division
Certification that the performance rating for two semesters or one year given to employee/personnel is at least satisfactory – one (1) copy	BHROD - Personnel Division
Honorarium for BAC	
Office Order creating and designating the BAC composition and authorizing the members to collect honoraria – one (1) copy	BAC
Minutes of the BAC – one (1) copy	BAC
Notice of award to the winning bidder of procurement activity being claimed – one (1) copy	BAC
Certification that the procurement involves competitive bidding – one (1) original copy	BAC
Attendance Sheet listing names of attendees to the BAC meeting – one (1) copy	BAC
Honorarium for Special Projects	
Performance evaluation plan formulated by project management used as basis for rating the performance of members – one (1) original copy	End-user
Office Order designating members of the special project – one (1) copy	End-user
Terms of Reference – one (1) copy	End-user
Certificate of completion of project deliverables – one (1) original copy	End-user
Special Project Plan – one (1) copy	End-user
Authority to collect honoraria – one (1) original copy	End-user

Certificate of acceptance by the agency head of the deliverables per project component – one (1) original copy	End-user
Hazard Duty Pay	
Payroll indicating therein number of actual services and Salary Grade of Payees – one (1) original copy	End-user
Authority to Collect/Certification by the Secretary of DOH/ Authority as to who are considered Public Health Workers (for initial claim) – one (1) copy	DOH or any appropriate Agencies
Approved Daily Time Record (if applicable) – one (1) copy	End-user
Special order from the agency head covering the assignment to hazardous/difficult areas – one (1) copy	End-user, Agency Head
Longevity Pay	
Service Record – one (1) original copy	BHROD - Personnel Division
Certification issued by the BHROD - Personnel Division that the claimant has not incurred more than 15 days of vacation leave without pay – one (1) original copy	BHROD - Personnel Division
Overtime Compensation	
Authority to Render Overtime Services (Monthly) – one (1) copy	End-user
Weekly Permit to Render Overtime (Annex B) – one (1) copy	End-user
OT Computation Form duly signed (original) by the employee and the supervisor/head of office – one (1) original copy	End-user
Duly approved Daily Time record (DTR) with complete time logs – one (1) copy	End-user
Duly approved Daily Time record (DTR) with complete time logs from previous month (if applicable, to show 40 hrs on-site reporting for weekend OT) – one (1) copy	End-user
Quantified Accomplishment Report duly signed (original) by the employee and the supervisor/head of office – one (1) original copy	End-user
For COS, Contract – one (1) copy	End-user
Approved Log Book/Office Attendance/Guard on Duty Attendance (for deficiencies in DTR), if necessary – one (1) copy	End-user
Approved Travel Authority/Locator Slip (Official Business), if necessary – one (1) copy	End-user

For Drivers, copy of passenger's list with time logs the employees were dropped off (for those time logs that were raised) – one (1) copy	End-user
Year-End Bonus and Cash Gift (Individual Claim)	
Clearance from money and property accountability – one (1) certified true copy	End-user
Certification from the Head of office that the personnel are qualified to receive YEB & CG – one (1) original copy	BHROD - Personnel Division
Certification from previous office that the payee has not received YEB & CG, if a transferred employee – one (1) original copy	BHROD - Personnel Division
Year-End Bonus and Cash Gift (General Claim)	
YEB and CG Payroll – three (3) original copies	BHROD - Personnel Division
Payroll Register (hard and soft copy)	BHROD - Personnel Division
Letter to the Bank to credit employees' account their YEB and CG claims (Hash Total) – one (1) copy	Cash Division
Remittances	
Approved Summary of Deductions prepared by BHROD - Personnel Division	BHROD - Personnel Division
Approved List of deductions attached on each voucher	BHROD - Personnel Division
Separate disbursement voucher for Service Fee to be remitted to Bureau of Treasury	BHROD - Personnel Division
Terminal Leave	
Clearance from money and property accountability – one (1) certified true copy	BHROD - Personnel Division
Approved Application for Terminal Leave – one (1) original copy	End-user
Complete Service Record – one (1) original copy	BHROD - Personnel Division
Statement of Assets, Liabilities & Net Worth (SALN) – one (1) original copy	End-user
Last Appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received, if the salary under last appointment is not the highest /Certificate of last salary received or equivalent documents – one (1) copy	BHROD - Personnel Division
Applicants' authorization (in affidavit form) to deduct all financial obligations with the agency – one (1) original copy	End-user

Claimants' affidavit that there is no pending case against him – one (1) original copy	End-user
In case of resignation, employees' letter of resignation duly accepted by the head of agency – one (1) original copy	End-user
Approved Sub-ARO from DBM, if applicable – one (1) copy	End-user
Terminal Leave - Additional Requirements in case of death of claimant:	
Death Certificate authenticated by PSA or certified by the attending Physician – one (1) original copy	PSA
Marriage Contract authenticated by PSA if applicable – one (1) original copy	PSA
Birth Certificate of surviving legal heirs authenticated by PSA if applicable – one (1) original copy	PSA
Designation of next of kin – one (1) original copy	End-user
Waiver of right of children 18 years old and above – one (1) original copy	End-user
Monetization of Leave/Service Credits	
Approved Application for Leave (10 days) with leave credit balance certified by BHROD - Personnel Division – one (1) original copy	End-user
Service Record – one (1) original copy	BHROD - Personnel Division
Approved NCA from DBM, if applicable	Finance Service - Budget Division
<i>For monetization of 50% or more</i>	
Approved Request to Monetize Leave Credits signed by Usec of Finance – one (1) copy	End-user
Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs – one (1) copy	End-user
Barangay Certification in case of need for financial assistance brought about by calamities, typhoon, fire, etc. – one (1) copy	End-user
Loyalty Cash Award/Incentive (Individual Claim)	
Service Record – one (1) original copy	BHROD - Personnel Division
Certificate of non-payment from previous employer (for transferee) – one (1) original copy	Previous employer
Certification that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10 year or aggregated of more than 25 days authorized vacation leave without pay within the 5-year period, as the case maybe – one (1) original copy	BHROD - Personnel Division

Loyalty Cash Award/Incentive (General Claim)				
Loyalty cash and Incentive Payroll – one (1) original copy		BHROD - Personnel Division		
Letter to the Bank to credit employees' account their claims (Hash Total) – one (1) original copy		Cash Division		
Collective Negotiation Agreement (CNA) Incentives				
Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentives – one (1) copy		NEU		
Comparative statement of DBM approved level of operating expenses and actual operating expenses – one (1) copy		NEU		
Collective Negotiation Agreement (CNA) – one (1) copy		NEU		
Certificate issued by the head of agency of the total amount of unencumbered savings generated from cost cutting measures identified in the CNA which resulted from the joint effort of labor and management and system improvements – one (1) copy		NEU		
Proof that the planned programs/activities/projects are implemented and completed in accordance with targets for the year – one (1) copy		NEU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If amount is below Php 15,000.00 (without NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division

	payment, and initial DV/Payroll			
	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant III, FS-Accounting Division
	1.4 Forward documents to Admin Service – Cash Division for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
If amount is below Php 15,000.00 (with NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV/Payroll	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash	None	1 day	Accountant III, FS-Accounting Division

	availability and sign DV / Payroll.			
	1.4 Create the NORSA, and forward to Accountant III for signature	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.5 Sign the NORSA	None	1 hour	Accountant III, FS-Accounting Division
	1.6 Route to Budget Division for ORS Adjustment	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.7 Forward documents for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
If amount is between Php 15,000.00 and below Php 75,000.00 (without NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV/Payroll	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash	None	1 day	Accountant III, FS-Accounting Division

	availability and sign DV / Payroll.			
	1.4 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant IV, FS-Accounting Division
	1.5 Forward documents for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
If amount is between Php 15,000.00 and below Php 75,000.00 (with NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV/Payroll	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant III, FS-Accounting Division

	1.4 Create the NORSA, and forward to Accountant III for signature	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.5 Sign the NORSA	None	1 hour	Accountant III, FS-Accounting Division
	1.6 Route to Budget Division for ORS Adjustment	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.7 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant IV, FS-Accounting Division
	1.8 Forward documents for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
If amount is above Php 75,000.00 (without NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV/Payroll	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division

	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant III, FS-Accounting Division
	1.4 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll, and forward to Chief Accountant for final review	None	1 day	Accountant IV, FS-Accounting Division
	1.5 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll	None	1 day	Chief Accountant, FS-Accounting Division
	1.6 Forward documents for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
If amount is above Php 75,000.00 (with NORSA)				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of	None	3 days, 4 hours	Administrative Assistant III /

	supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and initial DV/Payroll			Administrative Assistant II, FS-Accounting Division
	1.3 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll.	None	1 day	Accountant III, FS-Accounting Division
	1.4 Create the NORSA, and forward to Accountant III for signature	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.5 Sign the NORSA	None	1 hour	Accountant III, FS-Accounting Division
	1.6 Route to Budget Division for ORS Adjustment	None	1 hour	Administrative Assistant II, FS-Accounting Division
	1.7 Review, certify the completeness of supporting documents accuracy of computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll, and forward to Chief Accountant for final review	None	1 day	Accountant IV, FS-Accounting Division
	1.8 Review, certify the completeness of supporting documents accuracy of	None	1 day	Chief Accountant, FS-Accounting Division

	computations and proper markings related to pre-audit, certify cash availability and sign DV / Payroll			
	1.9 Forward documents for processing of payment through ADA or check	None	15 minutes	Administrative Assistant II, FS-Accounting Division
In case of incomplete documents				
1. Submit documents from Budget Division	1.1 Receive, encode data from ORS to the tracking system to produce DV number. Write DV number, indicate processor and forward DV/Payroll to processors.	None	4 hours	Administrative Assistant II, FS-Accounting Division
	1.2 Check the completeness of supporting documents, accuracy of computations, indicate proper markings (e.g., accounting entry, ORS number, MFO/PAP, RC), update index of payment, and create return slip.	None	3 days, 4 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Review the supporting documents then sign the return slip.	None	1 day	Accountant III, FS-Accounting Division
	1.4 Route to end-user office for compliance	None	15 minutes	Administrative Assistant II, FS-Accounting Division
TOTAL (if below Php 15,000 and without NORSA:		None	5 days, 15 minutes	
TOTAL (if below Php 15,000 and with NORSA:		None	5 days, 3 hours, 15 minutes	
TOTAL (if between Php 15,000 and Php 75,000.00, without NORSA:		None	6 days, 15 minutes	
TOTAL (if if between Php 15,000 and Php 75,000.00, with NORSA:		None	6 days, 3 hours, 15 minutes	

TOTAL (if above Php 75,000.00, without NORSA:	None	7 days, 15 minutes
TOTAL (if if above Php 75,000.00, with NORSA:	None	7 days, 3 hours, 15 minutes
TOTAL (in case of incomplete documents):	None	5 days, 15 minutes

4. Pre-Audit of Liquidation Report

The Accountable Officer shall liquidate his/her cash advance in compliance with the COA Circular No. 97-002 dated February 10, 1997, as follows:

- Petty Cash Fund - as soon as the disbursements reaches 75% or as needed, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom.
- Salaries, wages, allowances and other similar expenses - within 5 calendar days after the end of the pay period.
- Training and activities expenses - within 20 calendar days after the end of the year subject to replenishment as frequently as necessary during the year.
- Foreign travel expenses - within 60 days after the return of the employee concerned to the Philippines.
- Local travel expenses - within 30 days after the return of the employee concerned to his/her official station.

Office or Division:	Finance Service – Accounting Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Liquidation Report Form – two (2) original copies		Proponent		
Report of Cash Disbursement – one (1) original copy		Proponent		
Check, Disbursement Voucher, Obligation Request Status, Processed Budget Estimate or Itinerary of Travel attached to the grant of cash advance – one (1) photocopy		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the FS-Accounting Division-Pre-Audit Section B	1.1 Receive documents and encode the liquidation report	None	15 minutes	Administrative Assistant III, FS-Accounting Division-Pre-Audit Section B
	1.2 Review submitted documents, encode, then and forward to	None	3 days	Administrative Assistant III, FS-Accounting Division-Pre-Audit Section B

	Section Chief for review			
	1.3 Review, approve, and affix signature on the Liquidation Report, then forward to Accountant IV for initial	None	1 day	Accountant III (Section Chief), FS-Accounting Division-Pre-Audit Section B
	1.4 Affix signature on the Liquidation Report, then forward to Chief Accountant for final review and signature	None	1 day	Accountant IV, FS-Accounting Division
	1.5 Review and sign the Liquidation Report	None	1 day	Chief Accountant, FS-Accounting Division
	1.6 Forward the signed documents to Book A for JEV Preparation	None	10 minutes	Administrative Assistant III, FS-Accounting Division
TOTAL:		None	6 days, 25 minutes	

5. Pre-Audit of Provident Fund Loans

The Provident Fund Loan is a financial assistance program for teaching and non-teaching personnel of the Department of Education, designed to provide low-interest loans for emergency and welfare needs of employees and their immediate family members.

Office or Division:	Finance Service – Accounting Division		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Finance Service – Employee Accounts Management Division (FS-EAMD)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Checklist of Requirements – one (1) original copy		FS - EAMD	
Disbursement Voucher – box A – Approved (Appendix No. 32/33 GAM) – three (3) original copies		FS - EAMD	
For All Types of Loans			
Loan application Form (LAF) (Completely filled up), approved by Personnel Division and Legal Service – one (1) original copy		FS – EAMD	

Authority to Deduct – one (1) original copy		FS – EAMD		
Copy of latest available pay slip – one (1) digital copy		EHRIS		
Photocopies of DepEd Identification Card of both the principal borrower and co-maker – one (1) photocopy		Employee borrower		
Approved Appointment (for First Time borrowers and Co-Terminus employees only) – one (1) photocopy		BHROD – Personnel Division		
2.6 Copy of notarized Contract of Service for the last five (5) years (for Co-Terminus employees who also served as Contract of Service – one (1) photocopy		Employee borrower		
Additional Requirements for Additional Loans				
Letter-request addressed to the Provident Fund-National Board of Trustees (PF-NBT) Chairperson/Office of the Undersecretary for Finance – one (1) original copy		Employee borrower		
Hospitalization/Medical Expenses/Medical Abstract/Certificate/Prescription/Diagnosis – one (1) photocopy		Employee borrower		
Appropriate supporting documents for the purpose of loan, for approval of the PF-NBT, Chairperson – one (1) photocopy		Employee borrower		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the FS-Accounting Division for the processing of Provident Fund Loans	1.1 Receive and record DV and supporting documents	None	10 minutes	Administrative Assistant III, FS-Accounting Division
	1.2 Check the completeness of the supporting documents (requirements)	None	2 hours	Administrative Assistant III, FS-Accounting Division
	1.3 Verify the balances of previous loans from the Subsidiary Ledger of the borrower	None	2 hours	Administrative Assistant III, FS-Accounting Division
	1.4 Conduct final review for new loan borrowers, and prepare new subsidiary ledger	None	3 hours	Administrative Assistant III, FS-Accounting Division

	and encodes data based on the DV			
	1.5 Review and process DV, then forward to Section Chief for initial	None	2 hours	Administrative Assistant III, FS-Accounting Division-Pre-Audit Section B
	1.6 Affix signature on the DV and forward to Assistant Chief for review and initial	None	1 hour	Accountant III, FS-Accounting Division
	1.7 Affix signature on the DV and forward to Chief Accountant for signature	None	1 hour	Accountant IV, FS-Accounting Division
	1.8 Sign the DV	None	1 hour	Chief Accountant, FS-Accounting Division
	1.9 Forward the DV to the Director IV-Finance Service for approval	None	10 minutes	Administrative Assistant III, FS-Accounting Division
TOTAL:		None	1 day, 4 hours, 20 minutes	

6. Pre-Audit of Various Authorities

Review of authorities such as authority to reimburse, authority to conduct and authority to pay as to completeness of the attached documents for approval of the proper signatory with the amount involved for evaluation.

Office or Division:	Finance Service – Accounting Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any office/division in the Central Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Signed Request for Authority from Proponents – one (1) original copy	Concerned Office / Proponent
Allotment from Budget Division – one (1) original copy	Finance Service – Budget Division
Checklist applicable based on expense and/or transaction as required by Pre-Audit Section A – one (1) original copy	Finance Service – Accounting Division - Pre-Audit Section A
Portion of Work and Financial Plan where the expense will be charged – one (1) original copy	Concerned Office / Proponent

Justification (if applicable) – one (1) original copy		Concerned Office / Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents and Request for Pre-Audit to the FS – Accounting Division	1.1 Receive and encode the document by the assigned personnel	None	15 minutes	Administrative Assistant II, FS-Accounting Division
	1.2 Encode and Pre-Audit, then forward it to Section Chief	None	1 day	Administrative Assistant III, FS-Accounting Division-Pre-Audit Section B
	1.3 Review and affix initial on the Authority, and forward to Accountant IV for signature	None	1 day	Accountant III (Section Chief), FS-Accounting Division
	1.4 Sign the Authority, and forward to Chief Accountant for signature	None	1 hour	Accountant IV, FS-Accounting Division
	1.5 Sign the Authority	None	1 hour	Chief Accountant, FS-Accounting Division
	1.6 Release the Authority to proponent / concerned office	None	15 minutes	Administrative Assistant III, FS-Accounting Division
TOTAL:		None	2 days, 2 hours, 30 minutes	

7. Preparation of LDDAP-ADA

This service involves the preparation of LDDAP-ADA by reviewing approved disbursement vouchers, validating amounts and payee details.

Office or Division:	Finance Service – Accounting Division		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any office in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Signed Disbursement Vouchers – one (1) original copy		Requesting Office	
Bank details of payees		Requesting Office	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Route the signed disbursement vouchers/payroll to FS-Accounting Division	1.1 Receive the Pre-Audited DV/Payroll for LDDAP Processing and distribute to staff-in-charge	None	15 minutes	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.2 Verify the availability of funds in LDDAP Disbursement System	None	1 hour	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.3 Check accuracy of payee name, bank details, amount and authorized signatories <i>Note: If there is discrepancy of details, returns to Client for compliance.</i>	None	1 hour	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.4 Generate and print the LDDAP-ADA, SLIIE and LBP Cover Letter, then forward to Accountant for review	None	2 hours	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.5 Review the LDDAP-ADA and other attachments, then affix initials on the LDDAP-ADA	None	2 hours	Accountant II / Accountant III, FS-Accounting Division
	1.6 Forward the LDDAP-AD with attachments to releasing staff for recording	None	5 minutes	Accountant II / Accountant III, FS-Accounting Division
	1.7 Update the Tracking System and transmits the LDDAP-ADA with other attachments to Chief Accountant	None	1 hour	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
	1.8 Review the LDDAP-ADA with attachments for correctness, then	None	1 day	Chief Accountant, FS-Accounting Division

	transmit to releasing staff			
	1.9 Forward the LDDAP-ADA with attachments to the Admin Service – Cash Division	None	15 minutes	Administrative Assistant III / Administrative Assistant II, FS-Accounting Division
TOTAL:		None	1 day, 7 hours, 35 minutes	

8. Request for BIR Form 2306 and 2307

BIR Form 2306 (Certificate of Final Tax Withheld at Source) is a certificate issued by the agency to recipient of income subjected to final tax. BIR Form 2307 (Certificate of Creditable Tax Withheld at Source) is a certificate issued to recipient of income subject to expanded withholding tax paid by the agency.

Office or Division:	Finance Service – Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Payees with taxes withheld on their claims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Invoice – One (1) photocopy or original copy / Disbursement Voucher – one (1) photocopy		Client		
Amount of income/payment subject to withholding		Accounting records		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the FS-Accounting Division	1.1 Prepare BIR forms for taxes withheld to various payees / creditors	None	3 hours	Accountant II / Administrative Assistant III, FS-Accounting Division
	1.2 Release the requested BIR Form to Client	None	5 minutes	Administrative Assistant III, FS-Accounting Division
TOTAL:		None	3 hours, 5 minutes	

9. Request for Certification of No Pending Cash Advance

This service issues a certification confirming that the requestor has no outstanding or pending cash advance balance on record as of a specified date, based on official accounting records.

Office or Division:	Finance Service – Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter – one (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No pending cash advance				
1. Submit documents to the FS-Accounting Division	1.1 Receive the request letter, verify and check the SLs of all related accounts of the concerned employee	None	30 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
	1.2 Prepare the Certification of No Unliquidated Cash Advances and No disallowances / suspension, and forward to Accountant III for review	None	30 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
	1.3 Review and affix initial in the Certification of No Unliquidated Cash Advances and No disallowances / suspension, then forward to Accountant IV for review	None	1 hour	Accountant III, FS-Accounting Division
	1.4 Review and affix initial in the Certification of No Unliquidated Cash Advances and No disallowances / suspension, then forward to Chief Accountant for review	None	1 hour	Accountant IV, FS-Accounting Division

	1.5 Review and sign in the Certification of No Unliquidated Cash Advances and No disallowances / suspension	None	1 hour	Chief Accountant, FS-Accounting Division
	1.6 Release the Certification of No Unliquidated Cash Advances to requestor	None	15 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
With pending cash advance				
1. Submit documents to the FS-Accounting Division	1.1 Receive the request letter, verify and check the SLs of all related accounts of the concerned employee	None	30 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
	1.2 Print the List of unliquidated cash advances, and disallowances. Inform the requesting end-user of the pending cash advance.	None	15 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
	1.3 Return the request to the requestor and release the List of unliquidated cash advance for settlement	None	15 minutes	Administrative Assistant III / Accountant II, FS-Accounting Division
TOTAL (no pending cash advance):		None	4 hours, 15 minutes	
TOTAL (with pending cash advance):		None	1 hour	

10. Request for Order of Payment

Order of Payment (OP) is a formal document or authorization slip used to process payments made to a government agency's cashier.

Office or Division:	Finance Service – Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Various documents as basis for payment depending on the type of transaction – one (1) original copy for each document		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the FS-Accounting Division	1.1 Review documents and prepare Order of Payment, and forward to the Accountant III	None	1 hour	Administrative Assistant III, FS-Accounting Division
	1.2 Review and sign the Order of Payment	None	1 hour	Accountant III, FS-Accounting Division
	1.3 Release the Order of Payment to Client	None	5 minutes	Administrative Assistant III, FS-Accounting Division
TOTAL:		None	2 hours, 5 minutes	

Finance Service – Budget Division

1. Earmarking of the Availability of Allotment

The FS - Budget Division certifies the availability of allotment, verifying that a specific amount is authorized prior to the implementation of various DepEd Programs, Activities, and Projects (PAPs), ensuring that earmarked funds do not exceed the approved budget. The certification is based on the evaluation of the following documents submitted by the proponent office, such as:

- Activity Request (AR) / Authority to Conduct (ATC)
- Authority to Pay / Reimburse
- Authority to Procure (ATP)
- Authority to Engage (ATE)
- Authority to Hire / Renew Contract of Service (CoS)
- Purchase Request (PR)

Office or Division:	Finance Service – Budget Division		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Approved Work and Financial Plan (WFP) – one (1) photocopy		Bureaus / Services / Offices	
IF Activity Request (AR)/ Authority to Conduct (ATC) without downloading			
Approved Activity Request/ Authority to Conduct – one (1) original copy		Bureaus / Services / Offices	
Budget Estimate – one (1) original copy		Bureaus / Services / Offices	
Complete Staff Work – one (1) original copy		Bureaus / Services / Offices	
Duly Approved Specialty Clearance for Planning and Assessment or Capacity-Building and Professional Development		Bureaus / Services / Offices	
Duly Approved Specialty Clearance if P300,000 above – one (1) original copy		Bureaus / Services / Offices	
IF AR/ATC with downloading			
Approved Activity Request/ Authority to Conduct – one (1) original copy		Bureaus / Services / Offices	
Budget Estimate and/or Breakdown of Allocation – one (1) original copy		Bureaus / Services / Offices	
Letter of Acceptance / Letter request if CO – Initiated Activities – one (1) photocopy		Bureaus / Services / Offices	
Approved Guidelines if for Program Support Fund– one (1) photocopy		Bureaus / Services / Offices	
Duly Approved Specialty Clearance for Planning and Assessment or Capacity-Building and Professional Development		Bureaus / Services / Offices	

Duly Approved Specialty Clearance if P300,000 above – one (1) original copy		Bureaus / Services / Offices		
IF Authority to Procure				
Approved Authority to Procure – three (3) original copies		Bureaus / Services / Offices		
Approved Activity Request/ Authority to Conduct – one (1) original copy		Bureaus / Services / Offices		
Part of the Annual Procurement Plan where the requested procurement activity is reflected		Bureaus / Services / Offices		
IF Authority to Engage				
Approved Authority to Engage – three (3) original copies		Bureaus / Services / Offices		
Approved Activity Request (AR) or Authority to Conduct (ATC)– one (1) photocopy		Bureaus / Services / Offices		
IF Authority to Hire / Renewal of COS				
Duly signed Authority to Hire / Renew Contract of Service (CoS) – one (1) original copy		Bureaus / Services / Offices		
Duly signed Contract of COS – one (1) original copy		Bureaus / Services / Offices		
Approved Work and Financial Plan (WFP) – one (1) photocopy		Bureaus / Services / Offices		
IF Purchase Request				
Approved Purchase Request – one (1) photocopy		Bureaus / Services / Offices		
Market Survey Form (at least 3 suppliers) – one (1) photocopy		Bureaus / Services / Offices		
Authority to Reimburse /Authority to Pay				
Request Authority to Reimburse/ Pay with stated Name, Amount and Activity Code to be charged – one (1) original copy		Bureaus / Services / Offices		
Dealer's/supplier's invoice duly signed by the dealer / representative – one (1) original copy		Bureaus / Services / Offices		
Approved AR/ATC – one (1) photocopy		Bureaus / Services / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to the FS-Budget Division	1.1 Receive and record the document	None	45 minutes	Administrative Assistant II, FS-Budget Division
	1.2 Forward the documents to the personnel-in-charge	None	10 minutes	Administrative Assistant II, FS-Budget Division
	1.3 Review and evaluate the completeness and accuracy of the	None	3 hours	Administrative Officer IV / Administrative Officer II /

	documents prior to the earmarking of the Allotment Availability			Administrative Assistant II, FS-Budget Division
	1.4 Earmark Allotment Availability, affix initials and forward the documents to Administrative Officer V	None	25 minutes	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.5 Review and affix initials on the earmarked Allotment Availability, then forward to Supervising Administrative Officer	None	1 hour	Administrative Officer V, FS-Budget Division
	1.6 Review and affix initials on the earmarked Allotment Availability, then forward to Chief Administrative Officer for review and signature	None	2 hours	Supervising Administrative Officer, FS-Budget Division
	1.7 Review, certify and sign the earmarked Allotment Availability	None	4 hours	Chief Administrative Officer, FS-Budget Division
	1.8 Release the documents Note/s: • If AR/ATC (with downloading), release to the Office of the ExeCom-in-Charge for Finance • If AR/ATC (without downloading), release to the proponent office • If Authority to Pay / Reimburse release to the Finance Service-	None	2 hours	Administrative Assistant II, FS-Budget Division

	Accounting Division • If Authority to Procure / Engage, release to the proponent office • If Contract of COS / HTC (newly hired), release to the ExeCom-in-Charge of Finance • If Contract of COS (for renewal), release to the Office of the ExeCom-in-charge for the Human Resource and Organizational Development • If Purchase Request, release to the proponent office			
TOTAL:		None	1 day, 5 hours, 20 minutes	

Note: The prescribed processing time is based on the assumption that all submitted documentary requirements are complete, accurate, and compliant with applicable policies and standards. Additional processing time may be incurred due to circumstances beyond the control of the Office, such as availability of signatories, high volume or complexity of transactions, office transfers, system interruptions, and other similar operational constraints.

2. Preparation / Issuance of Sub-Allotment Release Order (Sub-ARO)

Sub-Allotment Release Order (Sub-ARO) refers to an internal document issued by the mother agency effecting the transfer of a portion of available allotments to its Lower-Level Operating Units (LLOUs). It serves as the authority granted to LLOUs to enter into commitments and incur obligations not exceeding a specified amount, within a given period, and for the purpose indicated therein.

Office or Division:	Finance Service – Budget Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Duly Approved AR / ATC – one (1) original copy		Bureaus / Services / Offices		
Breakdown of Allocation for Downloading – one (1) original copy		Bureaus / Services / Offices		
Situational Requirements				
Guidelines on the use of funds (for Program Support Fund) – one (1) photocopy		Bureaus / Services / Offices		
Letter of Acceptance for CO-Initiated Activities – one (1) photocopy		Bureaus / Services / Offices		
Justification for Late Downloading of Funds – one (1) photocopy		Bureaus / Services / Offices		
Other requirements required by OSEC – one (1) original copy		Bureaus / Services / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to the FS-Budget Division	1.1 Receive and record the document	None	20 minutes	Administrative Assistant II, FS-Budget Division
	1.2 Forward the documents to the personnel-in-charge	None	5 minutes	Administrative Assistant II, FS-Budget Division
	1.3 Review and evaluate the completeness and accuracy of the documents	None	30 minutes	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.4 Process the Sub-ARO	None	4 hours	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division

	1.5 Review and affix initials on the Sub-ARO, then forward to Supervising Administrative Officer for review and initial	None	2 hours	Administrative Officer V, FS-Budget Division
	1.6 Review and affix initials on the Sub-ARO, and forward to Chief Administrative Officer for review and signature	None	2 hours	Supervising Administrative Officer, FS-Budget Division
	1.7 Review and certify the correctness of the Sub-ARO	None	5 hours	Chief Administrative Officer, FS-Budget Division
	1.8 Forward to the ExeCom-in-Charge for Finance, for review and approval	None	1 day	Administrative Assistant II, FS-Budget Division
	1.9 Review and approve the Sub-ARO, and return to FS-Budget Division	None	2 days	ExeCom-in-Charge for Finance
	1.10 Receive the approved Sub-ARO, and forward to the personnel-in-charge	None	15 minutes	Administrative Assistant II, FS-Budget Division
	1.11 Tag, sort, scan, and email the approved Sub-ARO	None	4 hours	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.12 Transmit the original copy of the approved Sub-ARO to the Regional Office via courier	None	2 hours	Administrative Assistant V, FS-Budget Division
TOTAL:		None	5 days, 4 hours, 10 minutes	

Notes:

- The prescribed processing time is based on the assumption that all submitted documentary requirements are complete, accurate, and compliant with applicable policies and standards. Additional processing time may be incurred due to circumstances beyond the control of the Office, such as availability of signatories, high volume or complexity of transactions, office transfers, system interruptions, and other similar operational constraints.
- Original copies of the approved Sub-ARO are transmitted to the Regional Office every Tuesday for courier dispatch. Receipt may vary depending on courier delivery schedules and location.

3. Processing of Request for Obligation of Allotment

Obligation Request and Status (ORS) is a prescribed form required for the certification of the availability of allotment and the obligation of funds. It serves as the official basis for the recording, monitoring, and reporting of obligations and for the future adjustment of expense accounts, in accordance with applicable budgeting, accounting, and auditing rules and regulations.

Office or Division:	Finance Service – Budget Division		
Classification:	Complex		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	DepEd Central Office – BHROD-Personnel Division / Admin Service-Cash Division / Bureaus / Services / Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirements			
Obligation Request and Status (ORS) with Activity Code, if applicable – three (3) original copies		Bureaus / Services / Offices	
Disbursement Voucher or Payroll – three (3) original copies w/ Activity Code if applicable.		Bureaus / Services / Offices	
Other relevant documents such as CSW, Implementing Guidelines, Allocation List, market Survey, Technical Specifications, etc.		Bureaus / Services / Offices	
Situational Requirements <i>(Additional requirements based on the nature of the transaction or service request)</i>			
Terminal Leave Benefits			
*Standard Requirement		BHROD – Personnel Division	
Monetization of Leave Credits			
*Standard Requirement		BHROD – Personnel Division	
Fidelity Bond			
Authority to Apply / Renew as Special Disbursing Officer (SDO) – one (1) original copy		Admin Division – Cash Division	
Authority to Apply for Fidelity Bond – one (1) original copy		Admin Division – Cash Division	
Salaries - Plantilla / Coterminous Positions			
Certified true copy of approved Appointment (for first salary) – one (1) photocopy		BHROD – Personnel Division	
Certified true copy of Oath of Office (for first salary) - one (1) photocopy		BHROD – Personnel Division	
Duly approved Daily Time Record (DTR) – one (1) original copy		BHROD – Personnel Division	
Overtime Services			
Authority to Render Overtime Services - one (1) photocopy		Bureaus / Services / Offices	
Weekly Permit to Render Overtime (Annex B) – one (1) original copy		Bureaus / Services / Offices	

Duly approved Daily Time record (DTR) with complete time logs – one (1) original copy	Bureaus / Services / Offices
Duly approved Daily Time record (DTR) with complete time logs from previous month (if applicable, to show 40 hrs. on-site reporting for weekend OT) – one (1) original copy.	Bureaus / Services / Offices
Quantified Accomplishment Report duly signed (original) by the employee and the supervisor/head of office – one (1) original copy	Bureaus / Services / Offices
For COS , Service Agreement – one (1) photocopy	Bureaus / Services / Offices
Copy of approved Travel Authority/Locator Slip (Official Business), if necessary	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Online Daily Time Record (DTR) – Work From Home (WFH) Log In – one (1) original copy	Bureaus / Services / Offices
Salaries - Contract of Service	
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Approved Authority to Hire / Renew (for first salary payment for the year) – one (1) photocopy	Bureaus / Services / Offices
Duly approved Daily Time Record (DTR) – one (1) photocopy	Bureaus / Services / Offices
Duly approved Accomplishment Report – one (1) photocopy	Bureaus / Services / Offices
Approved and notarized Service Agreement (for initial payment) – one (1) photocopy	Bureaus / Services / Offices
Gratuity Pay - Contract of Service	
Approved Work and Financial Plan – one (1) photocopy	BHROD – Personnel Division
Approved/Signed Memorandum for release order/processing of Gratuity - one (1) photocopy	BHROD – Personnel Division
Travelling Expenses (Cash Advance) - Local	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Itinerary of Travel Expense – one (1) original copy	Bureaus / Services / Offices
Authority to Travel – one (1) photocopy	Bureaus / Services / Offices
Approved Authority to draw Cash Advance – one (1) original copy	Bureaus / Services / Offices
Travelling Expenses (Reimbursement) - Local	

Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Actual Itinerary of Travel Expense – one (1) original copy	Bureaus / Services / Offices
Authority to Travel – one (1) photocopy	Bureaus / Services / Offices
Certificate of Appearance – one (1) original copy	Bureaus / Services / Offices
Certification of Expenses Not Requiring Receipts (CENRR), Reimbursement Expenses Receipt (RER) - if applicable – one (1) original copy	Bureaus / Services / Offices
Certificate of Travel Completed (CTC) – one (1) original copy	Bureaus / Services / Offices
Paper/electronic plane ticket, boarding pass, boat or bus ticket, if applicable – one (1) original copy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) - one (1) photocopy	Bureaus / Services / Offices
For reimbursement of plane ticket , Certification from admin – one (1) original copy, copy of paper/ electronic plane ticket, invoice, boarding passes (original) and three (3) quotations (if purchased thru travel agency)	Bureaus / Services / Offices
For COS , Certification / Justification from the Head of the Agency or any authorized approving official (stating that the official tasks cannot be performed by any assigned regular/permanent official & the tasks/activities are necessary to fulfill the obligations as contained in his/her contract of service) – one (1) original copy	Bureaus / Services / Offices
For Drivers , duly approved Daily Time Record (DTR) & trip ticket to ensure/check that he was really on travel – one (1) photocopy	Bureaus / Services / Offices
Travelling Expenses (Cash Advance) - Foreign	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Authority to Travel – one (1) photocopy	Bureaus / Services / Offices
Letter of Invitation of host/sponsoring country/agency/organization – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Itinerary of Travel Expense – one (1) original copy	Bureaus / Services / Offices
Travelling Expenses (Reimbursement) - Foreign	

Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Authority to Travel - one (1) photocopy	Bureaus / Services / Offices
Letter of Invitation of host/ sponsoring country/agency, organization – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) - one (1) photocopy	Bureaus / Services / Offices
Itinerary of Travel Expense – one (1) original copy	Bureaus / Services / Offices
Certificate of Appearance – one (1) original copy	Bureaus / Services / Offices
Certification of Expenses Not Requiring Receipts (CENRR), Reimbursement Expenses Receipt (RER), if applicable – one (1) original copy	Bureaus / Services / Offices
Certificate of Travel Completed (CTC) – one (1) original copy	Bureaus / Services / Offices
Paper/electronic plane ticket, boarding pass, boat or bus ticket, if applicable – one (1) original copy	Bureaus / Services / Offices
Training and Seminar Expenses	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Billing Statement / Statement of Account – one (1) original copy	Bureaus / Services / Offices
Invoices of expenses incurred – one (1) original copy	Bureaus / Services / Offices
Requisition Inventory Slip (RIS) – one (1) original copy	Bureaus / Services / Offices
Purchase Request/Purchase Order – one (1) photocopy	Bureaus / Services / Offices
Certification from AMD for Supplies Not Available – one (1) original copy	Bureaus / Services / Offices
Board and Lodging	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
MOA or Contract, Authority to Procure (ATP) & Other Procurement Documents – one (1) original copy	Bureaus / Services / Offices
Statement of Account (SOA) / Sales invoice – one (1) original copy	Bureaus / Services / Offices
Attendance Sheet – one (1) original copy	Bureaus / Services / Offices
Honorarium For Trainings & Workshops	

Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Certification of Services rendered as Resource Person – one (1) original copy	Bureaus / Services / Offices
Curriculum Vitae – one (1) original copy	Bureaus / Services / Offices
Approved DBM Honorarium Computation – one (1) original copy	Bureaus / Services / Offices
Authority / Invitation Letter with conforme – one (1) original copy	Bureaus / Services / Offices
Cash Advances for Trainings & Workshops	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Approved Authority to Draw Cash Advance of the Special Disbursing Officer (SDO) with Activity Code – one (1) original copy	Bureaus / Services / Offices
List of confirmed participants and resource persons, if applicable – one (1) original copy	Bureaus / Services / Offices
List of supplies & materials (with amount) – one (1) original copy	Bureaus / Services / Offices
Certification as to availability of requested supplies / materials from Asset Management Division – one (1) original copy	Bureaus / Services / Offices
Fidelity bond of the Disbursing Officer for CA at the beginning of the year – one (1) photocopy	Bureaus / Services / Offices
Supplies And Materials Expenses	
Approved Activity Request (AR) or Authority to Conduct (ATC) with Budget Estimate – one (1) photocopy	Bureaus / Services / Offices
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Requisition Inventory Slip (RIS) received by Asset Management Division (AMD) – one (1) original copy	Bureaus / Services / Offices
Certification from Asset Management Division (AMD) – one (1) original copy	Bureaus / Services / Offices
Purchase Request/Purchase Order / Contract – one (1) original copy	Bureaus / Services / Offices
Dealer's/supplier's invoice duly signed by the dealer / representative – one (1) original copy	Bureaus / Services / Offices

Market Scoping, if applicable – one (1) photocopy	Bureaus / Services / Offices
Abstract of Quotation from three (3) different supplier with canvassers name and signature – one (1) original copy	Bureaus / Services / Offices
Abstract of Canvass / Market Survey – one (1) original copy	Bureaus / Services / Offices
Property Acknowledgement Receipt (GAM Vol. II, Appendix 71) for equipment 15,000 and above – one (1) original copy	Bureaus / Services / Offices
Certificate of Emergency Purchase (if emergency purchase) – one (1) original copy.	Bureaus / Services / Offices
Certificate of Exclusive Distributorship (additional if thru exclusive distributor) – one (1) photocopy	Bureaus / Services / Offices
Certificate that there are no sub-dealers selling at lower prices and that no suitable substitute are available (additional if thru exclusive distributor) – one (1) photocopy	Bureaus / Services / Offices
<i>If procured, additional requirements are as follows:</i>	
Approved Work and Financial Plan – one (1) photocopy	Bureaus / Services / Offices
ATP with complete Procurement documents – one (1) original copy	Bureaus / Services / Offices
Sales Invoice/ Statement of Account – one (1) Original Copy	Bureaus / Services / Offices
Contract Duly notarized with certification of funds availability – one (1) Original Copy	Bureaus / Services / Offices
Notice to Award – one (1) Certified True Copy	Bureaus / Services / Offices
Notice to Proceed – one (1) Certified True Copy	Bureaus / Services / Offices
Inspection and delivery Report – one (1) Original Copy	Bureaus / Services / Offices
Approved APP – one (1) Photocopy	Bureaus / Services / Offices
Repair & Maintenance	
Approved Work and Financial Plan – one (1) photocopy	Bureaus / Services / Offices
Purchase Request/Purchase Order – one (1) photocopy	Bureaus / Services / Offices
Sales Invoice/ Statement of Account – one (1) Original Copy	Bureaus / Services / Offices
Market Scoping, if applicable – one (1) Photocopy	Bureaus / Services / Offices
Quotation if applicable – one (1) Photocopy	Bureaus / Services / Offices
Abstract of Canvass, if applicable – one (1) Photocopy	Bureaus / Services / Offices

Job Order Request – one (1) Photocopy	Bureaus / Services / Offices
Meals On Meetings	
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Approved Authority to Pay / Reimburse – one (1) original copy	Bureaus / Services / Offices
Sales Invoice / Statement of Account inspected within the day of purchase – one (1) original copy	Bureaus / Services / Offices
Notice of Meeting – one (1) original copy	Bureaus / Services / Offices
Minutes of the Meeting – one (1) original copy	Bureaus / Services / Offices
Attendance Sheet – one (1) original copy	Bureaus / Services / Offices
Form 2307 – one (1) original copy	Bureaus / Services / Offices
Communication Expenses	
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Certification by Agency Head or his authorized representative or the eligible recipient stating that calls made are all official in nature – one (1) original copy	Bureaus / Services / Offices
Billing Statement/Statement of Account/Invoices, used cell cards or screen shots of e-loads, if applicable – one (1) original copy	Bureaus / Services / Offices
Daily Time Record – one (1) photocopy	Bureaus / Services / Offices
Utilities (Meralco, Maynilad, PLDT)	
Approved Work and Financial Plan (WFP) – one (1) photocopy	Bureaus / Services / Offices
Statement of Account – one (1) original copy	Bureaus / Services / Offices
Certification from GSD/ BSO – one (1) original copy	Bureaus / Services / Offices
For PLDT, Certification from Head of Office that all calls are official in nature (if not copy of OR from employee who made personal calls) – one (1) original copy	Bureaus / Services / Offices
Petty Cash Fund	
Report on Paid Petty Cash Vouchers (GAM Vol. II, Appendix 49) – one (1) original copy	Bureaus / Services / Offices
Petty Cash Fund Record (GAM Vol. II, Appendix 50) – one (1) original copy	Bureaus / Services / Offices
Petty Cash Vouchers fully accomplished and signed (GAM Vol. II, Appendix 48) – one (1) original copy	Bureaus / Services / Offices
Original bills, receipts, sales invoices for all purchases (with inspection, if w/o inspection provide approved waiver of inspection) – one (1) original copy	Bureaus / Services / Offices

Invoices – services / Sales Invoice or Collection Receipt – goods – one (1) original copy		Bureaus / Services / Offices		
Approved voucher & check from initial cash advance – one (1) original copy		Bureaus / Services / Offices		
Approved estimates of breakdown of petty expenses for one month (excluding communication expenses, semi-expendable office equipment) – one (1) original copy		Bureaus / Services / Offices		
Approved Work and Financial Plan (WFP) – one (1) photocopy		Bureaus / Services / Offices		
Approved Fidelity Bond of the Special Disbursing Officer – one (1) photocopy		Bureaus / Services / Offices		
Summary of Disbursements (Gross Total) – one (1) original copy		Bureaus / Services / Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to the FS-Budget Division	1.1 Check and receive the document	None	30 minutes	Administrative Assistant II, FS-Budget Division
	1.2 Distribute to the personnel-in-charge	None	10 minutes	Administrative Assistant II, FS-Budget Division
	1.3 Review the documents and verify the availability of allotment	None	10 minutes	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.4 Encode in the Registry of Allotments, Obligations, and Disbursements, affix initials then forward to the Administrative Officer V	None	1 hour	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.5 Review and affix initials on the processed document, then forward to Supervising Administrative Officer	None	2 hours	Administrative Officer V, FS-Budget Division
	1.6 Review and affix initials, then forward to Chief Administrative Officer	None	3 hours	Supervising Administrative Officer, FS-Budget Division

	1.7 Review and certify/sign	None	4 hours	Chief Administrative Officer, FS-Budget Division
	1.8 Release the documents to the FS-Accounting Division	None	1 hour	Administrative Assistant II, FS-Budget Division
If with data correction and/or amount adjustment				
	1.1 Conduct pre-audit of due and demandable. If adjustment is necessary, prepare NORSA, then forward to the FS–Budget Division	None	4 days	FS-Accounting Division
	1.2 Receive and record the document	None	30 minutes	Administrative Assistant II, FS-Budget Division
	1.3 Forward to the personnel-in-charge	None	10 minutes	Administrative Assistant II, FS-Budget Division
	1.4 Adjust the Obligation Request and Status (ORS) in the Registry of Allotments, Obligations, and Disbursements (RAOD) based on the issued NORSA, and affix initials	None	1 hour	Administrative Officer IV / Administrative Officer II / Administrative Assistant II, FS-Budget Division
	1.5 Review and affix initials on the NORSA, then forward to the Supervising Administrative Officer	None	2 hours	Administrative Officer V, FS-Budget Division
	1.6 Review and affix initials on the NORSA, then forward to the Chief Administrative Officer for approval/signature	None	3 hours	Supervising Administrative Officer, FS-Budget Division
	1.7 Review, verify and sign	None	4 hours	Chief Administrative Officer, FS-Budget Division

	1.8 Release the documents to the FS-Accounting Division	None	30 minutes	Administrative Assistant II, FS-Budget Division
TOTAL (If without NORSA):		None	1 day, 3 hours, 50 minutes	
TOTAL (If with NORSA):		None	6 days, 7 hours	

4. Submission of Special Budget Request for Obligational Authorities

The FS – Budget Division facilitates the preparation and submission of Special Budget Requests (SBRs) and other applicable budgetary requirements to the Department of Budget and Management (DBM) for the release of obligational authorities to support the implementation of selected Programs, Activities, and Projects (PAPs) tagged as For Issuance of Special Allotment Release Order (FISARO), subject to compliance with certain pre-conditions in accordance with applicable laws, including but not limited to those stated in the General and Special Provisions of the General Appropriations Act (GAA), and other existing rules and regulations.

Office or Division:	Finance Service – Budget Division		
Classification:	Highly Technical		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any bureau/service/office in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirements			
Special Budget Request – one (1) original copy		Finance Service – Budget Division	
BED 1 Financial Plan – one (1) original copy		Finance Service – Budget Division	
BED 2 Physical Plan – one (1) original plan		Planning Service	
BED 3 Disbursement Plan – one (1) original plan		Finance Service – Budget Division	
Project Profile, based on the format of BP Forms 202 (LFP)/203 and FAP Profile (Annex B) of DBM-COA-DOF Joint Circular No. 2-97 dated March, 1997 (FAPs), if applicable – one (1) original copy		Bureaus / Services / Offices	
Office of the President (OP) Approval for budgetary items included in the GAA but not reflected in the President's Budget (NEP), if applicable – one (1) original copy		Bureaus / Services / Offices	
Approved loan agreement for new (FAPs), if applicable – one (1) original copy		Bureaus / Services / Offices	
Other authorization documents as required in the applicable law, and Budget Circular / Other documentary requirements under existing guidelines		Bureaus / Services / Offices	

(i.e., Annual Budget Circular for the Guidelines on the Release of Funds) – one (1) original copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to the FS-Budget Division	1.1 Check routed documents in the Document Management System (DMS) and stamped as “Received”	None	20 minutes	Administrative Assistant II, FS-Budget Division
	1.2 Record, evaluate and draft/attach the letter - Special Budget Request (SBR) and Budget Utilization Report (BUR)	None	4 days	Administrative Officer II / Administrative Assistant V, FS-Budget Division
	1.3 Review documents and prepare BED Nos. 1 and 3	None	1 hour	Senior Administrative Assistant II, FS-Budget Division
	1.4 Review and evaluate the request and affix initials on the draft letter, report, and BED Nos. 1 and 3	None	5 hours	Supervising Administrative Officer, FS-Budget Division
	1.5 Review documents; sign BED Nos. 1 and 3 and related reports; and affix initials on the draft letter	None	1 day	Chief Administrative Officer, FS-Budget Division
	1.6 Route documents through the DMS and forward to the Planning and Programming Division – Policy and Planning Service (PS-PPD)	None	30 minutes	Administrative Assistant II, FS-Budget Division
	1.7. Review documents, sign BED No. 1, prepare BED No. 2 and review BP Form 202 based on the supporting documents, then	None	2 days	Planning and Programming Division – Policy and Planning Service (PS-PPD)

	return to FS-Budget Division			
	1.8 Receive, record, and review the completeness of the forwarded documents and endorse to SAO for initial	None	30 minutes	Administrative Assistant II / Administrative Officer II / Administrative Assistant V, FS-Budget Division
	1.9 Review and affix initials on BED No. 2 and BP Form 202 and forward to CAO for review and signature	None	5 hours	Supervising Administrative Officer, FS-Budget Division
	1.10 Review and sign BED No. 2 and BP Form 202 and endorse to the personnel-in-charge	None	5 hours	Chief Administrative Officer, FS-Budget Division
	1.11 Forward documents to PS-OD for signature on BED No. 2 and BP Form 202	None	20 minutes	Administrative Assistant II, FS-Budget Division
	1.12 Review and sign BED No. 2 and BP Form 202 and return documents to FS-Budget Division	None	3 days	Planning Service, Office of the Director
	1.13 Receive and check the completeness of forwarded documents and route to FS-Accounting Division for signature on BED No. 3 and BP Form 202	None	40 minutes	Administrative Assistant II / Administrative Officer II / Administrative Assistant V, FS-Budget Division
	1.14 Review and sign BED No. 3 and BP Form 202 and forward the complete set of documents to the Office of the Director IV for Finance	None	4 hours	FS-Accounting Division

	1.15 Review and affix initials on the required documents and forward to the Office of the ExeCom-in-Charge for Finance, for signature	None	1 day	Office of the Director, Finance Service
	1.16 Review and sign required documents and forward to the Office of the Secretary (OSEC) for signature	None	2 days	Office of the ExeCom-in-Charge for Finance
	1.17 Review and sign required documents and return to FS-Budget Division	None	4 days	Office of the Secretary
	1.18 Check routed documents in the DMS, stamped as "Received" and endorse to the personnel in-charge	None	30 minutes	Administrative Assistant II, FS-Budget Division
	1.19 Record and verify document completeness and signatories, and scan documents for filing and reference	None	2 hours	Administrative Officer II / Administrative Assistant V, FS-Budget Division
	1.20 Submit the request to the Department of Budget and Management (DBM)	None	1 day	Senior Administrative Assistant II, FS-Budget Division
TOTAL:		None	21 days, 50 minutes	

Notes:

- *The service requires more than twenty (20) working days to process due to the conduct of thorough review, evaluation, validation, and approval procedures necessary to ensure compliance with existing government budgeting, accounting, auditing, and other applicable laws, rules, and regulations.*
- *The prescribed processing time is based on the assumption that all submitted documentary requirements are complete, accurate, and compliant with applicable policies and standards. Additional processing time may be incurred due to circumstances beyond the control of the Office, such as availability of signatories, high volume or complexity of transactions, office transfers, system interruptions, and other similar operational constraints.*

Finance Service – Employee Accounts Management Division

1. Provident Fund Loan Application

The Department of Education Provident Fund (PF) Program, pursuant to Administrative Order No. 279 series of 1992, aims to provide DepEd officials and employees with benefits and loans for emergency needs; for their education and that of their children; for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of houses; and for other similar purposes to be determined by the DepEd Provident Fund National Board of Trustees (PF NBT).

This charter covers the loan application process for DepEd Central Office (CO) personnel, from the filing of loan application to the releasing of check containing the loan proceeds.

Office or Division:	Finance Service – Employee Accounts Management Division	
Classification:	Highly Technical	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	Active DepEd Central Office (CO) and Baguio Teachers Camp (BTC) Employees with plantilla and co-terminus positions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Loan Application Form (LAF) – Two (2) original copies (wet signed)		FS-EAMD
Authorization to Deduct (ATD) – Two (2) original copies (wet signed)		FS-EAMD
Latest available pay slip – One (1) photocopy		Applicant / Client
DepEd Identification Card (ID) – One (1) photocopy		Applicant / Client
Approved Appointment, applicable for first-time borrowers and Co-Terminus employees only – One (1) photocopy		Applicant / Client
Notarized Contract of Service (first page only) for the last five (5) years, applicable to co-terminus employees who previously served as Contract of Service (COS) – one (1) photocopy.		Applicant / Client
Certificate of No Pending Case		Legal Service – Investigation Division
Additional requirements for Additional Loans under Extreme Cases <i>(e.g., payment for hospital bills of the teacher/employee or member of his/her family within the third civil degree of consanguinity/affinity; death of a consanguinity/affinity; or borrower is a direct victims of a natural or man-made calamity, such as typhoons, fire, robbery armed conflict, etc;):</i>		
Letter-request addressed to the PF NBT Chairperson – One (1) original copy		Applicant / Client
Appropriate supporting documents for the purpose of loan, for approval of the PF National Board of Trustees, Chairperson, one (1) photocopy of the following: For Medical Expenses		Applicant / Client

> Hospitalization/ Medical Expenses > Medical Abstract / Certificate / Prescription / Diagnosis • For Death Cases > Death Certificate of the deceased family member of the loan applicant within the third civil degree of consanguinity/affinity • For Calamity Cases > Barangay/LGU Certificate/Resolution declaring the borrower's place under State of Calamity > Barangay Certification as Bonafide residence				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit via email the latest pay slip with preferred loan amount and term to FS-EAMD through co.provident@deped.gov.ph for assessment	1.1 Receive the email, and forward a scanned copy of the stamped evaluated pay slip to the DepEd Loan Verifier (via email) for assessment, copy furnished the loan applicant	None	30 minutes	Administrative Officer IV / Administrative Officer II, FS-EAMD
	1.2 Determine if the stamped monthly amortization can be accommodated in the loan applicant's salary based on latest payroll files, then send the assessment to the PF Loan Processor via email, copy furnished the loan applicant.	None	1 day	Administrative Officer IV / Administrative Officer II, FS-EAMD
	1.3 Provide Client with two (2) copies of PF Loan Application Form (LAF) and Authority to Deduct (ATD) via email	None	5 minutes	Administrative Assistant II, FS-EAMD
2. Submit accomplished LAF to Personnel Division for Certification of Employment and Net Pay	2.1 Review and certify status of employment and net pay in the LAF (portion on Certificate of Employment and Credibility).	None	2 days	Chief Administrative Officer / Supervising Administrative Officer / Administrative Officer IV / Administrative Officer II, BHROD – Personnel Division

	2.1 Return the certified LAF to Client	None	15 minutes	Administrative Officer II, BHRD – Personnel Division
3. Submit accomplished LAF with other applicable requirements to FS-EAMD. <i>Note: For BTC personnel, the accomplished LAFs and other requirements are submitted by the loan applicant to the BTC liaison officer, who submits the same to FS-EAMD.</i>	3.1 Receives and records submitted requirements	None	10 minutes	Administrative Officer II, FS-EAMD
	3.2 Checks completeness and veracity of submitted requirements and signs on the Secretariat's Assessment / Evaluation in part A and B of the LAF. <i>Note: Incomplete documents will be returned to the loan applicant for rectification / completion.</i>	None	1 hour	Administrative Officer IV / Administrative Officer II, FS-EAMD
	3.3 Check eligibility of loan applicant and co- maker, then sign on the Secretariat's Assessment/Evaluation in part C. <i>Note: If applicant is ineligible, LAF will be returned to the staff-in-charge of initial screening for applicant's compliance / information.</i>	None	1 hour	Administrative Officer IV / Administrative Officer II, FS-EAMD
	3.4 Check assessment of the Verifier and signs on the Secretariat's Assessment/Evaluation in part D (Processed by) of the LAF <i>Note: If loan cannot be accommodated in the payroll, inform the applicant and return the LAF.</i>	None	15 minutes	Administrative Officer IV / Administrative Officer II, FS-EAMD
	3.5 Prints and sign the Amortization Schedule (Amort Sched) and Statement of Account (SOA), if loan applicant has existing loan	None	15 minutes	Administrative Officer IV / Administrative Officer II, FS-EAMD
	3.6 Review the application, then sign on the Secretariat's Assessment / Evaluation in part D	None	1 hour	Administrative Officer V, FS-EAMD

	(Reviewed by) of the LAF, Amortization Schedule, and SOA, if any. <i>Note: If the application is not in order, returns to the loan processor or staff in charge of initial screening for appropriate action</i>			
	3.7 Review the application, then on the Action Taken – Recommending Approval portion of the LAF, Amortization Schedule, and SOA, if any. <i>Note: If the application is not in order, take note of deficiencies/ discrepancies and returns to the Reviewer for appropriate action</i>	None	1 hour	Chief Administrative Officer, FS-EAMD
	3.8 Forward the documents to the Officer of the Undersecretary for Finance	None	10 minutes	Administrative Assistant II, FS-EAMD
	3.9 Check whether Approved or Disapproved, then sign on the Action Taken portion of the LAF and returns the approved/ disapproved LAF to EAMD.	None	1 day	PF NBT Chairperson, Office of the ExeCom-in-charge for Finance
	3.10 Receive and record signed LAF, then forward to staff-in-charge of Disbursement Voucher (DV) preparation. <i>Note: If loan is disapproved, inform the loan applicant and returns LAF.</i>	None	5 minutes	Administrative Assistant II, FS-EAMD
	3.11 Prepares DV and corresponding documents / attachments, then forward to Administrative Officer V for review	None	1 hour	Administrative Officer IV / Administrative Officer II, FS-EAMD
	3.12 Reviews DV and affix initial under “Certified: Disbursements necessary, lawful and incurred under my direct supervision” of the DV.	None	1 hour	Supervising Administrative Officer / Administrative Officer V, FS-EAMD

	3.13 Review and sign on "Certified: Disbursements necessary, lawful and incurred under my direct supervision" of the DV.	None	1 hour	Chief Administrative Officer, FS-EAMD
	3.14 Record and release DV to Accounting Division	None	10 minutes	Administrative Assistant II, FS-EAMD
	3.15 Pre-audit and certify funds availability on the DV, then forward to Admin Service – Cash Division for preparation of Check	None	2 days	Chief Accountant / Accountant IV / Accountant III, FS-Accounting Division
	3.16 Prepare and sign the Check	None	2 days	Chief Administrative Officer / Supervising Administrative Office / Administrative Officer V, AS-Cash Division
	3.17 Release the Check to the borrower	None	10 minutes	Administrative Officer III, AS-Cash Division
TOTAL:		None	9 days, 1 hour, 5 minutes	

Information and Communications Technology Service – Solutions Development Division

1. Issuance and Management of DepEd Email (Email Application)

This service provides and manages official DepEd email accounts for DepEd Central Office personnel. It covers the issuance and administration of DepEd email user accounts, including account creation, account recovery (password reset), and account updates such as suspension and deletion, as applicable.

Office or Division:	Information and Communications Technology Service – Solutions Development Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Email request containing requirements		ICTS-SDD email address: support.email@deped.gov.ph		
One (1) digital copy of any of the following: • Endorsement of head of office • DepEd ID • Appointment letter (for regular personnel) • Notarized Contract (for contract of service personnel)		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request to ICTS-SDD via email at support.email@deped.gov.ph	1.1 Review user account request	None	1 day	Information Systems Researcher III, ICTS-SDD
	1.2 Create account / reset DepEd email account	None	1 day	Information Systems Researcher III, ICTS-SDD
	1.3 Send user credential to Client’s personal email address	None	15 minutes	Information Systems Researcher III, ICTS-SDD
TOTAL:		None	2 days, 15 minutes	

2. Issuance and Management of DepEd Email (Online Application)

This service provides and manages official DepEd email accounts for DepEd Central Office personnel. It covers the issuance and administration of DepEd email user accounts, including account creation, account recovery (password reset), and account updates such as suspension and deletion, as applicable.

Office or Division:	Information and Communications Technology Service – Solutions Development Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Completed DepEd Email Service Request Form		ICTS-SDD or through link: https://bit.ly/CODepEdEmail		
One (1) digital copy of any of the following: • Endorsement of head of office • DepEd ID • Appointment letter (for regular personnel) • Notarized Contract (for contract of service personnel)		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out DepEd Email Service Request Form	1.1 Review user account request	None	1 day	Information Systems Researcher III, ICTS-SDD
	1.2 Create account / reset DepEd email account	None	1 day	Information Systems Researcher III, ICTS-SDD
	1.3 Send user credential to Client's personal email address	None	15 minutes	Information Systems Researcher III, ICTS-SDD
TOTAL:		None	2 days, 15 minutes	

3. Migration of an Existing Website to the Official DepEd Domain

This pertains to requests by offices to transfer content from an existing stand-alone website managed by the office itself, to the official DepEd website.

Office or Division:		Information and Communications Technology Service – Solutions Development Division		
Classification:		Highly Technical		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Any office in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the ICTS Director		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to the ICTS – Office of the Director	1.1 Receive request and endorse to the ICTS Director	None	15 minutes	Administrative Assistant III, ICTS-Office of the Director
	1.2 Review request and endorse to the ICTS-SDD for appropriate action	None	1 day	Director IV, ICTS
	1.3 Receive request from ICTS-ODir and forward to concerned personnel for appropriate action	None	15 minutes	Administrative Assistant II, ICTS-SDD
	1.4 Review the request, creates an action plan, and determines resource requirement	None	2 days	Computer Programmer II, ICTS-SDD
	1.5 Request for cloud resources	None	2 days	Computer Programmer II, ICTS-SDD
	1.6 Allocate the resources requested	None	2 days	Computer Programmer II, ICTS-SDD
	1.7 Configure the newly allocated resources and installs needed software for the migration	None	5 days	Computer Programmer II, ICTS-SDD
	1.8 Migrate critical parts of the source website to the website under the DepEd domain	None	5 days	Computer Programmer II, ICTS-SDD

	1.9 Conduct knowledge transfer activity to capacitate Client in managing the migrated website	None	1 day	Computer Programmer II, ICTS-SDD
TOTAL:		None	18 days, 1 hour	

4. Official DepEd Website Modification or Addition of Section

This pertains to requests by offices for changes in the existing content of the DepEd website, or the creation of a new section for new content types.

Office or Division:		Information and Communications Technology Service – Solutions Development Division		
Classification:		Complex		
Type of Transaction:		G2G (Government to Government)		
Who may avail:		Any office in the Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the ICTS Director		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request to the ICTS – Office of the Director	1.1 Receive request and endorse to the ICTS Director	None	15 minutes	Administrative Assistant III, ICTS-Office of the Director
	1.2 Review request and endorse to the ICTS-SDD for appropriate action	None	1 day	Director IV, ICTS
	1.3 Receive request from ICTS-ODir and forward to concerned personnel for appropriate action	None	15 minutes	Administrative Assistant II, ICTS-SDD
	1.4 Review and apply the requested modifications	None	3 days	Computer Programmer II, ICTS-SDD
	1.5 Coordinate with Client on the changes applied	None	1 day	Computer Programmer II, ICTS-SDD
TOTAL:		None	5 days, 1 hour	

Information and Communications Technology Service – User Support Division

1. Processing Enterprise Human Resource Information System (EHRIS) Requests

The Enterprise Human Resource Information System (EHRIS) enables active DepEd Central Office personnel to view and download their Daily Time Records (DTR) and pay slips. It also allows users to file Time and Attendance Deficiency (TAD) service requests for the approval of their Head of Office to ensure the DTR accurately reflects their daily attendance. The User Support Division (USD) provides technical assistance for EHRIS concerns, including account creation, profile updates, password resets, and the synchronization of approved requests that do not appear in the DTR.

Office or Division:	Information and Communications Technology Service – User Support Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Active employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Online EHRIS Request Form		bit.ly/DepEdEHRISRequest1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the online request form	1.1 Review the submitted form and email instructions to the client based on the request type	None	30 minutes	Administrative Assistant II, ICTS-USD
2. Comply with the specific instructions or requirements sent by USD	2.1 Process the request and resolve the underlying issue	None	1 hour	Administrative Assistant II, ICTS-USD
	2.2 Notify the client of the resolution via email	None	15 minutes	Administrative Assistant II, ICTS-USD
TOTAL:		None	1 hour, 45 minutes	

2. Special Engagements Support Service

This service provides technical and operational assistance for high-level virtual activities, including webinars, workshops, and specialized digital events. It encompasses the organization of platforms to ensure seamless execution of the engagement.

Office or Division:	Information and Communications Technology Service – User Support Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter		Requesting Office		
USD Special Engagements Support Service Request Form (SESSRF)		tinyurl.com/DepEd-SESSRF		
Program of Activity		Requesting Office		
Memorandum of Event		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send all required documents to ICTS-USD via email at icts.usd@deped.gov.ph	1.1 Receive the submitted documents and review for completeness and technical requirements	None	1 hour	Information Technology Officer I / Information Systems Analyst II/ Administrative Support II, ICTS-USD
	1.2 Coordinate with the Client to schedule a preparatory meeting	None	1 hour	Information Technology Officer I / Information Systems Analyst II/ Administrative Support II, ICTS-USD
	1.3 Conduct a coordination meeting to discuss the event schedule, technical roles, and dry run logistics.	None	3 hours	Information Technology Officer I / Information Systems Analyst II/ Administrative Support II, ICTS-USD
TOTAL:		None	5 hours	

Legal Service – Investigation Division

1. Issuance of Certification of No Pending Case, Pendency of Administrative Case, and Clearance

Upon the request of DepEd Third Level Officials and DepEd Central Office personnel, the Investigation Division issues either a Certification of No Pending Case or Pendency of Administrative Case and a Clearance applicable to the selected purpose of the request, such as travel, transfer, retirement, etc.

Office or Division:	Legal Service – Investigation Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Undersecretaries, Assistant Secretaries, Bureau and Service Directors, Regional Directors and Assistant Regional Directors, Schools Division Superintendents and Assistant Schools Division Superintendents, and Central Office Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request – one (1) original copy		Applicant / Client		
Documentary proof of the purpose stated in the letter – one (1) original copy		Applicant / Client		
Relevant records of Personnel Correspondence		Records Division		
For Walk-in				
Request Slip		Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in				
1. Proceed to the Admin Service-Records Division and request for the certification	1.1 Provide Client with the Request Slip	None	5 minutes	Administrative Officer II, AS-Records Division
2. Fill-out the Request Slip	2.1 Check the requested documents based on the Request Slip and verify records database	None	3 hours	Administrative Officer II, AS-Records Division
	2.2 Provide remarks on the Request Slip and submit to Chief of AS-Records Division to sign the Request Slip	None	15 minutes	Administrative Officer II, AS-Records Division

	2.3 Sign the Request Slip	None	1 hour	Chief Administrative Officer, AS-Records Division
	2.4 Return the Request Slip to the Client, and advise Client to submit the Request Slip and other required documents to LS-Investigation Division	None	15 minutes	Administrative Officer II, AS-Records Division
3. Submit the Request Slip and other required documents to the LS-Investigation Division <i>Location: Room 307-308, 3rd Floor, Mabini Building</i>	3.1 Receive and evaluate the completeness of documents, scan and record in the system and forward to the Chief of Investigation Division or other lawyers in the Division	None	1 hour	Administrative Assistant III, LS-Investigation Division
	3.2 Prepare the request and corresponding Certification, and submit to Chief of Investigation Division for review and signature	None	1 day	Legal Assistant II, LS-Investigation Division
	3.3 Review and sign the Certification of No Pending Case or Pendency of a Case / Clearance	None	2 days	Attorney V, LS-Investigation Division
	3.4 Release the requested document to Client	None	15 minutes	Administrative Assistant III, LS-Investigation Division
Via Email				
1. Submit the required documents to the LS-Investigation Division via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Receive and evaluate completeness of documents, scan and record in system and forward the to the	None	2 days	Administrative Assistant III, LS-Investigation Division

	Chief of Investigation Division or other lawyers in the Division			
	1.2 Prepare the request and corresponding Certification, and submit to Chief of Investigation Division for review and signature	None	1 day	Legal Assistant II, LS-Investigation Division
	1.3 Review and sign the Certification of No Pending Case or Pendency of a Case / Clearance	None	2 days	Attorney V, LS-Investigation Division
	1.4 Send email with attached scanned copy of the signed Certificate of No Pending Case / Clearance, with note that physical copy may be claimed at the physical copy from the Investigation Division	None	15 minutes	Administrative Assistant III, LS-Investigation Division
TOTAL (walk-in):		None	3 days, 5 hours, 50 minutes	
TOTAL (walk-in):		None	5 days, 15 minutes	

2. Request for an Update on the Status of a Case in the Central Office

This service charter outlines the procedures for requesting a follow-up or update on the status of a case pending evaluation or investigation in the Central Office through walk-in or email.

Office or Division:	Legal Service – Investigation Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Memoranda, pleadings, resolutions, decisions, or other filing with reference to the case name and number as designated by DepEd – one (1) original or certified true copy		Applicant / Client		
Formal request addressed to the Legal Affairs Help Desk (LeAHD) including a detailed statement of the name and nature of the case including but not limited to: (1) the case name and number, (2) the full names and positions of the private complainant and respondent, and (3) a short narration of the nature and cause of the administrative case – one (1) original or certified copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-in (If case is under jurisdiction of Central Office)				
1. Submit required documents to the LS-Investigation Division Location: Room 307-308, 3 rd Floor, Mabini Building	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up for appropriate action	None	20 minutes	Administrative Assistant III, LS-Investigation Division
	1.2 Direct Client to speak to an action officer who will update them on the status of the pending case or Complaint	None	10 minutes	Attorney V, LS-Investigation Division
	1.3 Provide guidance and	None	2 hours	Attorney III (action officer)

	status of the pending case or complaint			LS-Investigation Division
Via Walk-in (If case is under jurisdiction of Regional Office or Schools Division Office)				
1. Submit required documents to the LS-Investigation Division <i>Location: Room 307-308, 3rd Floor, Mabini Building</i>	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up for appropriate action	None	20 minutes	Administrative Assistant III, LS-Investigation Division
	1.2 Assign an Action Officer for drafting of the Indorsement	None	20 minutes	Administrative Assistant III, LS-Investigation Division
	1.3 Review the case and draft the Indorsement, and forward to Chief of LS-Investigation Division for review	None	1 hour	Attorney III / Special Investigator III / Special Investigator II (action officer), LS-Investigation Division
	1.4 Review and sign the draft Indorsement	None	1 day	Attorney V, LS-Investigation Division
	1.5 Submit Indorsement to the proper Disciplining Authority, and furnish requesting client with a copy thereof	None	1 day	Administrative Assistant III, LS-Investigation Division
Via E-mail (If case is under jurisdiction of Central Office)				
1. Submit the required documents to the LS-Investigation Division via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer	None	20 minutes	Administrative Assistant III, LS-Investigation Division

	handling the matter (if applicable), and inform the latter of the follow-up for appropriate action			
	1.2 Assign an Action Officer for drafting of a Response Letter updating the requesting party of the status of the case or Complaint	None	20 minutes	Administrative Assistant III, LS-Investigation Division
	1.3 Review the case and draft the Indorsement, and forward to Chief of LS-Investigation Division for review	None	1 hour	Attorney III / Special Investigator III / Special Investigator II (action officer), LS-Investigation Division
	1.4 Review and sign the draft Indorsement	None	1 day	Attorney V, LS-Investigation Division
	1.5 Submit Response Letter addressed to requesting client's email or physical address, whichever is applicable	None	15 minutes	Administrative Assistant III, LS-Investigation Division
Via E-Mail (If case is under jurisdiction of Regional Office or Schools Division Office)				
1. Submit the required documents to the LS-Investigation Division via email at ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.1 Receive the submitted documents or provided information, check the Document Management System to identify the Action Officer handling the matter (if applicable), and inform the latter of the follow-up for appropriate action	None	20 minutes	Administrative Assistant III, LS-Investigation Division
	1.2 Assign an Action Officer for drafting of a Response Letter updating the requesting party of	None	20 minutes	Administrative Assistant III, LS-Investigation Division

	the status of the case or Complaint			
	1.3 Review the case and draft the Indorsement, and forward to Chief of LS-Investigation Division for review	None	1 hour	Attorney III / Special Investigator III / Special Investigator II (action officer), LS-Investigation Division
	1.4 Review and sign the draft Indorsement	None	1 day	Attorney V, LS-Investigation Division
	1.5 Submit Indorsement to the proper Disciplining Authority, and furnish requesting client with a copy thereof	None	1 day	Administrative Assistant III, LS-Investigation Division
TOTAL (walk-in, under CO jurisdiction):		None	2 hours, 30 minutes	
TOTAL (walk-in, under jurisdiction of RO/SDO):		None	2 days, 1 hour, 40 minutes	
TOTAL (email, under CO jurisdiction):		None	1 day, 1 hour, 55 minutes	
TOTAL (email, under jurisdiction of RO/SDO):		None	2 days, 1 hour, 40 minutes	

Legal Service – Legal Division

1. Request for Legal Opinion

Legal Opinion about policies involving/surrounding DepEd are given to any requesting Division, Bureau, or Office of the Department of Education.

Office or Division:	Legal Service – Legal Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter or Memorandum requesting for Legal Opinion relative to laws, rules, issuances, or policies involving the Department of Education – one (1) original copy		Requesting office		
Complete Staff Work (Original Copy) / Pertinent Copy of Law – one (1) original copy		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or through email at leahd@deped.gov.ph <i>Location: 3rd Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City</i>	1.1 Receive submitted documents; scan and record in the system	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk
	1.2 Endorse to the Office of the Director for assignment to appropriate Action Officer in Legal Division	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk
	1.3 Review and endorse to the appropriate action office in Legal Division	None	1 hour	Administrative Assistant III, Legal Service-Office of the Director
	1.4 Review the document, research, and draft the legal opinion, then endorse to the Director for review	None	15 days	Attorney V, LS-Legal Division
	1.5 Review the drafted legal opinion and endorse to the Execom-in-Charge	None	2 days	Director IV, Legal Service

	of Legal Affairs for approval			
	1.6 Review and approve the legal opinion, then return to LS-LD	None	1 day	Execom-in-Charge, Legal and Legislative Affairs
	1.7 Release the legal opinion to the Client	None	15 minutes	Administrative Assistant III, Legal Affairs Helpdesk
TOTAL:		None	18 days, 2 hours, 15 minutes	

2. Review of Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), Procurement Contracts, and Ordinary Contracts

Legal documents that contain a cooperative relationship between parties aiming to meet an agreed-upon objective may be reviewed by the Legal Division – Legal Service for their contents and legalities.

Office or Division:	Legal Service – Legal Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter or Memorandum issued by Head of Office requesting for Review of Memorandum of Agreement / Understanding, Procurement Contracts, or Ordinary Contract, as the case may be – one (1) original copy		Requesting office		
Draft Memorandum of Agreement / Understanding, Procurement Contract, or Ordinary Contract involved – one (1) original copy		Requesting office		
Complete Staff Work – one (1) original copy		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or through email at leahd@deped.gov.ph	1.1 Receive and evaluate the completeness of documents; scan and record in the system	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk
Location: 3 rd Floor, Mabini Building, Department of Education Central	1.2 Endorse to the Office of the Director for assignment to appropriate Action	None	30 minutes	Administrative Assistant III, Legal Affairs Helpdesk

Office, DepEd Complex, Meralco Avenue, Pasig City	Officer in Legal Division			
	1.3 Review and endorse to the appropriate action office in Legal Division	None	1 hour	Administrative Assistant III, Legal Service-Office of the Director
	1.4 Review the document, research, and draft the review, then endorse to the Director for review	None	15 days	Attorney V, LS-Legal Division
	1.5 Review the drafted Review and endorse to the Execom-in-Charge of Legal Affairs for approval	None	2 days	Director IV, Legal Service
	1.6 Review and approve the Review, then return to LS-LD	None	1 day	Execom-in-Charge, Legal and Legislative Affairs
	1.7 Release the Review to the Client	None	15 minutes	Administrative Assistant III, Legal Affairs Helpdesk
TOTAL:		None	18 days, 2 hours, 15 minutes	

Public Affairs Service – Publications Division

1. Materials Production/Binding/Cutting

The PAS-PD Printing Unit provides materials production services to DepEd Central Office units, including printing, binding, and cutting of official documents and related materials. Common requests include the mass reproduction of test or examination papers, reference slips, learning materials, training handouts, brochures, budget reports, and official forms.

Office or Division:	Public Affairs Service – Publications Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any Office in the DepEd Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
One digital or hard copy of letter of request/email indicating the following details: - Office and/or Name of Requesting Client - Requested service (printing/reproduction/binding/cutting) - Number of copies (printing/reproduction) - Required paper sizes and specifications (binding/cutting)		Client		
Additional Requirements (Applicable to requests with specified templates, formats, or special instructions)				
Hard copy/editable (in Word or PDF file) template of materials to be reproduced.		Client		
Paper (e.g., bond paper, photo paper, or other special paper), depending on the request.		Client		
Ink/toner (for colored printing, subject to the availability of the machine)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or email the letter of request (pas.pd@deped.gov.ph) and personally submit the complete required documents and materials to PAS-PD.	1.1 Check the completeness of submitted requirements and acknowledge receipt via email or by receiving a copy of the request letter	None	30 minutes	Administrative Assistant II / Administrative Officer II / Administrative Officer IV, PAS-PD
	1.2 Record the request in the tracking system and assign a tracking number	None	30 minutes	Administrative Assistant II / Administrative Officer II, PAS-PD
	1.3 Assess and assign it to the appropriate staff for action	None	2 hours	Administrative Officer IV / Chief Administrative Officer, PAS-PD

	1.4 Produce or render the requested materials and/or services (e.g., printing, binding, cutting).	None	3 hours	Administrative Assistant II / Administrative Assistant III / Administrative Officer II, PAS-PD
	1.5 Conduct quality check to ensure completeness and compliance with approved specifications and standards.	None	1 hour	Administrative Officer II / Administrative Officer IV, PAS-PD
	1.6 Release the final output to the client and request that they complete the receiving form as proof of completion.	None	30 minutes	Administrative Assistant II / Administrative Assistant III / Administrative Officer II / Administrative Officer IV, PAS-PD
TOTAL:		None	7 hours, 30 minutes	

Note: The processing time depends on the volume of requests and the machine's availability

2. Provision of Copies of DepEd Issuances (for DepEd Central Office)

This service covers requests for copies of DIs that are unavailable, difficult to locate, or no longer accessible on the DepEd website. It also includes providing relevant policies, guidelines, or issuances on specific topics. Requests may involve a single issuance or a set of related policies, depending on the needs of the requesting DepEd CO unit or individual.

Office or Division:	Public Affairs Service – Publications Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any Office in the DepEd Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request/email indicating the following – one (1) original copy: • Office and/or Name of Requesting Client, • Purpose of request, and • Specific details of the issuance or policy, including its topic.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request to pas.pd@deped.gov.ph	1.1 Check the completeness of the details and	None	30 minutes	Administrative Officer II / Administrative

	acknowledge the email.			Officer IV / Administrative Officer V, PAS- PD
	1.2 Log request on the tracker	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS- PD
	1.3 Assign task to concerned staff	None	1 hour	Administrative Officer V, PAS- PD
	1. 4. Locate, review, and consolidate* the requested document(s) or issuance(s). <i>Note: If unavailable or non-existent, inform the client promptly.</i> <i>* Applies for multiple document(s) or issuance(s)</i>	None	1 day	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS- PD
	1.5 Check if the document(s) or issuance(s) are relevant, complete, and accurate.	None	1 day	Administrative Officer IV / Administrative Officer V / Chief Administrative Officer, PAS-PD
	1.6 Email the document(s) or issuance(s) to the requesting office/client.	None	15 minutes	Administrative Officer V / Chief Administrative Officer, PAS-PD
TOTAL:		None	2 days, 2 hours, 15 minutes	

3. Request for Issuance of a DepEd Advisory (From DepEd CO Units)

This service covers requests for the issuance of a DepEd Advisory from DepEd Central Office (CO) units, submitted to the Public Affairs Service-Publications Division (PAS-PD) as a request or recommendation through an official memorandum, letter, or email.

These requests pertain to activities initiated by external organizations or DepEd stakeholders that announce programs, scholarships, and training opportunities for supervisors, school heads, teachers, learners, and the public.

Office or Division:	Public Affairs Service-Publications Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd CO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request/ recommendation, or email, requesting the issuance of a DepEd Advisory – one (1) scanned/digital copy		Client		
Description of the Proposed Activity – one (1) digital copy <i>(The description shall include the objectives, mechanics/procedures, target participants [e.g., learners, teachers, grade levels], registration or access links, and a detailed program indicating the schedule, topics, and resource persons, if any.)</i>		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request to pas.pd@deped.gov.ph or submit the request and required documents to the PAS-PD office.	1.1 Check the completeness of the submitted requirements and acknowledge receipt of the email or documents. <i>Note: Scan documents, if received in physical copy.</i>	None	1 hour	Administrative Assistant II / Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.2 Log the request on the tracker	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.3 Assign the task to the concerned staff	None	10 minutes	Administrative Officer V, PAS-PD
	1.4 Prepare the Screening Form (SF),	None	4 hours	Administrative Officer II / Administrative

	Routing Slip (RS), and draft DepEd Advisory.			Officer IV / Administrative Officer V, PAS- PD
	1.5 Review/edit SF, RS, and draft DepEd Advisory and submit to the Chief Administrative Officer for review.	None	3 hours	Administrative Officer V, PAS- PD
	1.6 Submit the quality-checked SF, RS, and draft Advisory to the PAS Director	None	3 hours	Chief Administrative Officer, PAS- PD
	1.7 Approve / recommend Advisory	None	1 day	Director IV, PAS
	1.8 Assign a number and date to the approved Advisory and upload it to the DepEd website.	None	1 hour	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS- PD
	1.9 Email the link to the requesting DepEd CO unit and requesting organization.	None	15 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS- PD
TOTAL:		None	2 days, 4 hours, 55 minutes	

4. Review, Formatting, and Styling of DepEd Issuances

DepEd Issuances (DIs) are official documents that contain policies, guidelines, procedures, or information issued and signed by the Secretary or other authorized Executive officials.

DepEd Central Office (CO) units may submit requests to the Public Affairs Service-Publications Division (PAS-PD) for the review, formatting, and styling of DIs. These include DepEd Orders (DOs), DepEd Memorandums (DMs), Memorandums with Limited Application, Office Orders, and Office Memorandums, which differ in purpose, scope, duration, and applicability.

Office or Division:	Public Affairs Service – Publications Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any Office in the DepEd Central Office
CHECKLIST OF REQUIREMENTS	
Standard Requirements	
Draft issuance/policy (in Word file) – one (1) digital copy	Client / PAS-PD

Routing Slip (in Word/PDF file) – one (1) digital copy		Client / PAS-PD		
Additional Requirements for DepEd Orders and DepEd Memoranda				
DO Proposed Policy Review Form – one digital (1) copy		Policy and Planning Service-Policy Research and Development Division (PPS-PRDD)		
DM Evaluation Form – one (1) digital copy		PPS-PRDD		
Legal Clearance – one (1) digital copy		Office of the Undersecretary for Legal and Legislative Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email complete requirements to pas.pd@deped.gov.ph	1.1 Check the completeness of documents and acknowledge email.	None	30 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.2 Log request on the tracker	None	15 minutes	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.3 Assign task to concerned staff	None	30 minutes	Administrative Officer V, PAS-PD
	1.4 Format/style and route issuance for review	None	3 hours	Administrative Officer II / Administrative Officer IV / Administrative Officer V, PAS-PD
	1.5 Review issuance and submit to CAO	None	1 hour	Administrative Officer V, PAS-PD
	1.6 Submit the quality-checked issuance to the PAS Director	None	1 hour	Chief Administrative Officer, PAS-PD
	1.7 Approve/ recommend issuance	None	1 day	Director IV, PAS
	1.8 Email the PAS-approved issuance to the requesting office/client	None	15 minutes	Administrative Officer V / Chief Administrative Officer, PAS-PD
TOTAL:		None	1 day, 6 hours, 30 minutes	

REGIONAL OFFICE

EXTERNAL SERVICES

Administrative Service Division – Asset Management Section

1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured with Logistics Services (DepEd Order 41 s. 2021)

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

This service refers specifically to the re-inspection of items procured by the Central Office with the third-party service provider and delivered to the Regional Office, conduct pre-inspection prior to the signing of the Delivery Receipt and conduct of physical inspection by the Inspectorate Team.

Office or Division:	Administrative Service Division – Asset Management Section			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office (Asset Management Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	2 hours	Administrative Officer V, ASD- Asset Management Section
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD- Asset Management Section
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer V, ASD- Asset Management Section
	1.4 Inspect the items delivered as to physical form or	None	1 hour	Inspectorate Team

	condition and quantity.			
	1.5 Prepare and sign the Inspection Report (4) copies and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4) copies and the ITR/PTR/RIS.	None	1 hour	Administrative Officer V, ASD-Asset Management Section
	1.7 Give Client three (3) copies of each Inspection Report, Acceptance Report, and PTR/ITR, two (2) copies of RIS, and original copy of the DR.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
TOTAL (Returning):		None	5 hours, 25 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured (DepEd Order 41 s. 2021)

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

This service refers specifically to the re-inspection of items procured by the Central Office and were delivered to the Regional Office, in order to conduct pre-inspection prior to the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Administrative Service Division – Asset Management Section
Classification:	Complex

Type of Transaction:		G2G (Government to Government)		
Who may avail:		DepEd Central Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office (Asset Management Division)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR and PTR/ITR/RIS.	None	2 hours	Administrative Officer V, ASD-Asset Management Section
	1.2 Sign in the DR and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.3 Prepare the Inspection and Acceptance Report (IAR) in 4 copies	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.4 Forward the IAR with the DR to the Inspectorate Team for the actual physical inspection of the delivered items	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Inspect the items delivered as to physical form or condition and quantity	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Inspection Report (4) copies and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said</i>	None	1 hour	Inspectorate Team

	<i>report and returned to the supplier for ratification and replacement.</i>			
	1.7 Sign the Inspection portion of the IAR while the Supply Officer shall sign the Acceptance portion of the IAR and ITR/PTR/RIS	None	30 minutes	Inspectorate Team / Administrative Officer V, ASD-Asset Management Section
	1.8 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR, two (2) copies of RIS, and original copy of the DR.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
TOTAL:		None	5 hours, 5 minutes	

3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Regional Office-Procured

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

Office or Division:	Administrative Service Division – Asset Management Section			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	1 hour	Administrative Officer V, ASD-Asset Management Section

	1.2 Sign the DR and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.3 Prepare Inspection and Acceptance Report (IAR) in 4 copies	None	1 hour	Administrative Officer V, ASD-Asset Management Section
	1.4 Forward the IAR with the DR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Inspect the items delivered as to physical form or condition and quantity	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Inspection Report in 4 copies and recommend the acceptance of the items to the Supply Officer <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>	None	15 minutes	Inspectorate Team
	1.7 Sign the Inspection portion of the IAR and the Supply Officer shall sign the Acceptance portion of the IAR and ITR/PTR/RIS.	None	30 minutes	Inspectorate Team / Administrative Officer V, ASD-Asset Management Section
	1.8 Release a copy of the signed DR to the Client.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
TOTAL:		None	4 hours, 5 minutes	

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

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

Office or Division:	Administrative Service Division – Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Regional Director (RD) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp "Received" with Date and Signature and Forward request to Office of the Regional Director (ORD). <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.2 Receive submitted documents and forward to Regional Director for review.	None	10 minutes	Administrative Assistant III, ORD
	1.3 Review and endorse to AMS for appropriate action.	None	30 minutes	Regional Director
	1.4 Forward documents to AMS	None	10 minutes	Administrative Assistant III, ORD
	1.5 Receive request letter and check proper requirements for verification	None	30 minutes	Administrative Officer V, ASD-Asset Management Section

	including the filed accomplished IAR.			
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to ORD for signature.	None	15 minutes	Administrative Officer V, ASD-Asset Management Section
	1.7 Sign certificate and release to Records Section for releasing to client.	None	10 minutes	Regional Director
	1.8 Notify the AMS that the certificate is ready for release before forwarding to Records Section.	None	10 minutes	Administrative Assistant III, ORD
	1.9 Notify the client that the document is ready for pick-up at Records Section	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at Records Section	2.1 Release the approved Certificate to the Client with stamp "released"	None	5 minutes	Administrative Officer V, ASD-Records Section
TOTAL:		None	2 hours, 10 minutes	

5. Request for Supplier's Performance Evaluation

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

Office or Division:	Administrative Service Division – Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Regional Director (RD) - One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp “Received” with date and signature and forward request to	None	5 minutes	Administrative Officer V, ASD-Records Section

	Office of the Regional Director (ORD). <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>			
	1.2 Review and endorse to Asset Management Section for appropriate action.	None	30 minutes	Regional Director
	1.3 Receive documents for proper verification.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.4 Prepare Supplier's Performance Evaluation Form in two (2) copies and forward to the Office of the Regional Director for signature	None	30 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Sign the Supplier's Performance Evaluation Form and release one (1) copy to AMS for filing and one (1) copy to Records Section for release to the client.	None	10 minutes	Regional Director
	1.6 Notify the client that the document is ready for pick-up at record section	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
2. Claim the signed Supplier's Performance Evaluation Form	2.1 Releases the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer V, ASD-Records Section
TOTAL:		None	1 hour, 30 minutes	

Administrative Service Division – Cash Section

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

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

The Administrative Service – Cash Division issues checks to Clients for payments of obligations that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks under Administrative Service Division – Cash Section.

Office or Division:	Administrative Service Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Any Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: • Passport • PhilSys ID • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID		Client		
For an authorized representative				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Client		
One (1) photocopy of the authorized representative's valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to AD-Cash Section and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer I, ASD-Cash Section
	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer I, ASD-Cash Section

2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer I, ASD-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer I, ASD-Cash Section
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer I, ASD-Cash Section
TOTAL:		None	30 minutes	

Administrative Services Division – Personnel Section

1. Acceptance and Initial Evaluation of Employment Application

This service allows all interested applicants to vacant positions, whether internal or external to DepEd to submit their employment application to the Personnel Section through the Records Section of the Department of Education Regional Office. Applications are recorded and initially reviewed if the applicant meets the minimum qualification requirements for the position applied for.

All vacant positions that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers shall be published on the CSC website and posted in at least three conspicuous places for a period of at least 10 calendar days.

Individuals who failed to submit complete mandatory documents shall not be included in the pool of official applicants.

This service charter outlines the procedures regarding the submission of required documents by the applicant, and the initial evaluation of said documents by the Regional Office. The succeeding procedures will follow the DepEd Order No. 07, s.2023.

Office or Division:	Administrative Services Division – Personnel Section	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	Interested Applicants for RO Vacant Positions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
1. Letter of intent addressed to the Head of Office or highest human resource officer (1 original copy)	Applicant	
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2025) and Work Experience Sheet, if applicable (1 original copy)	Civil Service Commission	
3. Valid and updated PRC License/ID, if applicable (1 photocopy)	Professional Regulation Commission	
4. Certificate of Eligibility/Report of Rating, if applicable (1 photocopy)	Civil Service Commission	
5. Scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available (1 photocopy)	School/s Attended	
6. Certificate/s of Training, if applicable (1 photocopy)	Training Provider/s	
7. Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable (1 photocopy)	Previous/ Current Employer/s	
8. Latest appointment, if applicable (1 photocopy)	Previous/ Current Employer	

9. Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable (1 photocopy)		Previous/ Current Employer		
10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form (1 original copy)		DepEd Order 07, s. 2023		
11. Other documents may be required for comparative assessment, such as but not limited to: 11.1 Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment (1 photocopy) 11.2 Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled (1 photocopy)		Previous/ Current Employer/s School/s Attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the applicant's qualifications vis-à-vis the CSC approved QS of the position to be filled, and assess whether the applicants meet the minimum qualifications in terms of Education, Experience, Training, Eligibility, and Competency (if applicable)	None	1 hour	Administrative Officer IV / Administrative Officer V, ASD-Personnel Section
	1.3 Prepare and sign the Initial Evaluation Results (IER) and submit to Administrative Officer V for validation.	None	1 day	Administrative Officer IV, ASD-Personnel Section
	1.4 Check the prepared Initial Evaluation Results, affix signature, and indicate the date of the deliberation.	None	4 hours	Administrative Officer V, ASD-Personnel Section

	1.5 Post the IER in three areas upon approval of HRMPSB Members	None	1 day	Administrative Officer IV, ASD-Personnel Section
TOTAL:		None	2 days, 5 hours, 5 minutes	

**Note: Upon approval of the members of the HRMPSB, the IER will be posted in three areas.*

2. Application for the Issuance of Foreign Travel Authority (Official Travel)

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 purposes 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:

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

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

- 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;
- Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

This service outlines the process from the submission of application to endorsement of the documents to the Central Office.

Office or Division:	Administrative Service Division – Personnel Section		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	DepEd Teaching and Non-teaching Employees under a School and Schools Division Office within the Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Endorsement Letter – one (1) original copy		Schools Division Office	
Letter request to travel specifying the destination, purpose of travel, and period of travel – one (1) original copy		Applicant/Client	
Travel Authority for Official Travel Form with supporting documents – one (1) original copy		Annex A, DepEd Order No. 043, s. 2022	
Signed invitation addressed to the requesting party – one (1) original copy		Invitation from a foreign government/ institution or an international agency/ organization	
Itinerary of Travel – one (1) original copy		Applicant/Client	
Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority, explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ video conferencing, submission of briefs/ position papers) are insufficient for this purpose – one (1) original copy		Applicant/Client	
Certificate of No Pending Case – one (1) original copy		- Legal Unit, Regional Office – for teaching and related-teaching positions - Legal Unit, Schools Division Office – for non-teaching positions	
Approved Completed Staff Work (CSW) – one (1) original copy		International Cooperation Office / Client	
Estimated Travel Cost – one (1) original copy		Applicant/Client	
Work and Financial Plan – one (1) photocopy		Applicant/Client’s Office	
Additional Requirements if applying for Cash Advance			
Certification that previous CA has been liquidated – one (1) original copy		Accounting unit with jurisdiction over the client	
Additional Requirements for Division Chiefs and higher			

Draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the documents received, process for release to the Personnel Section <i>Note: Inform the Client that s/he will be notified once the document is ready for release.</i>	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Receive documents and prepare TA, then forward to Administrative Officer V for checking	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Check documents for completeness and accuracy	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Countersign Form and TA and forward documents to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.5 Review and sign the form and TA	None	1 day	Regional Director
	1.6 Return the documents to the Records Section for release	None	10 minutes	Administrative Assistant II, Office of the Regional Director
	1.7 Receive signed TA and other documents, then forward to the Central Office	None	1 day	Administrative Aide VI, ASD-Records Section
TOTAL:		None	2 days, 2 hours, 20 minutes	

3. Application for the Issuance of Foreign Travel Authority (Personal Travel)

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 purposes 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).

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

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

This service outlines the process from the submission of application to endorsement of the documents to the Central Office.

Office or Division:	Administrative Service Division – Personnel Section		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	DepEd Teaching and Non-teaching Employees through the SDO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Endorsement Letter – one (1) original copy		Schools Division Office	
Travel Authority for Personal Travel Form with supporting documents – one (1) original copy		Annex A, DepEd Order No. 043, s. 2022	
Letter request to travel specifying the destination, purpose of travel, and period of travel – one (1) original copy		Applicant/Client	
Civil Service Commission Form 6 – two (2) original copies		Civil Service Commission	

Certificate of No Pending Case – one (1) original copy		- Legal Unit, Regional Office – for teaching and related-teaching positions - Legal Unit, Schools Division Office – for non-teaching positions		
Duly signed Certificate of Alternate – one (1) original copy		Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the documents received, process for release to the Personnel Section <i>Note: Inform the Client that s/he will be notified once the document is ready for release.</i>	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Receive documents and prepare TA, then forward to Administrative Officer V for checking	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Check documents for completeness and accuracy	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Countersign Form and TA and forward documents to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.5 Review and sign the form and TA	None	1 day	Regional Director
	1.6 Return the documents to the Records Section for release	None	10 minutes	Administrative Assistant II, Office of the Regional Director
	1.7 Receive signed TA and other documents, then forward to the Central Office	None	1 day	Administrative Aide VI, ASD-Records Section
TOTAL:		None	2 days, 2 hours, 20 minutes	

4. Application for Retirement, Survivorship, Disability, or Separation Benefits

This involves the processing of retirement claims of personnel separated from the government service regardless of its nature, survivorship benefits of surviving legal heirs, and disability benefits.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any Retirees, Beneficiaries, or Separated Personnel of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Intent to retire/resign duly accepted by the Head of the Agency – three (3) original copies		Applicant / Client		
Updated Service Record – four (4) original copies		AD – Personnel Section		
Certification of Leave without pay – four (4) original copies		AD – Personnel Section		
Certification of last day of service – four (4) original copies		AD – Personnel Section		
Clearance from Money and Property Accountabilities (CSC Form 7) – two (2) original copies		AD – Asset Management Section		
Certificate of no pending administrative case – one (1) original copy		ORD – Legal Unit		
Statement of Assets, Liabilities, and Net Worth (SALN) as of the last day of service – one (1) original copy		Applicant / Client		
In case of a deceased employee, the legal heir/beneficiaries				
PSA Death Certificate – three (3) original or authenticated copies		Philippine Statistics Authority		
PSA Marriage Certificate – three (3) original or authenticated copies, if applicable		Philippine Statistics Authority		
PSA Birth Certificate of children – three (3) original or authenticated copies		Philippine Statistics Authority		
Judicial or Extra Judicial Settlement of Estate (duly notarized) – three (3) original or authenticated copies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Administrative Division – Personnel Section	1.1 Receive complete documents	None	5 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and check the requirements needed for	None	30 minutes	Administrative Officer IV, AD-Personnel Section

	retirement/ separation from the Government Service			
	1.3 Draft the Endorsement Letter and forward to Administrative Officer V for review	None	30 minutes	Administrative Officer IV, AD- Personnel Section
	1.4 Review and affix initial on the Endorsement Letter, then forward to Chief Administrative Officer for approval	None	1 hour	Administrative Officer V, AD- Personnel Section
	1.5 Review and sign the Endorsement Letter, then forward to AD-Personnel Section for the securing of 201 file copy	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Forward the documents to the ORD-Legal Unit	None	5 minutes	Administrative Assistant I, Administrative Division
	1.7 Verify the documents submitted and accomplish the portion regarding pendency or non- pendency of any administrative or criminal case	None	1 hour	Attorney IV / Attorney III / Legal Assistant II, ORD-Legal Unit
	1.8 Forward the documents to the Regional Director for approval	None	5 minutes	Administrative Assistant I, ORD-Legal Unit
	1.9 Review and sign the Endorsement Letter	None	4 hours	Regional Director
	1.10 Forward to the Records Section for release	None	5 minutes	Administrative Assistant III, ORD
	1.11 Release the signed Endorsement Letter for	None	10 minutes	Administrative Aide VI, AD- Records Section

	application for retirement			
TOTAL:		None	1 day, 30 minutes	

5. Issuance of Certificate of Appearance

This service is a frontline service provided by the Personnel Section of the Regional Office to officials and employees who personally report or appear before the office for official transactions.

Office or Division:		Administrative Services Division – Personnel Section		
Classification:		Simple		
Type of Transaction:		G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		Individuals who personally appeared in the Regional Office for official transactions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Travel Authority (TA) / Notice/ Referral – one (1) photocopy		Office of the Client		
Any Valid Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Personnel Section, show the requirements, and log in the visitors’ logbook	1.1 Provide the visitors’ logbook and assist the client if necessary.	None	5 minutes	Administrative Aide VI, ASD - Personnel Section
	1.2 Verify the TA, logbook entry, and purpose of visit	None	10 minutes	Administrative Aide VI, ASD - Personnel Section
	1.3 Prepare the Certificate of Appearance, and forward to Administrative Officer V for signature	None	10 minutes	Administrative Aide VI, ASD - Personnel Section
	1.4 Review and sign the Certificate of Appearance	None	10 minutes	Administrative Officer V, ASD- Personnel Section
	1.5 Release Certificate of Appearance to the client	None	5 minutes	Administrative Aide VI, ASD - Personnel Section
TOTAL:		None	40 minutes	

6. Issuance of Certificate of Employment or Service Record (for Former DepEd RO Employees)

This service provides former employees of DepEd Regional Office who have resigned, retired, or transferred to other agencies. Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provide a document history of a personnel's activities and accomplishments while serving as an employee of the Department.

Office or Division:	Administrative Services Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Former Employees of DepEd RO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request for Issuance of Certificate of Employment/ Service Record – one (1) original copy		Applicant/Client		
Any Valid ID		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) Original Copy Applicant / Client		Applicant/Client		
Any valid ID of the requesting person		Applicant/Client		
Any valid ID of the authorized person		Authorized Representative of the Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Check the records of the requestor and prepare the Certification or Service Record	None	1 hour	Administrative Aide VI, ASD-Personnel Section
	1.3 Approve and sign Certification and Service Record	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Release signed Certification and Service Record	None	5 minutes	Administrative Aide VI, ASD-Personnel Section
TOTAL:		None	1 hour and 45 minutes	

7. Issuance of Certificate of Last Payment (CLP)

This service is the issuance of clearance from money accountability and/or overpayment of salary to employees who separate from the service through retirement, resignation, transfer, or death to ensure that the subject employee is cleared of money accountability or overpayment of salary. This may also be requested by active teaching/ non-teaching personnel under Regional Payroll Service (RPS) payroll for Transfer of Assignment/Station; in this case, the Certificate of Last Payment (CLP) indicates that personnel who availed this shall be deleted in the RPS.

Office or Division:		Administrative Services Division – Personnel Section		
Classification:		Simple		
Type of Transaction:		G2G (Government to Citizen) G2G (Government to Government)		
Who may avail:		Retirees, Transferees, Resigned Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request – one (1) original copy		Client		
Approved Retirement – one (1) original copy		Regional Office or Schools Division Office		
Updated Service Record – one (1) original copy		Regional Office or Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without salary overpayment				
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD – Records Section
	1.2 Evaluate the submitted documents	None	20 minutes	Administrative Officer II, ASD- Personnel Section-Payroll Services
	1.3 Prepare the Certificate of Last Payment, and forward to Supervising Administrative Officer for review	None	30 minutes	Administrative Officer II, ASD- Personnel Section-Payroll Services
	1.4 Review the Certificate of Last Payment, and forward to CAO for approval and signature	None	30 minutes	Supervising Administrative Officer, ASD
	1.5 Approve and sign the Certificate of Last Payment, and	None	1 day	Chief Administrative Officer, ASD

	forward to Records Section for release			
	1.6 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
With salary overpayment				
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD – Records Section
	1.2 Evaluate the submitted documents.	None	20 minutes	Administrative Officer II, ASD-Personnel Section-Payroll Services
	1.3 Provide Client with order of payment and inform Client to proceed to Cashier Section	None	10 minutes	Administrative Officer II, ASD-Personnel Section-Payroll Services
2. Proceed to the Cashier Section and pay for the overpaid salary	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Administrative Officer I, ASD-Cash Section
3. Submit OR to the Personnel Section	3.1 Prepare Certificate of Last Payment, and forward to Supervising Administrative Officer for review	None	30 minutes	Administrative Officer II, ASD-Personnel Section-Payroll Services
	3.2 Review the Certificate of Last Payment, and forward to CAO for approval and signature	None	30 minutes	Supervising Administrative Officer, ASD
	3.3 Approve and sign the Certificate of Last Payment, and forward to Records Section for release	None	1 day	Chief Administrative Officer, ASD
	3.4 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
TOTAL (without salary overpayment):		None	1 day, 1 hour, 35 minutes	

TOTAL (with salary overpayment):	None	1 day, 1 hour, 55 minutes

8. Issuance of Regional Clearance for Exchange Visitor Program

Exchange Visitor Program refers to the international exchange program administered by the United States to implement the Mutual Education and Cultural Exchange Act of 1961, as amended, Public Law 87-256, 22 USC 2451, et seq. (1988). The purpose of the Act is to increase mutual understanding between the people of the United States and the people of other countries by means of educational and cultural exchanges. Educational and cultural exchanges assist in furthering the United States' foreign policy objectives.

This service covers the request for the Regional Clearance of the former teaching personnel who are applying for the Exchange Visitor Program.

Office or Division:	Administrative Services Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Former Teaching Personnel/ Personnel with Approved Leave who are applying for Exchange Visitors Program through the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Endorsement from SDO – one (1) original copy		Schools Division Office		
Request Letter addressed to Regional Director – one (1) original copy		Applicant/Client		
Duly signed Contract/ Job Offer – one (1) original copy		Employer from the Exchange Visitor Program		
SDO Clearance – one (1) original copy		Schools Division Office		
Special Order of Separation – one (1) original copy		Schools Division Office		
Email Address and Contact Number		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate completeness, authenticity, and accuracy of documents	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Prepare Regional Clearance and Endorsement Letter, then forward to Head of Personnel Section for review	None	30 minutes	Administrative Officer IV, ASD-Personnel Section

	1.4 Review the documents, affix initial/signature in the Endorsement Letter, then forward to Legal Unit for review	None	1 hour	Administrative Officer V, ASD- Personnel Section
	1.5 Check the records of the client and affix initial/signature in the Regional Clearance and forward to Head of Administrative Division for signature	None	1 hour	Legal Officer, ORD
	1.6 Review the Documents and affix initial/signature in the Endorsement Letter, then forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.7 Sign the Regional Clearance and Endorsement Letter, and forward to Records Section for release	None	1 day	Regional Director
	1.8 Email documents to the Internal Cooperation Office, Central Office, and copy furnish the client	None	30 minutes	Administrative Aide VI, ASD- Records Section
TOTAL:		None	1 day, 4 hours, 40 minutes	

9. Reclassification of Positions for Teachers and School Heads

This service covers the processing of requests for the reclassification of positions for teachers and school heads in all Elementary, Secondary, including Senior High School, for evaluation, review, and approval.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Teachers and Schools Heads through the SDO
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Endorsement Letter duly signed by the SDS – one (1) original copy	Schools Division Office
Duly accomplished Reclassification Form for Teaching Positions (RFTP)/ Reclassification Form for School Principal Positions (RFSP)	Schools Division Office

of Qualified Applicants – three (3) original copies				
Duly signed CAReER – one (1) photocopy		Schools Division Office		
Duly signed Plantilla Allocation List (PAL) – three (3) original copies		Schools Division Office		
ePSIPOP printout reflecting the name of the applicant for reclassification – one (1) certified copy		Schools Division Office		
CSC Form 212 Personal Data Sheet with Work Experience Sheet – one (1) original copy		Civil Service Commission		
Scholastic/ academic record (i.e. Special Orders, Transcript of Records (TOR), and Diploma, including completion of graduate and post-graduate units/ degreed, if available – one (1) photocopy		School/s Attended		
Duly signed Service Records – one (1) original copy		Schools Division Office		
Certificate/s of completion of NEAP-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy		National Educator's Academy of the Philippines		
Certification of Rating (COR) in the NQESH, Principal's Test, or Applicable School Head Assessment (<i>for School Principal</i>) – one (1) photocopy		Schools Division Office		
Report on the Number of Teachers and Master Teachers (<i>for Master Teacher Applicants only</i>) (<i>Annex S-1</i>) – one (1) photocopy		Schools Division Office		
Report on the Number of School Principal Position within the Division (<i>Annex S-2</i>) – one (1) photocopy		Schools Division Office		
Special Transfer Order duly signed by the Schools Division Superintendent (<i>In-case of Transfer of Positions is deemed necessary</i>) – one (1) original or certified copy		Schools Division Office		
Quantum Leap justification (<i>if applicable</i>) – one (1) original or certified copy		Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section.	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the reclassification documents based on	None	30 minutes	Teacher Credential Evaluator,

	the CSC-approved QS and performance requirements as stipulated in Section D of DepEd Order 24, s.2025			ASD-Personnel Section
	1.3 Review the evaluated RFTP/ RFSP and countersign, if found in order, below the name of the Chief Administrative Officer	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Review the PAL	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.5 Certify the correctness of the RFTP/ RFSP by affixing his/ her signature.	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review PAL and transmittal to DBM RO; countersign if found in order, below the name of the RD, and endorse for approval	None	1 hour	Chief Administrative Officer, Administrative Division
	1.7 Approve the RFTP/ RFSP, PAL, Report on the Number of Teachers and Master Teachers, and Transmittal Letter	None	1 day	Regional Director
	1.8 Inform Client that Certification is ready for release	None	15 minutes	Administrative Officer V, ASD-Personnel Section
2. Claim signed Certification	2.1 Release signed Certification	None	5 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	1 day, 4 hours	

10. Request for Transfer of Teaching and Non-Teaching Employees to Another Region

This service covers the steps on the preparation of indorsement on the request for the transfer of workstation of DepEd teaching and non-teaching employees to another region.

This service charter outlines the procedures from the Client's submission of request to the Schools Division Office, to the SDO's processing of the request, then to the SDO's endorsement to the Regional Office. The Regional Office then endorses the approved request to the receiving region.

Office or Division:	Administrative Service Division – Personnel Section			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Active DepEd Teaching and Non-teaching Employees from other Regions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request for transfer – one (1) original copy		From the concerned employee		
For teaching and non-teaching employees coming from the School				
Endorsement of the School Principal – one (1) original copy		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Schools Division Office through the Records Section	1.1 Receive and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, OSDS-Records Section
	1.2 Check completeness of documents and prepare endorsement from the Schools Division Superintendent	None	1 hour	Administrative Aide VI, OSDS-Personnel Section
	1.3. Review and sign the Endorsement, then release the signed Endorsement to Records Section	None	1 day	Schools Division Superintendent
	1.4 Release the Endorsement to the Regional Office	None	1 day	Administrative Aide VI, OSDS-Records Section
	1.5 Receive the documents from the SDO and forward to the Personnel Section for appropriate action	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.6 Check completeness of	None	30 minutes	Administrative Aide VI, ASD-

	documents and prepare endorsement addressed to the concerned Region			Personnel Section
	1.7 Review the Endorsement	None	1 hour	Chief Administrative Officer, ASD
	1.8 Approve and sign Endorsement, then forward to the Records Section for release to the receiving Region	None	1 day	Regional Director
	1.9 Release the Endorsement to the receiving region	None	5 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	3 days, 3 hours	

11. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requested by teaching/ non-teaching personnel who were fully paid or approved for GSIS Financial Assistance Loan (GFAL). The Personnel-in-Charge for Private Loan Institution (PLI) will prepare a communication addressed to respective banks.

Office or Division:	Administrative Service Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Teaching and Non-teaching Employees
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Request Form for stoppage deletion of loans with valid/ justifiable reason/s – one (1) original copy	Regional Payroll Services Unit
Certificate of No Obligations from PLIs or Original Copy of Official Receipt – one (1) original or certified copy	Applicant / Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Philippine Regulation Commission (PRC) ID - Philippine Postal ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the	Authorized Representative of the Applicant / Client

authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Assess and evaluate the documents and take appropriate action	None	30 minutes	Administrative Aide VI, ASD-Payroll Section
	1.3 Review documents and affix initial/signature on the Request Form	None	1 hour	Administrative Officer V, ASD-Personnel Section or Supervising Administrative Officer / Chief Administrative Officer, ASD
	1.4 Release the signed document	None	5 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	1 hour and 45 minutes	

Administrative Service Division – Records Section

1. Certification, Authentication, and Verification (CAV) of Basic Education Academic School Records

This service refers to the official and formal processes and acts of checking, reviewing, and certifying the authenticity and veracity of available academic school records issued by public and private schools to former and current learners under the Department of Education (DepEd) for use abroad.

Office or Division:	Administrative Service Division – Records Section	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	Former and current learners under the Regional Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
CAV Application Form		Records Section
Birth Certificate* - One (1) photocopy <i>*for validation purposes only</i>		Philippine Statistics Authority (PSA)
Passport* – One (1) photocopy <i>*for validation purposes only</i>		Department of Foreign Affairs
Latest passport-size picture – Two (2) pieces		Applicant/Client
Long Brown Envelope – One (1) piece		Applicant/Client
Additional Requirement for Public/Private School Elementary and Secondary Graduates		
Diploma – One (1) original copy and two (2) certified true copies		School attended
Form 137/SF 10 – Two (2) certified true copies		School attended
Certificate of Graduation – one (1) certified true copy		School attended
School Transmittal Letter – One (1) original copy		School attended
Additional Requirement for Private School Secondary Graduates		
Special Order of Graduation – One (1) certified true copy		Client
Additional Requirements for Public/Private School Elementary and Secondary Undergraduates		
Form 137/SF 10 – Two (2) certified true copies		School attended
Certificate of Completion – One (1) original copy		School attended
School Transmittal Letter – One (1) original copy		School attended
Additional Requirements for Alternative Learning System (ALS) Accreditation and Equivalency (A&E) Completers / Passers		
Certificate of Rating (COR) – One (1) original copy and two (2) certified true copy, or ALS		Bureau of Educational Assessment (BEA)/EPS- ALS

Learner's Permanent Record (AF-5) – One (1) original copy and two (2) certified true copy	
Diploma – One (1) original copy and two (2) certified true copies	Bureau of Educational Assessment (BEA)/EPS- ALS
Certification from the Schools Division Office – One (1) original copy	Schools Division Office (SDO)
SDO Transmittal Letter – One (1) original copy	Schools Division Office (SDO)
Additional Requirement for Philippine Educational Placement Test (PEPT) Passers	
Certificate of Rating (COR) – One (1) original copy and two (2) certified true copy	Bureau of Educational Assessment (BEA)
Certification from the Schools Division Office – One (1) original copy	Schools Division Office (SDO)
SDO Transmittal Letter – One (1) original copy	Schools Division Office (SDO)
For an authorized representative but not an immediate family member	
Special Power of Attorney (SPA) – One (1) Original Copy	Law Office / Public Attorney's Office
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client
Identification Card - One (1) original of any government-issued valid ID of the authorized person	Authorized Representative
For authorized representative or immediate family member (mother, father, siblings, spouse and children)	
Authorization Letter – One (1) Original Copy	Applicant/Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client
Identification Card - One (1) original of any government-issued valid ID of the authorized person	Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out CAV Application Form and the required documents to the Records Section	1.1 Receive and check the filled-out CAV Application Form and all supporting documents of the client, review the completeness, correctness, and verify authenticity of the school records <i>Note: If incomplete documents, inform the client that the process will not proceed until the lacking document/s is/are submitted</i>	None	1 hour	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	1.2 Assign specific CAV number and prepare two copies of CAV certificates	None	15 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	1.3 Present draft CAV to client for verification of accuracy	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
2. Verify the accuracy of the data encoded in the CAV certificate then return to the processor	2.1 Attach picture and present it to the client for final verification <i>Note: Inform client that s/he will be notified once document is available for release</i>	None	20 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.2 Forward printed CAV to Records Officer for review and initial	None	5 minutes	Administrative Aide VI, Administrative Service Division – Records Section
	2.3 Review correctness of the printed CAV, affix initial if in order and	None	10 minutes	Administrative Officer V, Administrative Service Division

	forward to Regional Director for signature			– Records Section
	2.4 Sign the CAV and forward to Records Section for release	None	1 hour	Regional Director, ORD
	2.5 Stamp “released” and dry seal the signed CAV.	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.7 Seal signed CAV certificate and supporting documents in a brown envelope, affix signatures on the opening and paste the DFA Authentication Section addresses at the back of the envelope.	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.8 Inform client that document is ready for release	None	5 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
3. Claim completed CAV documents in a sealed brown envelope	3.1 Request applicant to sign in the logbook to acknowledge receipt of the sealed envelope and inform him/her NOT TO OPEN and bring the sealed envelope to DFA for Apostille	None	5 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
TOTAL:		None	3 hours, 30 minutes	

2. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Regional Office through walk-in or email.

Office or Division:	Administrative Service Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Communications addressed to the Regional Director – Two (2) copies		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Thru Walk-in				
1. Submit the communication to the Records Section	1.1 Receive and check completeness of communications as to: - Addressee - Date of document - Subject Matter - Sender/ Signatory	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Return the receiving copy to the Client	None	5 minutes	Administrative Aide VI, ASD-Records Section
Thru Email				
1. Send communication to the Record Section’s official email address	1.1 Open and read the communication	None	10 minutes	Administrative Officer V, ASD-Records Section
	1.2 Print the emailed communication	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.3 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Officer V, ASD-

				Records Section
TOTAL (through Walk-in):		None	25 minutes	
TOTAL (through Email):		None	25 minutes	

3. Issuance of Requested Documents (Online)

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

Office or Division:	Administrative Service Division – Records Section			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
1. Request Letter – One (1) copy indicating the following: - Document being requested - Full name of requesting person - Purpose for request		Applicant/Client		
2. Valid Identification Card – One (1) scanned copy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through email to the Regional Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI / Administrative Officer V, ASD-Records Section
	1.2 Search the document being requested and forward to AO V for review and approval	None	4 hours	Administrative Aide VI, ASD-Records Section

	<i>Note: Inform the Client in case the document being requested is not available.</i>			
	1.3 Approve the release of the requested document	None	2 hours	Chief Administrative Officer, ASD
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI / Administrative Officer V, ASD-Records Section
TOTAL:		None	6 hours, 20 minutes	

4. Issuance of Requested Documents (Walk-in)

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

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

• Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along with the accomplished Requisition Slip	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Search for the document being requested and print/ photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, ASD-Records Section
	1.3 Forward to Administrative Officer V or Chief Administrative Officer for certification or authentication	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Certify true copy the requested document	None	2 hours	Chief Administrative Officer, ASD
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	6 hours, 30 minutes	

Curriculum and Learning Management Division

1. Approval of Learning Resources to be Uploaded in the LRMD Portal / Regional Learning Resource Portal

This service involves systematic review, evaluation, and approval of learning resources submitted by schools, divisions, and partner NGOs / INGOs to ensure they meet DepEd standards on content quality, curriculum alignment, accuracy, and usability. Only approved learning resources are authorized for uploading and publication in the LRMD Portal and the Regional Localized Learning Resources Portal or for distribution (hard copy) of offline for use by teachers, learners, and other education stakeholders.

Office or Division:	Curriculum and Learning Management Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	School, CID, INGOs, and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request of Approval – One (1) original copy		Applicant/Client		
Actual Learning Resources: electronic copy with shortened link (tinyurl.com, bit.ly, and etc.)		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Letter Request to DepEd Regional Office – Regional Director Attention: Chief, CLMD and EPS-LR.	1.1 Receive submitted documents and forward to CLMD for appropriate action	None	30 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Review completeness of documents	None	2 hours	Education Program Supervisor, CLMD-LRMD Section
	1.3 Conduct workshop on the evaluation or quality assurance of Learning Resources	None	4 days	Education Program Supervisor, CLMD-LRMD Section
	1.4 Transmit evaluation findings to the Client <i>Note to Client: If revisions to the submitted Learning Resource (LR) are required, the client will be notified</i>	None	2 hours	Education Program Supervisor, CLMD-LRMD Section

	<i>accordingly. Approval will be granted only after all evaluators' comments and recommendations have been fully addressed, and the material is verified to be compliant with Department of Education standards.</i>			
	1.5 Prepare Certifications or Approval to the clients of the finalized LRs, and forward to the Regional Director for signature	None	30 minutes	Education Program Supervisor, CLMD-LRMD Section
	1.6 Sign Certification or Approval to the Clients of the Finalized LRs	None	2 days	Regional Director
	1.7 Transmit signed Certifications or Approval to the Clients of the Finalized LRs through email	None	1 hour	Education Program Supervisor, CLMD-LRMD Section
TOTAL:		None	6 days, 6 hours	

Finance Division – Accounting Section

1. Endorsement of Request for Cash Allocation from Schools Division Offices

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

Office or Division:	Finance Division – Accounting Section			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Schools Division Offices and Implementing Secondary Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter – one (1) original copy		Applicant / Client		
Monthly Disbursement Program (BED No. 3) – one (1) original copy		Applicant / Client		
Sub-ARO for current year accounts payable – one (1) certified true copy		Applicant / Client		
Financial Accountability Report No. 4 (Monthly Report of Disbursements) – one (1) original copy		Applicant / Client		
Financial Accountability Report No. 3 for prior years accounts payable – one (1) original copy		Applicant / Client		
Financial Accountability Report No. 1 for continuing appropriations-unobligated allotment – one (1) original copy		Applicant / Client		
Journal Entry Voucher for Stale checks – one (1) original copy		Applicant / Client		
Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM – one (1) original copy		Applicant / Client		
Computation for Cash Deficiency – one (1) original copy		Applicant / Client		
Bank Certification for lapsed NCA – one (1) original copy		Servicing Bank		
Other requirements as determined by the DBM		Applicant / Client		
For Implementing Secondary Schools				
Endorsement Letter from the Schools Division Office – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Finance Division	1.1 Receive and review completeness of documents	None	30 minutes	Administrative Assistant III, Finance Division-

– Accounting Section				Accounting Section
	1.2 Prepare endorsement letter, and submit to Head of Accounting Section	None	30 minutes	Administrative Assistant III, Finance Division-Accounting Section
	1.3 Review endorsement letter, and submit of Head of Finance Division for initials	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.4 Affix initials on the endorsement, then forward to the Office of the Assistant Regional Director for initials	None	1 day	Chief Administrative Officer, Finance Division
	1.5 Affix initials on the endorsement, then forward to the Office of the Regional Director for initials	None	1 day	Assistant Regional Director
	1.6 Affix signature on the endorsement letter, and forward to the Records Section for release	None	1 day	Regional Director
	1.7 Release the Endorsement Letter to the Client	None	10 minutes	Administrative Aide VI, Administrative Division-Records Section
TOTAL:		None	3 days, 2 hours, 10 minutes	

Human Resource Development Division – NEAP-R

1. Recognition of Professional Development Programs/Courses (NEAP-R)

The National Educators Academy of the Philippines (NEAP) Recognition ensures that Professional Development (PD) programs and courses align with the Philippine Professional Standards for Teachers (PPST), Philippine Professional Standards for School Heads (PPSSH), and Philippine Professional Standards for Supervisors (PPSS). It guarantees that the design and delivery of PD programs meet the quality standards set by the Department.

This service charter outlines the steps in the application for recognition of professional development programs/courses in the regional NEAP.

Office or Division:	Human Resource Development Division – NEAP-R
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Offices <i>Note: If there are non-DepEd Learning Service Providers (LSPs), they must present a valid authorization from the National Educators Academy of the Philippines (NEAP) of the DepEd Central Office</i>
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Professional Development Program Recognition Application Form duly accomplished and signed by the proponent (Schools Division Superintendent or Division's Authorized Representative) – One (1) original copy	NEAP Regional Office
Professional Development Program Design – One (1) original copy <i>Note: The PD Program Design must articulate the objectives/outcomes aligned with PPST/PPSSH/PPSS, and must include the breakdown of expenses/Budget Estimate.</i>	Applicant/Client
Learning Resource Materials (e.g., Session Guides, Slide Decks, Modules, Activity Sheets, etc.) – one (1) electronic copy	Applicant/Client
Assessment Tools (e.g., Formative and Summative assessments, Rubrics, Pre/Post-tests) – one (1) electronic copy	Applicant/Client
Monitoring and Evaluation (M&E) Plan – one (1) original copy <i>Note: The M&E Plan must include mechanisms to determine if Intended Learning Outcomes (ILOs) are met.</i>	Applicant/Client

Curriculum Vitae (CV) of Resource Speakers/ Subject Matter Experts – one (1) original copy		Applicant/Client		
<i>Note: Must demonstrate expertise/credentials relevant to the topic.</i>				
For Non-DepEd Learning Service Providers (LSPs)				
Valid Authorization issued by the National Educators Academy of the Philippines (NEAP) of the DepEd Central Office – one (1) original copy		DepEd Central Office - NEAP		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished PD Program Recognition Application Form together with complete supporting documents to the NEAP Regional Office through the official email or designated online portal.	1.1 Receive and acknowledge the application, and forward to the Senior Education Program Specialist for review	None	30 minutes	Education Program Specialist II, HRDD
	1.2 Verify/Assess completeness of submitted documents. <i>Note: If there are lacking documents, inform the client via a written notice/checklist indicating the lacking requirements, and that the application will only be processed once required documents are complete.</i>	None	1 day	Senior Education Program Specialist, HRDD
	1.3 Forward the complete application to the Recognition Evaluation Committee (REC) for review	None	1 hour	Senior Education Program Specialist, HRDD
	1.4 Review and evaluate the program content, alignment with standards (PPST/PPSSH/PPSS) , assessment tools, and resource materials	None	5 days	Recognition Evaluation Committee (REC)
	1.5. Deliberate on the results of the review and evaluation	None	1 day	Recognition Evaluation Committee (REC)

	1.6 Prepare Certificate of Recognition or Notice of Deferment and forward to the Regional Director for signature	None	4 hours	Education Program Specialist II / Senior Education Program Specialist, HRDD
	1.7 Review and sign the Certificate or Notice	None	1 day	Regional Director
	1.8 Release the signed Certificate or Notice to the client via email	None	5 minutes	Education Program Specialist II, HRDD
TOTAL:		None	8 days, 5 hours, 35 minutes	

Office of the Regional Director – Legal Unit

1. Correction of Entries in School Records

RO-Level Processing

This process applies to graduates requesting major corrections in their school records. These are changes that are not simple spelling errors, require legal review, or do not match official birth records, such as the Certificate of Live Birth. Requests involving a complete change of identity may no longer be processed administratively and may require a court order.

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

Office or Division:	Office of the Regional Director – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Graduates of Public or Private School, including ALS graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter – One (1) original copy		Client		
School records to be corrected: Diploma and Form 137/SF 10, <i>whichever is applicable</i> – One (1) original copy		Client		
Certification or Endorsement from the School Head – One (1) photocopy		School		
PSA Birth Certificate – One (1) original copy		Philippine Statistics Authority (PSA)		
Affidavit of Discrepancy – One (1) original copy		Client		
Affidavit of Two Disinterested Persons – One (1) original copy		Client		
For graduate/s of private school				
Special Order of Graduation – One (1) original copy		Applicant / Client		
For an authorized representative				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , showing photo and signature		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , showing photo and signature		Authorized Representative of the Client		
Authorized Data Privacy Consent Form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the required documents to the Regional Office (RO) through the Administrative Service Division (ASD)-Records Section	1.1 Receive the submitted documents and then forward to the Office of the Regional Director (ORD)-Legal Unit	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate documents for completeness and legal sufficiency <i>Note: Inform Client that should the submission be incomplete, the Client must fulfill all requirements before the request can be processed.</i>	None	1 hour	Legal Assistant II / Special Investigator III, ORD-Legal Unit
	1.3 Draft a Resolution/Order and forward to Attorney III / Attorney IV for review	None	30 minutes	Legal Assistant II / Special Investigator III, ORD-Legal Unit
	1.4 Review the draft Resolution/Order and forward to the Regional Director for signature	None	1 hour	Attorney III / Attorney IV, ORD-Legal Unit
	1.5 Review and sign the Resolution/Order and forward to Records Section for release	None	15 minutes	Regional Director
	1.6 Release the signed Resolution / Order to Client	None	5 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	3 hours	

Office of the Regional Director – Public Affairs Unit

1. Public Assistance through Email

The Department recognizes concerns, queries, and complaints of its clients for the improvement of its services. These can be submitted through the official email address of the Regional Office and through referrals from the Central Office and other government agencies such as the 8888 Citizens' Complaint Center, Civil Service Commission-Contact ng Bayan, and Committee on Anti-Red Tape (CART).

Client must be provided with the response/actions taken by the concerned personnel or office to update the status of the complaint in the same email thread within 72 hours upon receipt of referred/indorsed concerns/complaints.

Office or Division:	Office of the Regional Director – Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of concerns/query/complaint, Referral Letter or Request for Action Form (RFA)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For simple queries/concerns				
1. Send query or concern through the official RO email address	1.1 Acknowledge receipt of email, and review/evaluate the concern	None	30 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 For simple queries and concerns with information readily available, provide a direct response	None	20 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
For referred/indorsed concerns/complaints				
1. Send query or concern through the official RO email address	1.1 Acknowledge receipt of email, and review/evaluate the concern	None	30 minutes	Administrative Officer V, ORD-Public Affairs Unit
	1.2 Forward to the Office of the Regional Director	None	20 minutes	Administrative Officer V, ORD-

	for referral to the concerned personnel or RO/ SDO			Public Affairs Unit
TOTAL (for simple queries/concerns):		None	50 minutes	
TOTAL (for referred/indorsed concerns/complaints):		None	50 minutes	

2. Public Assistance (Hotline)

The Department recognizes the queries, concerns and complaints of its clients for the improvement of its services. These can be submitted through the Regional Office's official hotline/s (landline or mobile phones) of the Agency.

Office or Division:	Office of the Regional Director – Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Details of the complaint which must include the following information: 1. Name, address and other contact details of the Client (email/Viber, etc. other than the number registering during the call) 2. Details of the concerned school/person/office (name, and address/location) 3. Specific DepEd programs, projects, and/or activities (if programs/projects are involved)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern/s	1.1 Note the details of the concern/s	None	30 minutes	Administrative Assistant I / Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 Review the concern and issue a Request for Action (RFA) for endorsement of the Regional Director to	None	1 hour	Administrative Officer V / Project Development Officer II,, ORD-Public Affairs Unit

	the concerned office/personnel			
TOTAL:		None	1 hour, 30 minutes	

3. Public Assistance (Walk-in)

The Department recognizes the concerns and complaints of its clients for the improvement of its services. These can be submitted through the Regional Office's official hotline and by personal submission at the Department's walk-in facilities.

Office or Division:	Office of the Regional Director – Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Details of the complaint which must include the following information: 1. Name, address and other contact details (phone number, email, Viber, etc) of the Client 2. Details of the concerned school/ person/ office (name, and address/location) 3. Specific DepEd programs, projects, and/or activities (if programs/projects are involved)		Client		
For authorized representative				
Authorization Letter – one (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Public Affairs Unit and discuss the concern/s	1.1 Note the details of the concern/s in the logbook or database	None	30 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 Issue a Request for Action (RFA) for endorsement of the Regional Director to the concerned office/personnel	None	1 hour	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.3 Inform Client of the action taken on his/her concern of the concerned office/	None	15 minutes	Administrative Officer V / Project Development

	personnel, or the status of complaint, (if applicable) upon receipt through the contact details provided			Officer II, ORD- Public Affairs Unit
TOTAL:		None	1 hour, 45 minutes	

4. Standard Freedom of Information (FOI) Request through Walk-in Facility and Mail

Freedom of Information (FOI) is a government mechanism that allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security. Any of the documents evidencing the level of academic completion or accomplishment of a learner, which encompasses kindergarten, elementary, and secondary education, as well as alternative learning systems for out-of-school learners and those with special needs, may also be requested.

Office or Division:	Office of the Regional Director – Public Affairs Unit; Policy, Planning, and Research Division			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request with the DepEd FOI Form		Office of the Regional Director – Public Affairs Unit; Policy, Planning, and Research Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements for FOI Request	1.1 Assess and clarify the request if necessary to grant or deny	None	30 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD
	1.2 Forward the request to concerned Division / Section / Unit who will provide the requested information Note: If the request is disapproved / denied, the Decision Maker provides the Receiving Officer	None	15 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD

	(RO) with a letter of Denial for the Client			
	1.3 Prepare the document with the approved request information. <i>Note: If the information requested requires intensive search of government records and facilities, Decision Maker informs the RO how many days it would approximately take to provide the information. If information contains information of interest to another office, Decision Maker consults with the Data Privacy Compliance Officer or disclosure or non-disclosure</i>	None	2 days	Chief Education Supervisor, Concerned Division
	1.4 Forward the prepared document with the approved request information to the Decision Maker	None	5 minutes	Chief Education Supervisor, Concerned Division
	1.5 Sign the prepared document with the approved request information from the concerned for release to the Client/Requester	None	5 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD
TOTAL:		None	2 days, 55 minutes	

Policy, Planning, and Research Division

1. Request for Education-Related Data

Requesting data for reference or official use involves formally contacting the office that holds the data to seek permission to access specific information needed for a particular purpose. This service allows any interested party to request access to available, accurate, and validated education-related data.

This service charter outlines the steps in requesting education-related data through walk-in or email.

Office or Division:	Policy, Planning and Research Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request letter addressed to the Regional Director – One (1) original copy		Client		
If request is for research or other studies				
Proof of enrollment (e.g. ID with current academic year, current class schedule, certificate of matriculation) – One (1) photocopy or digital copy		Client		
Approved research proposal – One (1) photocopy or digital copy		Client		
Curriculum Vitae – One (1) photocopy or digital copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Requests				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp “received” <i>Note: Inform Client that data request will be sent through email</i>	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-RD
	1.3 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD

	1.4 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.5 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.6 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD
	1.7 Approve the prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.8 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For Research-Related Walk-in Requests				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp "received"	None	5 minutes	Administrative Aide VI, ASD-Records Section
	<i>Note: Inform Client that data request will be sent through email</i>			
	1.2 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-RD
	1.3 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.4 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.5 Review the submitted documents to determine the data requested complies with Data Privacy Act of 2012 (RA 10173) and Research Management Guidelines (DepEd Order 16, s. 2017)	None	15 minutes	Education Program Specialist II, PPRD

	1.6 Forward the documents to the Statistician I	None	5 minutes	Education Program Specialist II, PPRD
	1.7 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.8 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Approve the prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For requests submitted via Email				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents and stamp received	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.5 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.6 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.7 Review the prepared data response and	None	30 minutes	Education Program Supervisor, PPRD

	forward to Chief, PPRD for review			
	1.8 Review and approve the prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.9 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For Research-Related requests submitted via Email				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents and stamp received	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.5 Review the submitted documents to determine the data requested complies with Data Privacy Act of 2012 (RA 10173) and Research Management Guidelines (DepEd Order 16, s. 2017)	None	15 minutes	Education Program Specialist II, PPRD
	1.6 Forward the documents to the Statistician I	None	5 minutes	Education Program Specialist II, PPRD
	1.7 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.8 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD

	1.9 Review and approve the prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
TOTAL (for Walk-in Requests):		None	6 hours, 15 minutes	
TOTAL (For Research-Related Walk-in Requests):		None	6 hours, 35 minutes	
TOTAL (for Requests from Email):		None	6 hours, 25 minutes	
TOTAL (for Research-Related Requests from Email):		None	6 hours, 35 minutes	

2. Request for Reversion in the Enhanced Basic Education Information System (EBEIS)

Even after the end of the school year, updates to learner enrollment in a class or section may still be made through the Enhanced Basic Education Information System (EBEIS), provided that school-level finalization has not yet been completed.

To reopen a finalized class, the School Head or authorized School Representative should click the lock icon and select “Reopen Updating.” This will allow changes to the enrollment status of learners under that class or section.

Office or Division:	Policy, Planning and Research Division			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2G (Government to Government)			
Who may avail:	Schools Division Offices (SDOs) and Private Schools through SDOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Reversion request submitted by the SDO (through EBEIS System)		Enhanced Basic Education Information System (EBEIS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request for reversion through the EBEIS	1.1 Review the request and validate the reason	None	25 minutes	Personnel-in-charge of EBEIS, PPRD
	1.2 Determine whether the request is approved or disapproved	None	10 minutes	Personnel-in-charge of EBEIS, PPRD
	1.3 Process the approved request for reversion in EBEIS and report status to Chief, PPRD	None	15 minutes	Personnel-in-charge of EBEIS, PPRD

	1.4 Inform SDO of the approval or disapproval via official email	None	10 minutes	Chief Education Supervisor, PPRD
TOTAL:		None	1 hour	

3. Request to Conduct Research Study

Researchers and other stakeholders involving teachers, teaching-related, non-teaching personnel, or learners in any or two or more Schools Division Offices (SDOs) as their respondents/participants should inform the Regional Office of their intent to conduct a research study.

The approved permit from the Regional Office is required before SDOs allow the conduct of data gathering. This service provides the process for requesting a research permit prior to data gathering.

Office or Division:	Policy, Planning, and Research Division			
Classification:	Complex			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request letter addressed to the Regional Director – One (1) original copy		Client		
First three (3) chapters of the manuscript which includes a specific DepEd policy implication and alignment to a specific key outcome of the Department's Five-Point Reform Agenda – One (1) copy		Client		
References, research tool/questionnaires, assent and/or consent form – One (1) copy		Client		
Curriculum vitae – One (1) copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For request received via walk-in				
1. Submit hard copy of complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp “received” <i>Note: Inform the client that they will receive an email with the claiming date and the scanned copy of the approved permit.</i>	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Forward documents to the Office of the Regional Director	None	5 minutes	Administrative Aide VI, ASD-Records Section

	1.3 Receive the documents and attach blank referral slip	None	5 minutes	Administrative Assistant II, ORD
	1.4 Determine the responsible office, issues a referral slip for appropriate action, and forward to the Administrative Assistant II, Office of the Regional Director	None	1 hour	Regional Director
	1.5 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.6 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.7 Review submitted documents and prepare permit to conduct study or response letter indicating corrections required, then submit to Education Program Supervisor for review	None	2 hours	Education Program Specialist II, PPRD
	1.8 Review the permit/drafted response letter and forward to Chief, PPRD for signature	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Review the permit/response letter and forward to Assistant Regional Director for review	None	1 hour	Chief Education Supervisor, PPRD
	1.10 Review permit/response letter and recommends approval of the Regional Director	None	1 hour	Assistant Regional Director
	1.11 Approve and sign permit/response letter and forward to Administrative Assistant II, Office of the Regional Director	None	1 day	Regional Director
	1.12 Forward to Records Section for document releasing	None	5 minutes	Administrative Assistant II, ORD
	1.13 Notify the client through email on the availability of the	None	10 minutes	Administrative Aide VI, ASD-Records Section

	permit/response letter, with PPRD furnished a copy.			
	1.14 Release the permit/response letter to the Client	None	15 minutes	Administrative Aide VI, ASD-Records Section
For request received via email				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents, stamp received, and Forward documents to the Office of the Regional Director	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Receive the documents and attach blank referral slip	None	5 minutes	Administrative Assistant II, ORD
	1.4 Determine the responsible office, issues a referral slip for appropriate action, and forward to the Administrative Assistant II, Office of the Regional Director	None	1 hour	Regional Director
	1.5 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.6 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.7 Review submitted documents and prepare permit to conduct study or response letter indicating corrections required, then submit to Education Program Supervisor for review	None	2 hours	Education Program Specialist II, PPRD
	1.8 Review the permit/drafted response letter and forward to Chief, PPRD for signature	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Review the permit/response letter and forward to Assistant Regional Director for review	None	1 hour	Chief Education Supervisor, PPRD

	1.10 Review permit/response letter and recommends approval of the Regional Director	None	1 hour	Assistant Regional Director
	1.11 Approve and sign permit/response letter and forward to Administrative Assistant II, Office of the Regional Director	None	1 day	Regional Director
	1.12 Forward to Records Section for document releasing/sending email	None	5 minutes	Administrative Assistant II, ORD
	1.13 Email the approved permit/response letter to the concerned client, with PPRD furnished a copy.	None	10 minutes	Administrative Aide VI, ASD-Records Section
TOTAL (for Walk-in Requests):		None	1 day, 6 hours, 10 minutes	
TOTAL (for Requests from Email):		None	1 day, 6 hours, 25 minutes	

4. Review and Confirmation of School Division Office (SDO) Submitted Work and Financial Plans (WFPs)

This process involves the systematic evaluation of Work and Financial Plans (WFPs) submitted by Schools Division Offices (SDOs) to ensure compliance with budgeting guidelines and the accuracy of programmed activities and expenditures.

The Regional Office validates the completeness and coherence of the submissions—specifically the consistency between the total obligation amount and the total disbursement amount, ensuring no variance—provides necessary clarifications or feedback regarding the vertical and horizontal alignment of activities, outputs, and performance indicators, and formally confirms the SDO WFPs through the Program Management Information System (PMIS) as the basis for resource programming, implementation, and monitoring.

Office or Division:	Policy, Planning, and Research Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Division Planning Officers (DPOs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly signed SDO WFP – One (1) original copy		Program Management Information System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit scanned copy of the duly signed SDO WFP via online to the Regional Office through the Policy, Planning and Research Division	1.1 Review submitted scanned copy of WFP	None	45 minutes	Personnel In-Charge of PMIS, PPRD
	1.2 Confirm the WFP in the PMIS and report the confirmation status to Chief, PPRD	None	3 minutes	Personnel In-Charge of PMIS, PPRD
	1.3 Inform the DPO on the status of WFP via email	None	5 minutes	Chief Education Supervisor, PPRD
TOTAL:		None	53 minutes	

Quality Assurance Division

1. Acknowledgement of Voluntary (Temporary/Permanent) Closure of Private Schools

This service involves the acknowledgement by the Department of Education of the voluntary (temporary/permanent) closure of private schools, subject to submission of required documents and compliance with prescribed policies to ensure the protection of learners, personnel, and school records.

Once the closure is approved, government permits or recognition are also automatically revoked.

Note: This is connected to the Schools Division Office's service charter on "Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools".

Office or Division:	Quality Assurance Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Schools Division Office within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Indorsement Letter – one (1) original copy		SDO		
Certification of Compliance – one (1) original copy		SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary documents through walk-in or online (via the SDO's official email address to RO official email address)	1.1 Receive the documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Prepare the Indorsement with the acknowledgment and confirmation of Voluntary (temporary/permanent) Closure, and forward the document to the Office of the Regional Director (RD) for approval	None	1 hour	Education Program Supervisor / Chief Education Supervisor, QAD
	1.3 Approve the Indorsement with acknowledgement and confirmation of	None	1 day	Regional Director

Voluntary (Permanent/ Temporary) Closure			
1.4 Forward the approved documents to the Records Section	None	15 minutes	Administrative Assistant III, ORD
1.5 Forward the approved documents to the SDO-Records Section, and provide QAD a copy (stamped "released") of the released document	None	10 minutes	Administrative Aide VI, ASD-Records Section
1.6 Update the Masterlist of Private Schools and notify RO-PPRD of the Voluntary Closure of the School and request the closure of the account of the concerned Private School in the Learner Information System (LIS).	None	1 hour	Education Program Supervisor / Chief Education Supervisor, QAD
TOTAL:	None	1 day, 2 hours, 35 minutes	

2. Approval of the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes

This DepEd service refers to the formal administrative process by which the Department of Education evaluates, approves, and authorizes proposals to establish new public schools, merge or convert existing public schools, and separate public school annexes into independent schools. The service ensures that changes in the public school system are aligned with national education policies, standards, and planning criteria, and are responsive to community needs, enrollment demands, and resource availability. Through this service, DepEd regulates the legal identity, organizational structure, and operational status of public schools to promote accessible, efficient, and quality basic education delivery.

The process involves technical review, feasibility assessment, and site validation, as well as coordination among the Schools Division Office, Regional Office, Local Government Units, and other stakeholders. All applications are evaluated in accordance with existing policies, particularly DepEd Order No. 40, s. 2014, along with earlier guidelines such as DepEd Order No. 71, s. 2003 and DepEd Order No. 91, s. 1999, and are supported by Republic Act No. 9155 and Republic Act No. 11032 to ensure efficient, transparent, and accountable service delivery.

This service charter is a continuation of the service at the Schools Division Office on “*Application for Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes*”.

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Schools Division Office within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement (Establishment of Schools, Merging of Schools, Conversion of Schools – <i>Conversion of a High School Classified as Non-Implementing Unit Into a High School Classified as Implementing Unit, Conversion of School(s) into an Integrated School (in case of expansion of school), Conversion of School(s) into an Integrated School (in case of merging or combination of existing elementary and secondary schools), Conversion of a High School to Science High School, Conversion of a High School to Technical-Vocational School)</i>)				
Division Inspection Report signed by the Schools Division Superintendent – one (1) original copy		Schools Division Office		
Endorsement Letter from the Schools Division Office to the Regional Office – one (1) original copy		Schools Division Office		
Required documents for the Applicant-School (<i>see checklist of requirements of the service at the Schools Division Office – External Service on “Application for Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes”</i>) – one (1) original copy of each documentary requirement		Applicant – Public School		
Additional Requirement for Separation of School Annex				
Request for separation of the school annex concerned, duly recommended / endorsed by the Schools Division Superintendent and/or stakeholders – one (1) original copy		Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents of the applicant-public school to the Regional Office	1.1 Receive the application documents from SDO and forward to the QAD	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirements and endorse to the Regional Inspection Team for ocular section <i>Note: QAD will inform the SDO if documents are deemed non-</i>	None	5 days	Education Program Supervisor, QAD

	<i>compliant through an official Indorsement</i>			
	1.3 Conduct validation and onsite inspection	None	3 days	Regional Inspection Team
	1.4 Prepare Inspection Report and submit to Chief, QAD for review <i>Note: Notify the SDO if there are deficiencies identified that must be complied with by the School</i>	None	2 days	Regional Inspection Team
	1.5 Review and sign the Inspection Report	None	1 day	Chief Education Supervisor, QAD
	1.6 Prepare the Endorsement Letter and forward to Chief, QAD for review	None	1 day	Education Program Supervisor, QAD
	1.7 Review and affix initial on the Endorsement Letter, and submit to the Assistant Regional Director for review	None	4 hours	Chief Education Supervisor, QAD
	1.8 Review and affix initial on the Endorsement Letter, and submit to the Regional Director for approval	None	1 day	Assistant Regional Director
	1.9 Approve and affix signature on the Endorsement Letter	None	1 day	Regional Director
	1.10 Forward the Endorsement Letter to the Administrative Division – Records Section for release to the Central Office*	None	30 minutes	Administrative Assistant III, ORD
TOTAL:		None	14 days, 4 hours, 45 minutes	

Notes:

- *The Department Secretary, through the Planning Service, shall confirm which schools are to be established, separated, integrated and converted through the issuance of a DepEd Memorandum and corresponding DepEd Schol ID issued by the Planning Service, copy furnished by the Department of Budget and Management.*

- *The processing time for the conduct of onsite validation may change in consideration of the limitations in limitations in accessibility, transportation, and communication infrastructures.*

3. Approval of Tuition and Other Fees Increase, No Increase, With Increase, and Proposed New Fees of Private Schools

This service covers the application of private schools for the approval or acknowledgment of Tuition and Other School Fees (TOSF), including cases with no increase, with increase, and proposed new fees of private schools, in accordance with existing DepEd policies and guidelines.

This is a continuation of the service at the Schools Division Office on “*Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools*”.

Office or Division:	Quality Assurance Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Schools Division Office within the Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
With NO increase			
Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI) – one (1) original copy		Schools Division Office	
Comparative Schedule of Tuition and Other School Fees (TOSF) for current School Year (SY) with that of the previous School Year indicating in both in Peso (Php) and Percentage (%) the forms of increase. This should be done <i>both</i> by the school <i>With increase</i> and <i>No increase</i> . (<i>Other School Fees</i> must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD. – one (1) original copy		Schools Division Office	
Required documents (<i>see checklist of requirements of the service at the SDO on “Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools”</i>)		Applicant-Private School	
With Increase			
Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/ DTI/ CHED/		Schools Division Office	

TESDA) registered name and address.(Mayor’s Permit for LUC/SUC) – one (1) original copy				
Notarized Certificate of Authenticity and Veracity of Documents – one (1) original copy		Schools Division Office		
Comparative Schedule of Tuition and Other School Fees (TOSF) for current School Year (SY) with that of the previous SY indicating in both in Peso (Php) and Percentage (%) the forms of increase. This should be done <i>both</i> by the school <i>With increase</i> and <i>With No increase</i> . (<i>Other School Fees</i> must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD – one (1) original copy		Schools Division Office		
Required documents (<i>see checklist of requirements of the service at the SDO on “Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools”</i>)		Applicant-Private School		
Schedule of Fees				
Indorsement Letter from SDO indicating among others, the School’s Securities and Exchange Commission (SEC) registered name and Address – one (1) original copy		Schools Division Office		
Tabular presentation of Schedule of Tuition and Other School Fees (TOSF) in Pesos (Php) per grade or year level. (Other School Fees must be itemized & should be attached to the computed schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD – one (1) original copy		Schools Division Office		
Required documents (<i>see checklist of requirements of the service at the SDO on “Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools”</i>)		Applicant-Private School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application	1.1 Receive the application documents from SDOs and forward	None	15 minutes	Administrative Aide VI, ASD-Records Section

documents to the Regional Office through the Records Section	to the Quality Assurance Division			
	1.2 Evaluate the documentary requirements <i>Note: Inform the School Administrator through the SDO should there be any deficiencies for compliance</i>	None	10 days	Education Program Supervisor, QAD
	1.3 Prepare TOSF and Endorsement and submit to the Chief Education Supervisor for signature	None	1 day	Education Program Supervisor, QAD
	1.4 Review and countersign details and computation	None	1 day	Chief Program Supervisor, QAD
	1.5 Forward the documents to the Office of the Regional Director for approval	None	10 minutes	Administrative Assistant I, QAD
	1.6 Review and approve the TOSF and endorsement	None	1 day	Regional Director
	1.7 Forward the approved documents to the Records Section for release	None	15 minutes	Administrative Assistant III, ORD
	1.8 Notify the Client that approved TOSF is ready for release	None	10 minutes	Administrative Assistant I, QAD
2. Receive approved TOSF	2.1 Release and record the approved documents and provide QAD a copy (stamped "released") of the released document	None	10 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	13 days, 1 hour	

4. Grant of Government Permits to Operate and Recognitions (Kindergarten, Elementary, and Junior High School levels)

This service involves the grant of Government Permits to Operate and Recognition by the Department of Education to private schools (Kindergarten, Elementary, and Junior High School levels upon satisfactory operation during the school year and full compliance with prescribed requirements.

Note: This is connected to the Schools Division Office's service charters on applications for issuance of government permits to operate and recognitions.

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Schools Division Offices within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC) registered name and address – one (1) original copy		Schools Division Office		
Ocular/Site Inspection and Document Evaluation Report prepared by the Division Supervisor and/or SEPS-M&E In-Charge of Private School signed by the Chief of the School Governance and Operation Division (SGOD) using the Processing Sheet. (Accomplished Processing Sheet must be included in the Documents submitted to be reviewed by the QAD EPS In-Charge) – one (1) original copy		Schools Division Office		
Ocular Inspection Report – one (1) original copy		Schools Division Office		
Accomplished Evaluation/Processing Sheets – one (1) original copy		Schools Division Office		
Certification of Veracity and Authenticity – one (1) original copy		Schools Division Office		
Required documents (<i>see checklist of requirements of the service at the SDO on application</i>)		Applicant-Private School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the Schools Division	1.1 Receive the application documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section

Office to the
Regional Office

1.2 Evaluate the documentary requirements <i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied</i>	None	5 days	Education Program Supervisor, QAD
1.3 Conduct Onsite Inspection/Validation of facilities	Application/ Inspection Fee - Php 2,035.00 (per program/ course) – <i>fee must already be paid at the SDO</i>	5 days	Regional Inspection Team
1.4 Prepare inspection/validation report and recommendation based on the findings of the onsite inspection/ validation <i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied within one month upon receipt of notification.</i>	None	4 days	Regional Inspection Team
1.5 Submit the findings to the Chief Education Supervisor	None	10 minutes	Education Program Supervisor, QAD
1.6 Review and check the findings, and affix signature on the inspection/ validation report	None	4 hours	Chief Education Supervisor, QAD
1.7 Prepare the Government	None	4 hours	Education Program

Recognition Certificate, and submit to the Chief Education Supervisor			Supervisor, QAD
1.8 Review and countersign, then forward to the Office of the Regional Director (RD) for approval	None	1 hour	Chief Education Supervisor, QAD
1.9 Approve and sign the government permit	None	1 day	Regional Director
1.10 Forward the approved documents to the Administrative Division-Records Section	None	15 minutes	Administrative Assistant III, ORD
1.11 Forward the approved documents to the Schools Division Office through the Records Section, and provide QAD a copy (stamped "released") of the released document	None	30 minutes	Administrative Aide VI, ASD-Records Section
1.12 Update the Masterlist of Private Schools and notify RO-PPRD of the Private Schools with Government Recognition/ Government Permit to Operate for course/ program for assigning school ID for newly granted permit to operate a program/ course Private School in the Learner Information System (LIS).	None	1 hour	Education Program Supervisor, QAD
TOTAL:	Application/ Inspection Fee - Php 2,035.00	16 days, 3 hours, 5 minutes	

	(per program/course) – fee must already be paid at the SDO	

5. Issuance of Special Orders (SO) for Graduation of Private School Learners

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

Note: This is connected to the Schools Division Office's service charter on "Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners".

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Schools Division Offices within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Endorsement from the Schools Division Superintendent – one (1) original copy		Schools Division Office		
Generated SO Form from the SO creator software with correct pagination – four (4) original copies		Schools Division Office		
Evaluation/Processing Sheets – one (1) original copy		Schools Division Office		
Certification of Veracity and Authenticity – one (1) original copy		Schools Division Office		
Required documents (<i>see checklist of requirements of the service at the SDO on application</i>)		Applicant-Private School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the SDO through the RO-Administrative Division-Records Section (AD-RS)	1.1 Receive the application documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirement	None	10 days	Education Program Supervisor, QAD

	<i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied.</i>			
	1.3 Prepare the Special Order (SO), and submit to Chief Education Supervisor for signature	None	1 day	Education Program Supervisor, QAD
	1.4 Review the details and affix initial	None	1 hour	Chief Education Supervisor, QAD
	1.5 Forward the document to the Office of the Regional Director (RD) for approval	None	15 minutes	Administrative Assistant I, QAD
	1.6 Approve and sign the Special Order	None	1 day	Regional Director
	1.7 Forward the approved documents to the Administrative Division-Records Section for release	None	15 minutes	Administrative Assistant III, ORD
2. Receive the approved Special Order	2.1 Release and record the approved documents and provide QAD a copy (stamped "released") of the released document	None	30 minutes	Administrative Aide VI, ASD-Records Section
TOTAL:		None	12 days, 2 hours, 10 minutes	

6. Verification and Signing of Billing Statements for Government Assistance Subsidy

Government Assistance Subsidy (GAS)-participating schools (ESC, SHS VP, and TSS) requests payment to the Private Education Assistance Committee (PEAC) Regional Secretariat through the PEAC Data Information System. Subsequently, the PEAC Regional Secretariat prepares and submits the billing statement to DepEd Regional Office.

This service charter outlines the procedure of the Regional Office in verifying the billing statements forwarded by the PEAC Regional Secretariat through the PEAC Data Information System, which will then be signed by the Regional Director.

Office or Division:	Quality Assurance Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Education Assistance Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Electronic Billing Statement		PEAC Information System		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward electronic billing Statements to RO via PEAC Data Information System	1.1 Receives electronic billing statements through the PEAC Data Information System.	None	1 day	Regional Director / Chief Education Supervisor, QAD
	1.2 Verifies billing statements vis-a-vis the RO's list of grantees and recipients, and forwards to Regional Director for signature.	None	3 days	Chief Education Supervisor, QAD
	1.3 Affix signature and submit through the PEAC Data Information System	None	1 hour	Regional Director
TOTAL:		None	4 days, 1 hour	

REGIONAL OFFICE

INTERNAL SERVICES

Administrative Division – Asset Management Section

1. Cancellation of Issued Inventory Custodian Slip

This charter outlines the process of relieving employees of the Regional Office from accountability when the Semi-Expendable Property (classified with a unit cost of Php 49,999.99 and below) or Equipment (classified with a unit cost of Php 50,000.00 and above) issued to said employees due to obsolescence.

Office or Division:	Administrative Division – Asset Management Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office that is in custody of semi-expendable property/equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Semi-expendable property / equipment		Applicant / Client		
Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR) against the semi-expendable property / equipment – one (1) original copy		Applicant / Client		
Receipt of Returned Semi-Expendable Property (RRSP) or Return and Receipt of Property/Equipment (RRPE) – two (2) original copies		Applicant / Client		
For authorized representative				
Authorization Letter – two (2) original copies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents with the issued semi-expendable property to the Admin Division-Asset Management Section	1.1 Validate the entry in the ICS against the semi-expendable to be returned	None	30 minutes	Administrative Officer I, Administrative Division-Asset Management Section
	1.2 Sign the Receipt of Returned Semi-Expendable Property / Equipment	None	15 minutes	Administrative Officer I, Administrative Division-Asset Management Section
	1.3 Release a copy of the signed Receipt of Returned Semi-Expendable Property / Equipment to Client	None	5 minutes	Administrative Officer I, Administrative Division-Asset Management Section
TOTAL:		None	50 minutes	

Administrative Division – Cash Section

1. Handling of Cash Advances

For the issuance of cash advance to requesting office/division in the Regional Office, the Cashier is allowed for advances, especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations.

Office or Division:	Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Offices in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Activity Proposal / Activity Request / Activity Design – one (1) original copy and two (2) photocopies		Applicant / Client		
Payroll – three (3) original copies		Applicant / Client		
Fidelity Bond – one (1) original copy and two (2) photocopies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Administrative Division-Cash Section	1.1 Receive and check the submitted documents and prepare the Request of Authority to Cash Advance / Authority to Hold Cash Advance	None	1 hour	Administrative Officer V, Administrative Division-Cash Section
	1.2 Forward the Request with attached supporting documents to the Head of Admin Division for review and approval	None	10 minutes	Administrative Officer V, Administrative Division-Cash Section
	1.3 Review and approved the Request, then forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Division
	1.4 Sign the Authority to Cash Advance and return to the Admin Division-Cash Section	None	1 day	Regional Director
	1.5 Prepare the Obligation Request and Status (ORS) / Disbursement Voucher (DV) and	None	30 minutes	Administrative Officer I / Administrative Aide VI, Administrative

	attach the necessary documentary requirements			Division-Cash Section
	1.6 Forward to the Finance Division – Accounting Division for checking and preparation of LDDAP-ADA	None	5 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	1.7 Receive the LDDAP-ADA, DV and attached documents, prepare the ACIC, then forward to the Cashier for signature	None	1 hour	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.8 Sign the ACIC and LDDAP-ADA, then forward to the Regional Director	None	30 minutes	Administrative Officer V, Administrative Division-Cash Section
	1.9 Sign the ACIC and LDDAP-ADA, and return to the Cash Section for appropriate action	None	1 day	Regional Director
	1.10 Encode/upload the details of ACIC and LDDAP-ADA in the EMDS	None	30 minutes	Administrative Officer I, Administrative Division-Cash Section
	1.11 Approved the encoded/uploaded ACIC and LDDAP-ADA in the EMDS	None	10 minutes	Administrative Officer V, Administrative Division-Cash Section
TOTAL:		None	2 days, 4 hours, 55 minutes	

2. Issuance of Official Receipts

Official Receipts are issued to internal clients where transactions have corresponding payments as acceptable evidence or proof of receipt of payment. Official Receipts issued may vary depending on the type, amount, purpose of the transaction, and specific fund it belongs to.

Office or Division:	Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Offices in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly signed and with complete payment details Order of Payment Form – one (1) original copy and one (1) photocopy		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Order of Payment to the Administrative Division-Cash Section	1.1 Receive the submitted documents and verify the completeness and accuracy of payment details on the signed Order of Payment Form	None	15 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
2. Provide the necessary fee	2.1 Accept payment and verify amount against the order of Payment Form	Authorized corresponding fee/s	15 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	2.2 Encode the payment details to the Official receipt	None	10 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	2.3 Check the entries and issue the Official Receipt to the payee	None	5 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
TOTAL:		Authorized corresponding fee/s	45 minutes	

3. Release of Internal Claims

Payment of claims of internal clients is paid through checks or List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA). Check and LDDAP-ADA payments are both transacted through the Electronic Modified Disbursement System (EMDS). Approved payment of internal claims is released through the Cash Section.

Office or Division:	Administrative Division – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Finance Division in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Approved Disbursement Voucher – three (3) original copies		Finance Division – Accounting Section		
Approved Obligation Request and Status (ORS) – one (1) original copy and one (1) photocopy		Finance Division – Accounting Section		
Signed BIR Form 2306 and 2307 – three (3) original copies		Finance Division – Accounting Section		
Certified Correct LDDAP-ADA – three (3) original copies		Finance Division – Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Administrative Division – Cash Section	1.1 Receive submitted document and review for completeness and accuracy	None	30 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.2 Prepare check, encode ACIC and LDDAP-ADA to EMDS, and forward to Head of Cashier Section for signature	None	2 hours	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.3 Review and sign the check, ACIC and LDDAP-ADA, then forward to the Regional Director for signature	None	1 hour	Administrative Officer V, Administrative Division-Cash Section
	1.4 Sign the check, ACIC and LDDAP-ADA, and approve in the EMDS and return to Cash Section for appropriate action	None	1 day	Regional Director

	1.5 Review the approved check, ACIC, and LDDAP-ADA	None	15 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.6 Encode details of the check, ACIC and LDDAP-ADA in the EDMS	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.7 Deliver the ACIC and LDDAP-ADA to the bank	None	1 hour	Administrative Officer V / Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.8 Notify the payees/claimants that the check is ready for release or the payment has been credited to their bank account	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
2. Proceed to Admin Division-Cash Section to claim check and sign the DVs	2.1 Present the DV or logbook or check register to the payee or claimant for signature	None	5 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
3. Sign the DV and logbook or check register, and issue Official Receipts (OR) or Sales/Service Invoice (SI) if necessary	3.1 Release check or give one (1) copy of the DV, whichever is applicable	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
TOTAL:		None	1 day, 5 hours, 20 minutes	

Administrative Division – Personnel Section

1. Application for Leave

Leave of absence is generally defined as right granted to officials and employees not to report for work with or without pay as may be provided by law and as prescribed in Rule XVI of the Omnibus Rules on leave.

Office or Division:	Administrative Division – Personnel Section		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee of the Regional Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Vacation Leave			
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission	
Regional Office Clearance from money, property and work-related accountabilities (for thirty (30) calendar days or more) – two (2) original copies		Applicant / Client	
Forced / Mandatory Leave, Special Privilege Leave, Wellness Leave and Compensatory Time Off (CTO)			
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission	
Sick Leave			
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission	
Medical Certificate for leave exceeding five (5) days or more – one (1) original copy		Any hospital/clinic	
Paternity Leave			
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission	
PSA issued Marriage Contract or Certificate – one (1) photocopy		Applicant / Client	
Birth Certificate of Child or Medical Certificate of Wife in case of miscarriage – one (1) photocopy		Applicant / Client	
Maternity Leave			
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission	
Request letter – one (1) original copy		Applicant / Client	
Medical Certificate issued by a government or private physician, as		Any hospital/clinic	

proof of pregnancy and estimated date of delivery, e.g. ultrasound, doctor's certificate on the expected date of delivery – one (1) original copy	
Duly accomplished Regional Office Clearance – two (2) original copies	Applicant / Client
Solo Parent I.D. (for solo parents who want to avail of the additional maternity leave of 15 days) – one (1) photocopy	Applicant / Client
Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if needed – two (2) original copies	Civil Service Commission
Solo Parent Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Solo Parent I.D. – one (1) photocopy	Applicant / Client
Special Leave Benefits for Women	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Medical Certificate filled out by proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same – one (1) original copy	Applicant / Client
Special Emergency (Calamity) Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Barangay Certification – one (1) original copy or Declaration of Calamity Area by the proper government agency – one (1) photocopy	Applicant / Client
Proof – one (1) photocopy	Applicant / Client
Rehabilitation Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
<i>Note: must be made within one (1) week from the time of the accident except when a longer period is warranted</i>	

Letter request supported by relevant reports such as police report, if any – one (1) original copy		Applicant / Client		
Medical certificate on the nature of injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be – one (1) original copy		Applicant / Client		
Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation – one (1) original copy		Any hospital/clinic		
VAWC Leave				
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission		
One (1) original copy of any of the following: a. Barangay Protection Order (BPO) obtained from the barangay; b. Temporary/Permanent Protection Order (TPO/PPO) obtained from the court; c. If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office d. In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned.		Applicant / Client		
Adoption Leave				
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies		Civil Service Commission		
Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD) – one (1) authenticated copy		Department of Social Welfare and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For employees that are below Chief level				

1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the Form 6 to the Chief Administrative Officer for initial	None	10 minutes	Administrative Aide VI, AD-Personnel Section
	1.4 Affix initial below the name of the approving authority for the action to be taken on leave (7.c and 7.d) then forward to the Office of the Assistant Regional Director for signature	None	1 hour	Chief Administrative Officer, AD-Personnel Section
	1.5 Approve and sign the Form 6	None	1 day	Assistant Regional Director
	1.6 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, ORD
	1.7 Release the approved Form 6 to the Client	None	15 minutes	Administrative Aide VI, AD-Records Section
For Chief of Functional Divisions				
1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the Form 6 to the Chief	None	10 minutes	Administrative Aide VI, AD-

	Administrative Officer for initial			Personnel Section
	1.4 Affix initial below the name of the recommending authority for the recommended action to be taken on leave (7.b) then forward to the Office of the Regional Director for signature	None	1 hour	Chief Administrative Officer, AD-Personnel Section
	1.5 Approve and sign the Form 6	None	1 day	Regional Director
	1.6 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, OARD
	1.7 Release the approved Form 6 to the Client	None	15 minutes	Administrative Aide VI, AD-Records Section
For the Assistant Regional Director or Regional Director				
1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, OARD
	1.4 Release the Form 6 to the DepEd Central Office	None	15 minutes	Administrative Aide VI, AD-Records Section
TOTAL (for below Chief level)		None	1 day, 3 hours, 10 minutes	
TOTAL (for Chief of Functional Division)		None	1 day, 3 hours, 10 minutes	
TOTAL (for ARD and RD)		None	2 hours	

2. Issuance of Certificate of Employment, Updated Service Record, and other Human Resource-related Certifications

This service involves the processing of requests for official human resource documents that reflect an employee's professional and employment history. These include the Certificate of Employment (COE), which certifies the employee's current or previous job titles and length of service; the Service Record (SR), which provides a detailed chronological log of appointments, salary adjustments, and leave records; and other human resource-related certifications. All documents are issued for legal, administrative, or personal purposes in accordance with existing human resource policies and official records.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Form – one (1) original copy		AD – Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up Request Form to the Administrative Division – Personnel Section	1.1 Receive complete documents	None	5 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Prepare the requested HR-related documents, and forward to the Head of Personnel Section for review	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section
	1.3 Review and sign the requested HR-related document, then forward to Chief Administrative Officer for signature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Review and sign the documents	None	1 hour	Chief Administrative Office, Administrative Division
	1.5 Release the signed HR-related document to the Client	None	5 minutes	Administrative Aide VI, AD-Personnel Section
TOTAL:		None	3 hours, 10 minutes	

3. Issuance of Certification of Compensatory Overtime Credits

As defined in CSC-DBM Joint Circular (JC) No. 2, s. 2004 titled “Non-Monetary Remuneration for Overtime Services Rendered,” as amended, Compensatory Overtime Credit (COC) refers to the accrued number of hours an employee earns as a result of services rendered beyond regular working hours, and/or those rendered on Saturdays, Sundays, Holidays, or scheduled days off without the benefit of overtime pay.

Government employees are required to render forty (40) hours of work in a week. However, in the exigency of the service, they may be required to render services or attend to other officially sanctioned activities beyond their regular working hours as may be authorized by and subject to the limitations set forth in CSC-DBM JC No. 2, s. 2004, as amended.

With the duly approved COC earned, an employee may avail the equivalent number of hours or days of the Compensatory Time-Off (CTO) when he/she is excused from reporting for work with full pay and benefits which is a form of non-monetary benefit provided in lieu of overtime pay.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly signed DTR / Biometric Report of Attendance (CS Form 48), and/or Certificate of Appearance – one (1) original copy		Applicant / Client		
Official Issuance (Memorandum or Office Order) authorizing the rendition of overtime services or conduct of activity beyond the regular working hours – one (1) original copy		Applicant / Client		
Additional Requirement for Employees on Official Travel				
Certification that Employee did not claim travel expenses on days indicated on the request – one (1) original copy		Finance Division		
Approved Authority to Travel – one (1) original copy		Applicant / Client		
Accomplishment Report/Narrative Report of the employee, noted by the Division/Section/Unit Chief – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Receive and check documents	None	30 minutes	Administrative Officer IV, AD-

	for completeness and accuracy			Personnel Section
	1.3 Prepare the Certificate of COC Earned and forward to the Administrative Officer V for review	None	30 minutes	Administrative Officer IV, AD- Personnel Section
	1.4 Review the action taken on the request and affix initial, then forward to the Chief Administrative Officer for countersignature	None	1 hour	Administrative Officer V, AD- Personnel Section
	1.5 Countersign the Certificate of COC Earned	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Forward the documents to the Office of the Regional Director for signature	None	5 minutes	Administrative Assistant I, Administrative Division
	1.7 Review and sign the Certificate of COC Earned	None	1 day	Regional Director
	1.8 Forward the documents to the Admin Division-Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.9 Release the signed documents to the Client	None	10 minutes	Administrative Aide VI, AD- Records Section
TOTAL:		None	1 day, 3 hours, 35 minutes	

4. Issuance of Foreign Travel Authority – Official

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:

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

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

- 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;
- Scholarships, fellowships, trainings, and studies abroad, which are grant-funded or undertaken at minimal cost; and
- Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)

Who may avail:		Any employee of the Regional Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly Official Travel Form (Annex A) of DepEd Order No. 43, s. 2022 – two (2) original copies		Annex A of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf		
Signed invitation addressed to the requesting party from a foreign host – one (1) original copy		Inviting foreign government/institution or international agency/organization		
Itinerary of Travel – one (1) original copy		Applicant / Client		
Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority, 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 – one (1) original copy		Applicant / Client		
Certificate of No Pending Case – one (1) original copy		ORD – Legal Unit		
Approved Activity Request and Work and Financial Plan (WFP) indicating that the funds are earmarked for the travel expenses to be incurred (<i>for official business only</i>) – one (1) original copy		Applicant / Client's Office		
Additional requirement if applying for Cash Advance				
Original certification that previous CA has been liquidated – one (1) original copy		Finance Division – Accounting Section		
Additional requirement for Division Chiefs and higher				
Draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy		Applicant / Client or Administrative Division – Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Conduct initial review of all submitted documents	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Prepare Endorsement, then forward to the	None	20 minutes	Administrative Officer IV, AD-

	Head of Personnel Section for review and countersignature			Personnel Section
	1.4 Review, validate, and confirm the action taken, countersign the Endorsement and Form A, then forward to the Chief Administrative Officer for review	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Review and validate the action taken, countersign the Endorsement and Form A, then forward to the Regional Director for review	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review and sign the Endorsement and Travel Form A	None	1 day	Regional Director
	1.7 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.8 Transmit the documents to the DepEd Central Office	None	10 minutes	Administrative Aide VI, AD-Records Section
TOTAL:		None	1 day, 3 hours, 50 minutes	

5. Issuance of Foreign Travel Authority – Personal

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).

DepEd officials and employees may apply to the travel authority (TA) for private trips purely for personal purposes and undertaken without cost to the government. However, foreign scholarships/training courses 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:	Administrative Division – Personnel Section		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee of the Regional Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent indicating the inclusive dates of travel, place to be visited, and purpose) – one (1) original copy		Applicant / Client	
Application for Leave (CS Form No. 6, Revised 2020) – one (1) original copy		Civil Service Commission (CSC) Website	
Personal Travel Form (Annex D) – three (3) original copy		Annex D of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
Written manifestation, noted by his/her Head of Office, that his/her absence will not hamper the operational efficiency of the office – one (1) original copy		Applicant / Client	

Certificate of No Pending Case – two (2) original copies		ORD – Legal Unit		
Additional requirement for leave of absence for 30 calendar days or more				
Clearance from money, property, and work-related accountabilities pursuant to CSC Memorandum Circular No.2, s. 1985 – two (2) original copies		Civil Service Commission (CSC) Website		
Additional requirement for Division Chiefs and higher				
Draft Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – two (2) original copies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Conduct initial review of all submitted documents	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Prepare Endorsement, then forward to the Head of Personnel Section for review and countersignature	None	20 minutes	Administrative Officer IV, AD-Personnel Section
	1.4 Review, validate, and confirm the action taken, countersign the Endorsement and Form D, then forward to the Chief Administrative Officer for review	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Review and validate the action taken, countersign the Endorsement and Form D, then forward to the Regional Director for review	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review and sign the Endorsement and Travel Form D	None	1 day	Regional Director

	1.7 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.8 Release the signed travel documents to Client	None	10 minutes	Administrative Aide VI, AD-Records Section
TOTAL:		None	1 day, 3 hours, 50 minutes	

6. Issuance of Local Official Travel Authority

Official Local Travel Authority, as defined by DepEd Order No. (DO) 046, s. 2022, refers to a written authorization issued by the Appointing Authority for a subordinate official or employee to proceed to a specific place or location outside of his/her permanent official station for a period of more than one (1) day to perform a given task or assignment.

As provided for in the Omnibus Travel Guidelines for All Personnel of the Department of Education (DO 043, s. 2022, as amended), the minimum conditions for a trip to be considered official travel are the following:

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

Office or Division:	Administrative Division – Personnel Section		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Any employee of the Regional Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Duly filled Travel Authority (TA) for Official Travel Form – one (1) original copy		Annex A of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
Signed Memorandum, Letter, Order, Invitation or other communication relevant to the DepEd or non-DepEd activity/event indicating that the requesting official or employee is being invited as a participant, guest, resource person, lecturer or visitor – one (1) original copy		Applicant / Client	
Approved Activity Request (AR) / Authority to Conduct (ATC). or Proof of		Applicant / Client	

Source of Funds to signify that funds are earmarked for the travel expenses to be incurred – one (1) original copy				
Itinerary of Travel – one (1) original copy		Applicant / Client		
Written justification as required in Paragraph IV.A.3 of DO 043, s. 2022 – one (1) original copy		Applicant / Client		
Additional requirement if applying for Cash Advance				
Certification that previous CA has been liquidated – one (1) original copy		Applicant / Client		
Additional requirement for Division Chiefs and higher				
Draft Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Check documents for completeness and accuracy, then forward to the Chief Administrative Officer for countersignature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Countersign the TA Form and forward documents to the Office of the Assistant Regional Director	None	30 minutes	Chief Administrative Officer, Administrative Division
	1.4 Review and sign the TA Form, then forward to the Office of the Regional Director for signature	None	1 hour	Assistant Regional Director
	1.5 Review and sign the TA Form	None	1 day	Regional Director
	1.6 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.7 Release the travel documents to Client	None	10 minutes	Administrative Aide VI, AD-Records Section
TOTAL:		None	1 day, 3 hours	

7. Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous, who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days: Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

However, monetization of fifty percent (50%) of all the accumulated leave credits may be allowed for valid and justifiable reasons subject to the discretion of the agency head and the availability of funds.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request approved by the Regional Director – one (1) original copy		Applicant / Client		
CSC Form 6 – two (2) original copies		Civil Service Commission		
NOSI/NOSA – two (2) photocopies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Personnel Section	1.1 Receive the submitted documents	None	15 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Prepare the List of Personnel Availing Monetization of Leave Credits (LPAMLC), ORS and DV for initial of the Head of Personnel Section	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section
	1.3 Review and sign the documents	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Release the documents to the Finance Division	None	10 minutes	Administrative Aide VI, AD-Personnel Section
TOTAL:		None	2 hours, 25 minutes	

8. Processing of Study Leave

Officials and employees, including those in the teaching – related personnel who are covered by the Magna Carta for Public School Teachers (Republic Act No. 4670), may apply for study leave subject to the following conditions:

Teaching-related employees:

If opt to avail this leave, they are entitled to the following:

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

Non- Teaching Personnel rendered at least two (2) years of service with at least satisfactory performance for the last two (2) rating periods immediately preceding the application.

If opting to avail this leave, they are entitled to the following:

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

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter/Indorsement by the Regional Director – three (3) original copies		Applicant / Client		
Duly filled-up and signed CSC Form 6 – three (3) original copies		Civil Service Commission		
Study Leave Agreement / Memorandum of Agreement – three (3) original copies		Applicant / Client		
Permit to Study – three (3) original copies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Assess and evaluate as to completeness correctness of requirements, then forward to the Administrative Officer V for review	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Review the documents, then forward to the Chief Administrative	None	1 hour	Administrative Officer V, AD-Personnel Section

	Officer for further review			
	1.4 Review the documents, then forward to the ORD-Legal Unit	None	1 hour	Chief Administrative Officer, Administrative Division
	1.5 Forward the documents to the ORD-Legal Unit	None	5 minutes	Administrative Assistant I, Administrative Division
	1.6 Review the Contract	None	1 day	Attorney IV / Attorney III / Legal Assistant II, ORD-Legal Unit
	1.7 Transmit the documents to the Office of the Regional Director for approval	None	5 minutes	Administrative Assistant I, ORD-Legal Unit
	1.8 Approved and sign the documents	None	1 day	Regional Director
	1.9 Return the documents to the Personnel Section for appropriate action	None	10 minutes	Administrative Assistant III, ORD
TOTAL:		None	2 days, 3 hours, 30 minutes	

9. Processing of Terminal Leave Benefits

This service covers the evaluation, computation, and processing of Terminal Leave Benefits (TLB) for DepEd Regional Office employees who retire, resign, or are separated from the service. It ensures the accurate payment of the monetized value of accumulated leave credits in accordance with existing laws, rules, and regulations, upon submission of complete documentary requirements.

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

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
GSIS Application for Retirement – one (1) original copy	Government Service Insurance System

Approved Letter of Intent to Retire – one (1) original copy		Applicant / Client		
GSIS Clearance – one (1) original copy		Applicant / Client		
CSC-prescribed Agency Clearance from Money, Property and Legal Accountability – two (2) original copies		Applicant / Client		
Latest Appointment – one (1) original copy and one (1) certified true copy		Applicant / Client		
Updated Service Record – one (1) original copy		Administrative Division – Personnel Section		
Statement and Certification of Sick and Vacation Leave Credits – one (1) original copy		Administrative Division – Personnel Section		
Employee's Leave Card – one (1) original copy and one (1) certified true copy		Administrative Division – Personnel Section		
Latest Notice of Salary Adjustment (NOSA) and latest Notice of Step Increment (NOSI), if applicable – one (1) certified true copy		Administrative Division – Personnel Section		
Certificate of Last Payment – two (2) original copies		Administrative Division – Personnel Section		
Certification of No Pending Administrative Case – two (2) original copies		ORD – Legal Unit		
Terminal Leave Benefits Computation (duly signed by the Chief Accountant) – one (1) original copy		Finance Division		
Additional requirements for deceased retirees or employees				
Retiree/Employee's PSA-issued Death Certificate – one (1) authenticated copy		Legal heir/s or beneficiary/ies		
PSA-issued Marriage Certificate (if claimant is the surviving spouse) or PSA-issued Birth Certificate/s of child/ren (if claimant/s is/are the surviving descendant/s) – one (1) authenticated copy		Legal heir/s or beneficiary/ies		
Duly notarized Judicial or Extrajudicial Settlement of Estate – one (1) authenticated copy		Legal heir/s or beneficiary/ies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Review and assess the submitted documents vis-à-	None	1 hour	Administrative Officer V, AD-Personnel Section

	vis the requirements			
	1.3 Prepare the Memo, Certification of Highest Salary Received, and TLB Computation for Payment	None	30 minutes	Administrative Officer V, AD-Personnel Section
	1.4 Forward the documents to the Finance Division	None	10 minutes	Administrative Officer V, AD-Personnel Section
TOTAL:		None	1 hour, 50 minutes	

10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requested by personnel upon full settlement of a loan either through completion of the payment term or full payment over-the-counter.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter-request for stoppage deletion of loans with valid/ justifiable reason/s – one (1) original copy		Applicant / Client		
Proof of full payment of financial obligation – one (1) original copy		Applicant / Client		
Latest Payslip – one (1) original copy and two (2) photocopies		Applicant / Client		
Filled out authority to stop deduction form – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section (Payroll)	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Assess and evaluate the documents and take appropriate action, then forward to the Chief	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section

	of Personnel Section for review			
	1.3 Review the documents, then forward the documents to the Chief of Admin Division for signature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Sign the documents and forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Division
	1.5 Sign the documents	None	1 day	Regional Director
	1.6 Forward the documents to the Admin Division-Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.7 Release the signed documents to the Finance Division	None	10 minutes	Administrative Aide VI, AD-Records Section
TOTAL:		None	1 day, 3 hours, 30 minutes	

11. Verification of Loan Application

This includes the process of evaluating an employee's eligibility to contract a new loan based on the mandated Net Take-Home Pay (NTHP) threshold. The loan verifier verifies the current records to ensure that the addition of the new loan is still within the threshold.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Pay slip stamped by the PLIs or GSIS containing the term of loan, start and end of payment, and the monthly amortization – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for verification of loan with the bank's loan details through	1.1 Receive the documents submitted	None	5 minutes	Administrative Aide VI, AD-Personnel Section

email through the Personnel Section's official email address	1.2 Evaluate the eligibility of the borrower to obtain loan	None	30 minutes	Administrative Officer V / Administrative Officer IV, AD-Personnel Section
	1.3 Verify the eligibility of the borrower	None	1 hour	Administrative Officer II (Payroll), AD-Personnel Section
	1.4 Notify the PLIs or GSIS if the request to contract a new loan can be accommodated or not	None	15 minutes	Administrative Officer IV, AD-Personnel Section
TOTAL:		None	1 hour, 50 minutes	

Finance Division – Accounting Section

1. Certification as to Availability of Funds

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

Office or Division:	Finance Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order				
Accomplished Purchase Order – one (1) original copy		Applicant / Client / Requesting Office		
Approved Work and Financial Plan – one (1) original copy		Applicant / Client / Requesting Office		
Approved PR – one (1) original copy		Applicant / Client / Requesting Office		
Approved Supplemental PPMP – one (1) original copy		Applicant / Client / Requesting Office		
AR/ATC or AC – one (1) original copy		Applicant / Client / Requesting Office		
Approved Memo – one (1) original copy		Applicant / Client / Requesting Office		
Other supporting documents validated by the Accounting Section – one (1) original copy		Applicant / Client / Requesting Office		
Notice of Award / Contracts (Bidding)				
Signed Contract – one (1) original copy		Applicant / Client / Requesting Office		
Approved Work and Financial Plan – one (1) original copy		Applicant / Client / Requesting Office		
AR/ATC or AC – one (1) original copy		Applicant / Client / Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Accounting Section	1.1 Receive the submitted documents	None	5 minutes	Administrative Assistant III, Finance Division-Accounting Section
	1.2 Conduct pre-audit on the submitted documents, then forward to the Regional Accountant for review	None	4 hours	Accountant II, Finance Division-Accounting Section

	1.3 Review and sign the document, then forward to the Budget Section for the preparation of the Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS)	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.4 Process the Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS), and return to Accounting Section	None	1 day	Administrative Officer V / Administrative Officer IV, Finance Division-Budget Section
	1.5 Receive the certified ORS/BURS, and certify request as to availability of funds	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.6 Forward request, ORS/BURS and other supporting documents to the Bids and Awards Committee (BAC)	None	10 minutes	Administrative Assistant III, Finance Division-Accounting Section
TOTAL:		None	1 day, 6 hours, 15 minutes	

Finance Division – Budget Section

1. Certification on the Availability of Allotment

The Certification on the Availability of Allotment is a formal statement issued by the Budget Section (or authorized budget officer) confirming that sufficient funds are available to cover a proposed obligation or expenditure. It is a mandatory control measure in government financial management, ensuring that no obligation is incurred without legal appropriation and allotment.

Office or Division:	Finance Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Program Owner/Focal Person in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed request letter on the Certification as to the availability of allotment – two (2) original copies		Requesting Office		
Signed Activity Request (AR) / Authority to Conduct (ATC), if applicable – two (2) original copies		Requesting Office		
Sub-ARO, if applicable – two (2) photocopies		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document, and forward to Budget Section	None	10 minutes	Administrative Assistant I, Finance Division
	1.2 Verify and indicate the availability of allotment (BMS), then forward to the Head of Budget Section	None	15 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.3 Review and prepare the Certification, then forward to the Head of Finance Division for signature	None	30 minutes	Administrative Officer V, Finance Division-Budget Section
	1.4 Sign the Certification	None	1 hour	Chief Administrative Officer, Finance Division
	1.5 Record the document and release the Certification to Client	None	15 minutes	Administrative Assistant I, Finance Division
TOTAL:		None	2 hours, 10 minutes	

2. Downloading of Sub-AROs Received from DepEd Central Office to Schools Division Offices and Implementing Units

Sub-Allotment Release Orders (Sub-AROs) is an internal document issued by DepEd Central Office transferring a portion of available funds to Regional Office, Schools Division Offices and Implementing Units which serves as an authority granted to DepEd OUs to incur obligations.

Office or Division:	Finance Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any Schools Division Office and Secondary Schools Implementing Units under the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Legal Basis (Source of Funds/Validity: Current or Continuing Funds) – two (2) original copies		Requesting Office		
Request for Downloading of Funds (Breakdown/Summary of Downloading by SDOs) signed by the Regional Director – two (2) original copies		Requesting Office		
Implementing Guidelines (DepEd Order/Memo/Advisory/AR/ATC) – two (2) original copies		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document, and forward to Budget Section	None	10 minutes	Administrative Assistant I, Finance Division
	1.2 Review the completeness and accuracy of documents submitted (allocation shall be based on the Work Financial Plan, targets and priorities)	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.3 Process the Sub-ARO considering the following factors: - Sub-ARO No. and date - Fund source - Purpose and program title	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section

	- Amount per recipient office per request - UACS Codes and expenditure class			
	1.4 Prepare the Certified Availability of Allotment and forward to Head of Budget Section for signature	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.5 Review and sign the Certified Availability of Allotment and forward to Head of Finance Division for signature	None	1 hour	Administrative Officer V, Finance Division-Budget Section
	1.6 Sign the Certified Availability of Allotment, and forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Finance Division
	1.7 Review, approve, and sign the Sub-ARO	None	1 day	Regional Director
TOTAL:		None	1 day, 3 hours, 40 minutes	

3. Processing of Request for Obligation of Allotment – Obligation Request and Status (ORS) or Budget Utilization Request (BUR)

Obligation Request and Status (ORS) is a formal government accounting document used to certify, record, and authorize the incurrence of obligations (such as payments, contracts, claims) within an agency's approved budget allotment. It ensures that funds are legally available and properly accounted for before disbursement.

Office or Division:	Finance Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any office in the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request for ORS Slip with attached checklist of documents – three (3) original copies		Requesting Office		
Signed Activity Request (AR) or Authority to Conduct (ATC) – three (3) original copies		Finance Division-Accounting Section		
Photocopy of Sub-ARO, if applicable – three (3) original copies		Requesting Office		
Fund Source: RO Fund/GAA, NEAP Fund, or Provident Fund – three (3) original copies		Requesting Office		
PMIS/WFP – one (1) photocopy		Requesting Office		
If for salary or other benefits				
Photocopy of Payroll – one (1) original copy		Requesting Office		
Request for Budget Approval (RBA) – one (1) original copy		Requesting Office		
Sub-ARO, if applicable – one (1) original copy		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document	None	10 minutes	Administrative Officer II, Finance Division-Budget Section
	1.2 Review the completeness of documents and accuracy of entries as to amount, fund source, and object code	None	1 hour	Administrative Officer II, Finance Division-Budget Section
	1.3 Process the Obligation Request and Status (ORS) and check whether	None	1 hour	Administrative Officer V, Finance

	obligation is within the approved allotment			Division-Budget Section
	1.4 Affix initial on the ORS (Box A, under the Certification portion), and forward to the Accounting Section for pre-audit	None	15 minutes	Administrative Officer V, Finance Division-Budget Section
	1.5 Conduct pre-audit on the initial documents attached to the PO/Contract, then forward the documents to the Regional Accountant for initials	None	2 hours	Accountant II, Finance Division-Accounting Section
	1.6 Review and affix initials, then forward to the Chief of Finance Division for signature	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.7 Sign the ORS (Box B, under the Certification portion)	None	1 hour	Chief Administrative Officer, Finance Division
	1.8 Forward to Accounting Section for the recording of obligation, validation of claims, and processing of disbursement	None	5 minutes	Administrative Officer II, Finance Division-Budget Section
TOTAL:		None	6 hours, 30 minutes	

Human Resource and Development Division

1. Request for Endorsement for Awards Nomination

The Request for Endorsement for Award Nomination is a service of the Department of Education (DepEd) that facilitates the receipt, evaluation, processing, and issuance of endorsement for regional office personnel applying for recognition/award from DepEd recognized external award-giving bodies. This service ensures that requests are properly assessed and endorsed only when found consistent with DepEd policies, standards, and objectives.

The process includes the submission and review of documentary requirements, verification of the purpose and validity of the request, and coordination with the concerned office or approving authority for appropriate action. All requests are acted upon in accordance with existing DepEd policies, applicable laws, rules, and regulations, and the principles of efficient, transparent, and accountable public service delivery consistent with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Office or Division:	Human Resource Development Division			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Guidelines and Criteria from the Issued Memorandum/DepEd Recognized External Award Giving Body – one (1) original copy		Applicant / Client		
Nomination Form – one (1) original copy		Applicant / Client		
Documentary Requirements as required by the Award-Giving Body		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Human Resource Development Division	1.1 Accept and check the completeness and correctness of all required documents submitted for the award, then forward to the PRAISE Team for evaluation	None	4 hours	Education Program Supervisor, HRDD
	1.2 Review and evaluate the nomination based on existing guidelines and criteria	None	1 day	PRAISE Secretariat, HRDD

	1.3 Prepare the Endorsement Letter, then forward to the PRAISE Chairperson for signature	None	1 hour	PRAISE Secretariat, HRDD
	1.4 Sign the Endorsement Letter, then forward to the Regional Director for approval	None	1 day	PRAISE Secretariat Chair, HRDD
	1.5 Approve the Endorsement Letter	None	1 day	Regional Director
	1.6 Inform the Client of the endorsement status	None	1 hour	Education Program Supervisor, HRDD
	1.7 Release the approved award nominations/ endorsement to the Client	None	10 minutes	Education Program Supervisor, HRDD
TOTAL:		None	3 days, 6 hours, 10 minutes	

Office of the Regional Director – Legal Unit

1. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case

This charter outlines the process for the issuance of a Certificate as to the pendency or non-pendency of an administrative case of any employee in the Regional Office.

Office or Division:	Office of the Regional Director – Legal Unit	
Classification:	Simple	
Type of Transaction:	G2G (Government to Government)	
Who may avail:	Any employee in the Regional Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request – one (1) original copy	Applicant/Client	
Identification Card – one (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver’s License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Applicant/Client	
For authorized representative		
Authorization Letter – One (1) Original Copy	Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID	Applicant / Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID	Authorized Representative of the Applicant / Client	

Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents at the Regional Office through the Administrative Division-Records Section	1.1 Receive the submitted documents and forward to the ORD-Legal Unit for appropriate action	None	15 minutes	Administrative Aide VI, Administrative Division-Records Section
	1.2 Verify the name of the Client from the database of pending cases	None	1 day	Legal Assistant II, ORD-Legal Unit
	1.3 Prepare certificate and countersign, then forward to the Head of Legal Unit for signature	None	1 hour	Legal Assistant II / Administrative Assistant I, ORD-Legal Unit
	1.4 Sign the certificate	None	1 hour	Attorney IV, ORD-Legal Unit
	1.5 Forward the Certificate to the Records Section for release to Client <i>Note: Legal Unit must secure its own copy of all certificates issued and released.</i>	None	15 minutes	Administrative Assistant I, ORD-Legal Unit
	1.6 Release the Certificate to the Client	None	10 minutes	Administrative Aide VI, Administrative Division-Records Section
TOTAL:		None	1 day, 2 hours, 40 minutes	

Note: Period of processing of request may be subject to change depending on the volume of request received by the Legal Unit

SCHOOLS DIVISION OFFICE

EXTERNAL SERVICES

Curriculum and Instruction Division

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

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Schools, Teachers, Learners, School Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Duly accomplished Request Form/ List of Supplementary Learning Resources (SLRs) from to be borrowed		Client/ Requesting School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of Learning Materials				
1. Submit the duly accomplished Request Form, indicating the list of Supplementary Learning Resources (SLRs) to be borrowed	1.1 Receive, review, and verify the availability of the SLRs in the library hub.	None	20 minutes	Librarian II (CID-LRMS)
	1.2 Record the SLRs in the Borrowing Logbook.	None	15 minutes	Librarian II (CID-LRMS)
	1.3 Sort and pack the SLRs	None	2 hours	Librarian II (CID-LRMS)
	1.4 Release the approved SLRs to the client.	None	10 minutes	Librarian II (CID-LRMS)
	1.4 Require the client to sign the Acknowledgment Receipt (AR) and file the signed document in the Borrowing Records.	None	5 minutes	Librarian II (CID-LRMS)
Returning borrowed Learning Materials				
1. Return the borrowed learning materials on or before the agreed due date to the Library Hub	1.1 Inspect and conduct an inventory of the returned SLRs	None	1 hour	Librarian II (CID-LRMS)
	1.2 Update the Borrowing Logbook by recording the date of return and affixing the stamp "RETURNED".	None	30 minutes	Librarian II (CID-LRMS)
TOTAL (Borrowing):		None	2 hours, 50 minutes	

TOTAL (Returning):	None	1 hour, 30 minutes

2. Registration for an Account in the LRMDs Portal

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

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

	regarding the disapproval of the account shall be sent.			
TOTAL (Registration):		None	1 day, 4 hours, 10 minutes	

Office of the Schools Division Superintendent – Admin Unit – Cash

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

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

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

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

Office or Division:	Office of the Schools Division Superintendent – Administrative Service – Cash Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Any Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - Unified Multi-Purpose Identification (UMID)		Client		
For an authorized representative				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person’s valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person’s valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section

	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
TOTAL:		None	30 minutes	

Office of the Schools Division Superintendent – Admin Unit – Personnel

1. Acceptance of Application for Reclassification of Teaching Positions

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

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

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

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants'

qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

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

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

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

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

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

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

3. Issuance of Certificate of Employment (COE)

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

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

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

4. Issuance of Service Record (SR)

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

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

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

Office of the Schools Division Superintendent – Admin Unit – Property and Supply

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

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Property and Supply			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies		DepEd Central Office		
Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or	None	4 hours	Inspectorate Team

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

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

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Property and Supply			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the	None	4 hours	Inspectorate Team

	items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>			
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Property and Supply			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate	None	10 minutes	Administrative Officer IV

	the actual date of delivery.			(Supply Officer), OSDS-PSU
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	4 hours	Inspectorate Team
	1.6 Sign the inspection portion of the IAR and forward to the Supply Officer to sign the acceptance portion. <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>	None	10 minutes	Inspectorate Team
	1.7 Sign the acceptance portion of the IAR	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.8 Release a copy of the signed DR to the Client.	None	10 minutes	OSDS-PSU – AO IV (Supply Officer)
TOTAL (Returning):		None	1 day, 45 Minutes	

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Property and Supply			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Receive submitted documents and forward to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	10 minutes	Administrative Assistant III, OSDS
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare and sign (for notation) the Certificate of Final	None	15 minutes	Administrative Officer IV

2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	Acceptance/Certificate of Completion and forward to SDS office for signature.			(Supply Officer), OSDS-PSU
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	Schools Division Superintendent
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Administrative Assistant III, OSDS
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp "RELEASED"	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	2 Hours, 5 Minutes	

5. Request for Supplier's Performance Evaluation

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Property and Supply			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp “Received” with Date and Signature and forward request to SDS Office.	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

2. Claim the signed Supplier's Performance Evaluation Form	<i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>			
	1.2 Receive submitted documents and forwards to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	5 minutes	Administrative Assistant III, OSDS
	1.5 Receive documents for proper verification.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare Supplier's Performance Evaluation Form and forwards two (2) copies for SDS's signature	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Receive documents and forward to SDS for signature.	None	5 minutes	Administrative Assistant III, OSDS
	1.8 Sign the Supplier's Performance Evaluation Form and release one (1) copy to PSU for filing and one (1) copy to Records Unit for release to the client.	None	10 minutes	Schools Division Superintendent
	1.9 Notify the client that the document is ready for pick-up at the Records Unit	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	1 Hour, 50 Minutes	

Office of the Schools Division Superintendent – Admin Unit – Records

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Records		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	Learners/Graduates, Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
School Referral Form (CAV Form 2) – one (1) original copy		School attended	
Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client	
Additional Requirement if data of learner is with discrepancy/ies			
PSA Birth Certificate- one (1) original copy		PSA	
For Authorized Representative			
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Authorized Representative	

Authorization Letter (if representative is an immediate family) one (1) original copy		Client		
Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				
A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Officer IV/ Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement	None	1 hour	Schools Division Superintendent

	to Records Unit for releasing			
	A.2.7 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit/ Administrative Officer V
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	

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

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Records	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	ALS & PEPT Passers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Request Form – one (1) copy	Records Unit	
Certificate of Rating - one (1) original copy and two (2) photocopy, or ALS Learner’s Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies	Bureau of Education Assessment (BEA)/ EPS-ALS	
Diploma – One (1) original copy and two (2) certified true copies	Bureau of Educational Assessment (BEA)/ EPS- ALS	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client	
Birth Certificate* - one (1) photocopy or Passport*- One (1) photocopy * <i>for validation purposes only</i>	PSA/DFA	
Long Brown Envelope - one (1) piece	Applicant/Client	
Latest photo w/ white background (Passport Size) – Two (2) pieces (Regional Requirement)	Applicant/Client	
Documentary Stamp (if available) or Documentary Stamp Fee at the Regional Cashier (Regional Requirement)	Regional Cashier	
Additional Requirement if data of learner is with discrepancy/ies		
PSA Birth Certificate one (1) original (if data of learner is with discrepancy/ies)	PSA	
For Authorized Representative		
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID	Authorized Representative of the Client	
Authorization Letter (for immediate family) one (1) original copy OR Valid Special	Authorized Representative of the Client / Client/Notary Public	

Power of Attorney (SPA) (for non-immediate family) one (1) original copy				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If A&E / PEPT Results are available in the SDO				
A.1. Ask request form	A.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
A.2. Accomplish the request form (RF) and submit all other required documents.	A.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.3 Prepare the following: 1. Division Office Transmittal to the Regional Office (CAV Form 13) 2. Academic School Records 3. Certification of Rating-A&E/PEPT (CAV Form 12) 4. Certification of English as a Medium of Instruction (CAV Form 17, if applicable) and affix his/her initials, then forward to the Schools Division Superintendent for signature	None	1 hour	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.4 Check the accuracy and veracity of the Academic School Records and	None	30 minutes	Schools Division Superintendent

	Request Form, and affix signature			
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS/ Administrative Officer IV, OSDS- Records Unit
	A.2.6 Inform Client that requested documents are available for pick up	None	5 minutes	EPS-ALS, CID/ Administrative Aide VI, OSDS- Records Unit
A.3.1 Claim the requested document and transmit it to the Regional Office	A.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS- Records Unit
B. If A&E / PEPT Results are not available in the SDO				
B.1. Ask request form	B.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS- Records Unit
B.2. Accomplish the request form (RF) and submit all other required documents.	B.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Administrative Aide VI, OSDS- Records Unit
	B.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS- Records Unit
	B.2.3 Inform client the non-availability of results and verification will be	None	10 minutes	Administrative Aide VI/ Administrative Officer IV,

	made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO			OSDS-Records Unit
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO <i>Note: If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating</i>	None	2 hours	EPS-ALS, CID
	B.2.5 Prepare the Endorsement to the Regional Office, Academic School Records and Certification and affix initials, then forward to the Schools Division Superintendent for signature	None	40 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.6 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	15 minutes	Schools Division Superintendent
	B.2.7 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.8 Inform Client that requested document is available for pick up	None	5 minutes	EPS-ALS, CID
B.3.1 Claim the requested	B.3.1 Release the requested documents	None	5 minutes	Administrative Aide VI,

document and transmit it to the Regional Office	in a sealed brown envelope*			OSDS-Records Unit
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	3 hours	
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	4 hours and 35 minutes	

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

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

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

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

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

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

	on the correction of school entries			
	A.2.4 Prepare the Validated Academic School Records (ASR) and endorsement letter (CAV Form 13) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement letter (CAV Form 13), and forward signed endorsement letter (CAV Form 13) to Records Unit for releasing	None	1 hour	Schools Division Superintendent
	A.2.7 Receive signed endorsement letter and prepare Validated ASR, and release to Client.**	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Records is not present in the SDO				
B.1. Submit copy of Special Order or Sworn Statement	B.1.1 Receive and validate documents, and endorse to SGOD for the preparation of the Certificate of Graduation and Closure	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Prepare Certificate of Graduation and Closure and forward to SDS for signature	None	1 hour	Private School Focal, SGOD
	B.1.3 Review and affix signature on the Certificate of Graduation and Closure, and forward the signed Certificate to Records Unit for releasing	None	1 hour	Schools Division Superintendent
	B.1.4 Receive signed Certificate and release to Client.**	None	5 minutes	Administrative Staff (Records)
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 45 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	3 hours and 30 minutes	

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

4. Issuance of Requested Documents – Walk-In

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along with the accomplished Requisition Slip	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.2 Search for the document being requested and print or photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI OSDS-Records Unit
	1.3 Forward to Administrative Officer IV or Administrative Officer V for certification or authentication	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.4 Certify or authenticate the requested document	None	1 hour	Administrative Officer IV OSDS-Records Unit/ Administrative Officer V
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI OSDS-Records Unit
TOTAL:		None	5 hours and 30 minutes	

5. Issuance of Requested Documents (Online)

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

Office or Division:	Office of the Schools Division Superintendent – Admin Unit – Records
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Standard Requirement				
Letter Request - One (1) original copy indicating the following: • Document being requested • Full name of requesting person • Purpose of request		Client		
Valid identification card- One (1) scanned copy of any government-issued valid ID of the requesting person, which may include, but is limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.2 Search the document being requested and forward to AO IV for review and approval <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, OSDS-Records Unit
	1.3 Review the document and approve the release of the requested document	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL:		None	4 hours and 50 minutes	

6. Handling of Incoming Communications

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

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

	1.3 Stamp the communication with "RECEIVED", indicating the date, time, name and signature	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	

Office of the Schools Division Superintendent – Information and Communications Technology Unit

1. User Account Management for Central and Locally Managed Systems

Creation, updating, renaming, suspension, deletion, reactivation, and password reset of user accounts for centrally managed ICT systems administered by, or delegated to, the ICT Unit. This includes central and locally managed services such as DepEd Google Workspace for Education and Microsoft 365 accounts, except where a separate service charter specifically applies.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Schools under the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
ICT Technical Assistance Form (physical or digital version) – one (1) original copy		OSDS – ICT Unit		
Identification Card (preferably DepEd ID) – one (1) photocopy or digital copy		Applicant / Client		
For new personnel				
Appointment Paper / Document or Endorsement from the HRMO – one (1) original or photocopy or digital copy		Applicant / Client		
For special requests				
Endorsement from the Head of Office – one (1) original or digital copy		Applicant / Client		
For suspended/blocked account				
Incident Report – one (1) original or digital copy		Applicant / Client		
For requests of name change				
Any supporting document – one (1) photocopy or digital copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive and evaluate the submitted requirements	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.2 Interview Client (for verification of user identity within the ecosystem) and identify if escalation to Central Office is required	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.3 Process Request	None	30 minutes	Information Technology

	<i>Note: Escalate / transmit the request to DepEd ICTS (Central Office), if necessary*</i>			Officer I, OSDS-ICT Unit
	1.4 Provide Client the credentials, and short orientation on the use of DepEd account	None	1 hour	Information Technology Officer I, OSDS-ICT Unit
TOTAL:		None	2 hours, 30 minutes	

**Note: Concerns regarding Microsoft accounts that require escalation to the Information and Communications Technology Service at the DepEd Central Office may affect processing time.*

Office of the Schools Division Superintendent – Legal Unit

1. Correction of Entries in School Records

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

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

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

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

2. Legal Assistance to Walk-in Clients

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

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	School Personnel, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
A copy of written query/concern (if applicable)		Client		
Identification Card - Any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 Instruct the Client to register in the Visitor's Logbook then refer to the Legal Officer.	None	5 minutes	Legal Assistant I, OSDS-Legal Unit
	1.2 Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Attorney III, OSDS-Legal Unit
	1.3 Provide appropriate legal assistance based on the information and documents submitted. <i>Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>	None	1 hour	Attorney III, OSDS-Legal Unit
TOTAL:		None	2 hour, 5 minutes	

School Governance and Operations Division

1. Application for the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes

This DepEd service refers to the formal administrative process by which the Department of Education evaluates, approves, and authorizes proposals to establish new public schools, merge or convert existing public schools, and separate public school annexes into independent schools. The service ensures that changes in the public school system are aligned with national education policies, standards, and planning criteria, and are responsive to community needs, enrollment demands, and resource availability. Through this service, DepEd regulates the legal identity, organizational structure, and operational status of public schools to promote accessible, efficient, and quality basic education delivery.

The process involves technical review, feasibility assessment, and site validation, as well as coordination among the Schools Division Office, Regional Office, Local Government Units, and other stakeholders. All applications are evaluated in accordance with existing policies, particularly DepEd Order No. 40, s. 2014, along with earlier guidelines such as DepEd Order No. 71, s. 2003 and DepEd Order No. 91, s. 1999, and are supported by Republic Act No. 9155 and Republic Act No. 11032 to ensure efficient, transparent, and accountable service delivery.

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

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Public Schools within the Division		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Establishment of Schools – one (1) original copy of each document			
Request Letter to open a school addressed to the Schools Division Superintendent		Parent Teacher Association (PTA) or Barangay Council	
Feasibility study, duly recommended/endorsed by the Schools Division Superintendent indicating the following: • Justification on the need to establish a school • Proposed Organizational Structure • School Environment (environmental scanning/situational analysis) • Proposed School Development Plan • Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources)		Client	
Sangguniang Bayan/ Panglungsod Resolution supporting the establishment of a school, duly approved by the Municipal/City		Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod	

Mayor, indicating therein the proposed name of the school	
List of prospective enrollees per grade level, indicating their names, ages, addresses and/or school where they are currently or were enrolled	Client
Justification by the Schools Division Superintendent on the need to establish a school, if necessary	Schools Division Office
Certification from the Schools Division Superintendent that no private high school within the Municipality/ City is participating in the GASTPE Program of DepEd, or that GASTPE participating high school has reached its allocation or number of available slots <u>or</u> Justification by the Schools Division Superintendent on the need to establish a public school to cater to the elementary school graduates/students who cannot afford to enroll in a private high school	Schools Division Office
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer	Office of the Municipal / City Engineer
Certification that the proposed school is not within 2-km radius (for rural areas) and 1 km radius (for urban areas) from any existing public elementary/high school	Schools Division Office
Justification by the Schools Division Superintendent for the waiver on the 2 or 1 km radius requirement	Schools Division Office
Any document such as, but not limited to, Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
Justification from the Schools Division Superintendent in case the required size of school site cannot be met	Schools Division Office
Clearance/permit stating that the proposed school site is not a high risk area	Mines and Geosciences Bureau (MGB) and Regional Office of the Department of Environment and Natural Resources (DENR)
School site development plan	Client
School building plan indicating the number and technical specifications of the classrooms to be built	Client
School building design duly approved by DepEd Education Facilities Division	Client
School building permit	Municipal / City Engineer
Bureau of Fire Protection Certificate	Bureau of Fire Protection

Inspection Report from Division In-Charge of Facilities Section, in case classrooms are already constructed	Schools Division Office – School Governance and Operations Division
Duly Notarized MOA by and between DepEd represented by SDS, and LGU, represented by the Municipal/City Mayor or Provincial Governor, as the case may be, where the LGU shall provide funds among others, the following: • construction of the new school building • procurement of educational facilities, furniture, and instructional materials; • operation and maintenance for at least five (5) years or until such time when funds for the purpose are incorporated in the national budget; and • salaries of teaching and non-teaching personnel, preferably at par with national salary rates	Client
Sangguniang Bayan/ Panlalawigan/ Panglungsod Resolution for the purpose	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod
Certification from the Schools Division Superintendent that the SDO has sufficient fund to cover resulting expenses	Schools Division Office
List of teaching and non- teaching personnel to be borrowed from the existing nearby school(s), duly identified by the respective Item Number per PSIPOP and name of school, if any	Client
Separation of School Annex – one (1) original copy of each document	
Certification of DepEd School ID	Schools Division Office
Sangguniang Bayan / Panglungsod Resolution supporting the separation of the school annex, duly approved by the Municipal / City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod
Feasibility study indicating the following: • justification on the need to separate a school annex • proposed Organizational Structure • school environment (environmental scanning/ situational analysis) • proposed School Development Plan • proposed Budget/ Budgetary Requirements	Client
Inventory of crucial resources to be transferred to the proposed school to be separated, duly signed by the mother school's Property Custodian	Client
Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother	Client

school and OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: • Teaching and non-teaching items, pursuant to the existing DepEd-DBM staffing standards for school; • Funds for Personnel Services based on the actual salaries of the school personnel (both teaching and non-teaching) to be transferred; • Funds for Maintenance and Other Operating Expenses (MOOE); • Facilities, furniture, equipment, and textbooks in all subject areas; and • Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA)	
Justification from the School Head or Schools Division Superintendent in case the required MOA cannot be met	School / Schools Division Office
Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel	Schools Division Office
List of enrollees by grade level, duly signed by the School Head/OIC and attested by the Schools Division Superintendent <u>or</u> Justification from the Schools Division Superintendent in case the criterion (<i>i.e. school annex has an enrolment from Kinder to Grade 6 or Grades 7 to 10 for the current school year, with a total enrolment of at least 400 pupils/students</i>) cannot be met	Client
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site <u>or</u> Justification from the Schools Division Superintendent in case the criterion (<i>i.e. existence and availability of a school site of at least 5,000 sqm or ½ hectare for rural areas; 2,500 sqm for highly urbanized cities</i>) cannot be met	Client
Merging of Schools – one (1) original copy of each document	
DepEd Schools IDs of the schools to be merged	Schools Division Office
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school,	Client

duly certified by the Municipal/City Engineer and validated by the SDO	
Request Letter addressed to the Schools Division Superintendent on the proposed merging of schools	Client
Feasibility Study on the proposed merging of schools, duly endorsed by the Schools Division Superintendent	Client
Proposed Schools' Implementation Plan, as merged, covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level • Proposed budgetary requirements for its Personnel Services, MOOE, and Capital Outlay • Strategic Plan regarding the curriculum and instructional supervision of the proposed school • School Site Development Plan of the schools to be merged, including proposed school building, as needed	Client
Inventory of learning resources prepared by the Property Custodian of both schools to be merged	Client
Updated PSIPOP of both schools to be merged	Client
updated Status Report of the schools to be merged with regard to their existing crucial resources	Client
Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school	Client
Duly signed Designation of Order for the OIC/TIC of the merged schools	Schools Division Office
Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools	Office of the Municipal / City Mayor
Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school	Office of the Municipal / City Mayor
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client

Conversion of Schools	
<i>Conversion of a High School Classified as Non-Implementing Unit Into a High School Classified as Implementing Unit – one (1) original copy of each document</i>	
School's latest and updated PSIPOP	Client
Approval of School's Agency Code by DBM	Department of Budget and Management
Designation documents duly signed by the School Head	Client
Certificates of Training attended by the designated/appointed financial staff related to financial management	Client
Certification of the School Head as to the capability of the school head to comply with the submission of financial reports to oversight agencies such as COA, DBM, NEDA, House of Representatives, etc.	Client
Copy of the current GAA where the appropriation of the school is reflected	Client
EBEIS data on enrolment per grade level for the current school year	Client
Request Letter from the School Head addressed to the Schols Division Office	Client
Conversion of Schools	
<i>Conversion of School(s) into an Integrated School (in case of expansion of school) - one (1) original copy of each document</i>	
DepEd School ID	Client
Request Letter addressed to the Schools Division Superintendent for the conversion of school (thru expansion) into an Integrated School	Client
Feasibility study on the proposed expansion of school, duly recommended/endorsed by the Schools Division Superintendent	Client
Integrated School Implementation Plan covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level; • Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; • Operational Plan regarding curriculum and instructional supervision of the proposed IS; and • School Site Development Plan to include proposed schools' buildings, as needed	Client
[For elementary/secondary school which has excess classrooms of at least 4 and 7 to accommodate high school/elementary enrollees] Certification signed by the School	Client

Head, duly attested by the Schools Division Superintendent on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school	
Inventory of learning resources prepared by School's Property Custodian, as validated by the SDO	Client
Updated PSIPOP of the concerned school	Client
Updated Status Report with regard to the school's existing crucial resources	Client
Sangguniang Bayan / Panglungsod Resolution supporting the conversion of school(s) into an IS, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlungsod
Certification from the LGU signed by the Municipal / City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal / City Mayor
Designation Order for the proposed School Head	Client
Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified as true copies by the SDO's Records Unit	Client
Justification by the Schools Division Superintendent, in case the criterion (<i>i.e. School Head to be designated to the IS must satisfy the DepEd-CSC QS of a School Head for secondary school</i>) is not met	Schools Division Office
Certification from the Schools Division Superintendent as to the school assignment of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads	Schools Division Office
Conversion of Schools	
<i>Conversion of School(s) into an Integrated School (in case of merging or combination of existing elementary and secondary schools) - one (1) original copy of each document</i>	
DepEd School ID	Client
Request Letter addressed to the Schools Division Superintendent for the conversion of school into an Integrated School	Client
Feasibility study on the proposed expansion of school, duly recommended/endorsed by the Schools Division Superintendent	Client

Integrated School Implementation Plan covering five (5) years to include among others, the following: • Current and projected enrollment for 5 school years, by grade level; • Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; • Operational Plan regarding curriculum and instructional supervision of the proposed IS; and School Site Development Plan to include proposed schools' buildings, as needed	Client
Inventory of learning resources prepared by School's Property Custodian, as validated by the SDO	Client
Updated PSIPOP of both schools to be integrated	Client
Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO	Municipal / City Engineer
Duly notarized MOA on merging or combination of schools, drawn up by and between School Heads of both schools indicating among others, the integration of crucial resources for proposed IS	Client
Sangguniang Bayan / Panglungsod Resolution supporting the conversion of school(s) into an IS, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school	Office of the Sangguniang Bayan/ Panlungsod
Certification from the LGU signed by the Municipal / City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal / City Mayor
Designation Order for the proposed School Head	Client
Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified as true copies by the SDO's Records Unit	Client
Justification by the Schools Division Superintendent, in case the criterion (<i>i.e. School Head to be designated to the IS must satisfy the DepEd-CSC QS of a School Head for secondary school</i>) is not met	Schools Division Office
Certification from the Schools Division Superintendent as to the school assignment	Schools Division Office

of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads	
Conversion of Schools	
<i>Conversion of a High School to Science High School - one (1) original copy of each document unless otherwise stated</i>	
Certification of NAT Results for the past 3 years	National Education and Testing Research Center / Bureau of Education Assessment (DepEd Central Office)
Certification from the organizers of International / National / Regional Mathematics and Science competitions	Client
Current School Program, signed by the School Head and approved by the SDS	Client
Copy of curriculum guide and special science curriculum	Client
Transcript of Records of School Head – one (1) certified true copy	Client
Certificates of Training in Science/ Mathematics subject attended by the School Head – one (1) certified true copy of each certificate	Client
Transcript of Records of Science and Mathematics teachers – one (1) certified true copy of each transcript	Client
PRC-LET Ratings of teachers indicating their field of specialization/ concentration (i.e. Mathematics, Physical Science, Biological Science, Chemistry, General Science, etc.) – one (1) photocopy of each PRC-LET rating	Client
Certificate of relevant training attended by the teachers (e.g. Certification Program or other related training for non-major Math & Science teachers) – one (1) certified true copy of each certificate	Client
Updated Teacher's Profile	Client
Certificate on the availability of learning resources signed by the School Head and attested by the SDS	Client
Inventory of learning resources prepared by the School's Property Custodian, and validated by the SDO	Client
Sangguniang Bayan/ Panglungsod Resolution supporting the conversion of the school, duly approved by the Municipal / City Mayor, indicating the therein the proposed name of the school	Office of the Municipal/City Mayor
Conversion of Schools	
<i>Conversion of a High School to Technical-Vocational School - one (1) original copy of each document unless otherwise stated</i>	

Current School Program, signed by the School Head and approved by the SDS	Client
Technical-Vocational Curriculum Guide (Competency-Based Curriculum) and special technical-vocational curriculum	Client
Approval from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations	DepEd Central Office – Office of the Undersecretary for Programs and Projects
Certification by the School Head that the technical-vocational course being offered: • Is relevant to the needs of the community / local industry; • Has available localized curriculum in partnership with local industry/ies; and • Is based on specialization aligned with TESDA Training Regulations, for assessment and employment purposes	Client
Feasibility Study, duly recommended by the Schools Division Superintendent, indicating the following: • Need to convert into a Technical-Vocational School • Current and projected enrolment for a period of five (5) years • Demand to open a Technical-Vocational course • Organizational Structure • School Development Plan • Proposed Budget/ Budgetary Requirements	Client
Transcript of Records of School Head – one (1) certified true copy	Client
National Certificate (NC) or higher certificate for the technical-vocational course attained by the School Head as issued by TESDA – one (1) certified true copy	Client
Transcript of Records of Technical-Vocational teachers – one (1) certified true copy of each transcript	Client
NC II or higher certificate issued by TESDA of Technical-Vocational Teachers on special technical-vocational skills – one (1) certified true copy of each transcript	Client
PRC-LET Ratings of teachers indicating their filed of specialization/ concentration – one (1) photocopy of each PRC-LET rating	Client
Updated Teacher's Profile	Client
Inventory of relevant learning resources per specialization prepared by the School's	Client

Property Custodian, and validated by the SDO				
Certification from the School Head that the relevant resources of the school are adequate, duly validated by the Schools Division Superintendent		Client		
Sangguniang Bayan/ Panlungsod Resolution supporting the conversion of school, duly approved by the Municipal/ City Mayor, indicating therein the proposed name of the school		Office of the Municipal/City Mayor		
Certification from the LGU, duly signed by the Municipal/ City Mayor, as the case may be, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget		Office of the Municipal/City Mayor		
Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site		Client		
Justification from the SDS in case the required size of technical-vocational school site cannot be met		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office through the Records Unit	1.1 Receive the application and forward to the Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Review and refer the submitted documents to the Chief of Schools Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.3 Evaluate the submitted documents then submit to Division Review and Evaluation Committee (DREC) for further evaluation <i>Note: Inform Client should there be any discrepancies</i>	None	3 days	Education Program Specialist II, SGOD-PRS

	1.4 Evaluate recommendations from SGOD-PRS and conduct on-site validation on existing school buildings / classrooms or classrooms to be constructed	None	2 days	Division Review and Evaluation Committee
	1.5 Prepare Inspection Report and submit to Chief, SGOD for review <i>Note: Notify the SDO if there are deficiencies identified that must be complied with by the School</i>	None	1 day	Division Review and Evaluation Committee
	1.6 Review and sign the Inspection Report	None	1 day	Chief Education Supervisor, SGOD
	1.7 Prepare the Endorsement Letter and forward to Chief, SGOD for review	None	1 day	Senior Education Program Specialist, SGOD-PRS
	1.8 Review and affix initial on the Endorsement Letter, and submit to the Assistant Schools Division Superintendent for review	None	4 hours	Chief Education Supervisor, SGOD
	1.9 Review and affix initial on the Endorsement Letter, and submit to the Schools Division Superintendent for approval	None	1 day	Assistant Schools Division Superintendent
	1.10 Approve and affix signature on the Endorsement Letter	None	1 day	Schools Division Superintendent
	1.11 Forward the Inspection Report and the Endorsement Letter to the Records Unit for release to SDO	None	30 minutes	Administrative Aide VI, ORD
	1.12 Stamp "released" the Inspection Report	None	30 minutes	Administrative Officer IV,

	and Endorsement Letter to the Quality Assurance Division of the Regional Office			OSDS-Records Unit
TOTAL:		None	10 days, 6 hours, 15 minutes	

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

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

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

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client	
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)	
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy		Applicant/Client	
School Site/Documents of Ownership – one (1) original copy		Applicant/Client	
Occupancy Permit – one (1) certified true copy		Applicant/Client	
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy		Applicant/Client	

Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client
School Calendar – one (1) original copy	Applicant/Client
Student/ School Manual – one (1) original copy	Applicant/Client
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)	Applicant/Client
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office
Attestation – one (1) original copy	Applicant/Client
Fire Exit and Emergency Signages – one (1) original copy	Applicant/Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist	None	1 hour	Chief Education Supervisor, SGOD

	(EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit

TOTAL:	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	9 days, 1 hour, 20 minutes

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

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

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

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Certified true copy of latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Securities and Exchange Commission (SEC)
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	Applicant/Client

School Site/Documents of Ownership – one (1) original copy	Applicant/Client
Occupancy Permit – one (1) certified true copy	Applicant/Client
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	Applicant/Client
Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses Capital Expenditures (Building, Property and Equipment)	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)	Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client
School Calendar – one (1) original copy	Applicant/Client
Student/ School Manual – one (1) original copy	Applicant/Client

Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office		
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
Notarized Feasibility Study		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School	None	1 hour	Schools Division Superintendent

	Governance and Operations Division (SGOD) for appropriate action			
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division	None	2 hours	Chief Education Supervisor, SGOD

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

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

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

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

Office or Division:	School Governance and Operations Division
Classification:	Complex
Type of Transaction:	G2B (Government to Business)
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Letter of Intent - One (1) Original Copy	Applicant / Client

Note: Letter must be addressed to the Regional Director thru the Schools Division Superintendent				
List of Qualified Graduates (per track/strand/ specialization) - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Junior High School - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Senior High School - One (1) Original Copy		Applicant / Client		
Form 9 (Senior High School Graduation Form) - One (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office through the Records Unit	1.1. Receive the application and forward to the to the Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.3 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.4 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation Note: Inform Client should there be any discrepancies.	None	3 days	Education Program Specialist II, SGOD-SMME

	1.5 Validate evaluated documentary requirements and prepare Indorsement Letter and Attestation of Document for SGOD Chief's initials	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.6 Affix initials to the Indorsement Letter and Attestation, and forward to Assistant Schools Division Superintendent for review	None	1 hour	Chief Education Supervisor, SGOD
	1.7 Review the Indorsement Letter and Attestation of Document, and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintende nt
	1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	1 hour	Schools Division Superintende nt
	1.9 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	3 days, 7 hours, 30 minutes	

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

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

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Schools Division
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Certified true copy of latest Security and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Security and Exchange Commission (SEC)
Board Resolution certified by the secretary and approved by the Board of Directors/Board of Trustees – one (1) original copy A. Purpose B. School year of intended operation	Applicant/Client
SHS Curriculum for the track/s and strand/s to be offered – one (1) original copy	Department of Education Website
Certificate of Recognition – one (1) original copy	Applicant/Client
Certified true copy of Occupancy Permit – one (1) original copy	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy Proposed Tuition and Other School Fees must indicate the following: • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	Applicant/Client
Curriculum Offering – one (1) copy Class Program for the course/s applied for, including the Time Allotment per Grade Level and Subject Area	Applicant/Client
Proposed list of academic and non-academic personnel which includes the following information – one (1) original copy: A. Qualifications B. Job Descriptions C. Teaching Load	Applicant/Client

D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ ABA, and others)				
Memorandum/Memoranda of Agreement/Memorandum of Understanding for Partnership Arrangements Relative to the SHS Program Implementation – one (1) photocopy		Applicant/Client		
Proposed School Calendar – one (1) original copy		Applicant/Client		
Minimum Program Requirements for the SHS Tracks/Strands – one (1) original copy		Applicant/Client		
Attestation – one (1) original copy)		Applicant		
Fire Exit and Emergency Signages		Applicant		
For TVIs and Stand-Alone Schools				
Articles of Incorporation and by-laws for private schools only – one (1) photocopy		Applicant/Client		
Documents of ownership of school sites under the name of the school, or deed of usufruct – on (1) photocopy		Applicant/Client		
Proposed annual budget and annual expenditures – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD

	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	3 days	Education Program Specialist II, SGOD-SMME
	1.6 Validate evaluated documentary requirements	None	2 days	Senior Education Program Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	1.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	6 days, 35 minutes	

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

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

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

Office or Division:	School Governance and Operations Division		
Classification:	Highly Technical		
Type of Transaction:	G2B (Government to Business)		
Who may avail:	Private Schools within the Division that were granted Government Permit to Operate in the last School Year		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client	
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)	
School Site/Documents of Ownership – one (1) original copy		Applicant/Client	
Occupancy Permit – one (1) certified true copy		Applicant/Client	
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client	
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client	
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)		Applicant/Client	
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank	
Proposed Curriculum and Class Program for the course/s applied for (Kinder.		Applicant/Client	

Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy				
Updated List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client		
School Calendar – one (1) original copy		Applicant/Client		
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office		
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent

	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection Fee - Php 2,035.00 (per program/ course)	9 days, 1 hour, 20 minutes	

7. Application of Summer Permit for Private Schools

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

Office or Division:	School Governance and Operations Division		
Classification:	Simple		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Private Schools within the Region		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter of request to offer remedial or advancement classes during summer to the Schools Division Office – One (1) original copy		Applicant	
List of students who will take up remedial or advancement classes during summer – One (1) original copy		Applicant	
List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes – One (1) original copy		Applicant	
Tentative list of learning area/s to be offered and schedule of classes approved by the School Head – One (1) original copy		Applicant	
Written consent of parents/guardians whose learners will attend summer classes – One (1) original copy		Parent	

List of teachers and the subjects that they will teach during summer classes – One (1) original copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1 Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Route to designated/in-charge for Private School	None	10 minutes	Chief Education Supervisor, SGOD
	1.3 Process, evaluate the documentary requirements and prepares indorsements, then submit to the SGOD Chief for review and signature	None	1 day	Private School Focal, SGOD-SMME
	1.4 Review evaluation results, and forward Indorsement to SDS for approval	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Signs and approve the Indorsement	None	1 day	Schools Division Superintendent
	1.6 Inform Client the document is ready for release	None	10 minutes	Private School Focal, SGOD-SMME
2. Claim the Indorsement	2.1 Release of the approved indorsement to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 1 hour, 10 minutes	

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

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

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Basic Education Schools within the Region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

With NO Increase	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent (SDS), signed by the School Head/Administrator, indicating the school's intention not to increase the Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Latest approved fees – one (1) original copy	Applicant/Client
With Increase	
Letter of Intent addressed to the Regional Director through the SDS signed by the School Head/Administrator, indicating among others the school's intention to increase Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	Applicant/Client
Statement Under Oath signed by the School Head – one (1) original copy	Applicant/Client
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	Applicant/Client
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	Applicant/Client
Schedule of Fees/Proposed New Fees	
Letter of Intent addressed to the Regional Director indicating among others the school's intention for such schedule of fees/Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client

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

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

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

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

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

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

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Private Basic Education Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Notarized Letter of Intent stating the following in Two (2) original copies: 1. Program/s to close 2. Effectivity of the closure 3. Reason for closure 4. Statement of Undertaking: 4.1. that the parents, learners, and school personnel were notified of the intent for voluntary closure two months before the submission of this letter of intent; 4.2. that the school will facilitate the smooth transfer of learners including issuance of transfer credentials.		Applicant/Client		
Proof of publication (posting on school website or official FB page and school bulletin board) of the notification of voluntary closure done two months prior submission of letter of intent to the Schools Division Office – one (1) original copy		Applicant/Client		
Proof of acknowledgment of the Department of Labor of the notification for voluntary closure – one (1) original copy		Department of Labor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Schools	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV,

Division Office through the Records Unit through walk-in two months before the end of the School Year				OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.6 Prepare the acknowledgment letter stating strict compliance of the school to the listed requirements	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.7 Review the Acknowledgment Letter and forward to ASDS for his/her recommendation	None	1 hour	Chief Education Supervisor, SGOD
	1.8. Review the Acknowledgment Letter and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent

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

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

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

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

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

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Basic Education Schools within the Region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Credentials of the Former and Current Learners - Original Copies (At the end of current school year) - School Form 9 (formerly Form 138/Learners Report Card) - School Form 10 (formerly Form 137/Learners Permanent Record)	Applicant/Client

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

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

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

Office or Division:	Human Resource Development Section (HRDS), Schools Governance and Operations Division (SGOD)			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Public Schools (Elementary and Secondary), Community Learning Centers (CLCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Recognition Application Form – One (1) original Copy		DepEd Website / SDO HRD Section		
PD Program Profile (Includes: Title, Rationale, Program Description, Target Participants, Delivery Platform, and Indicative Dates) – One (1) original copy		Client		
Program Design and Objectives (Includes: Terminal and Enabling Objectives aligned with Professional Standards; Session Guide/Matrix.) – One (1) original copy		Client		
Resource Speakers/Learning Facilitators Profile (Curriculum Vitae (CV) highlighting relevant expertise) – One (1) original copy		Client		
Assessment Strategies and Tools (Includes: Pre-test/Post-test, Outputs/Rubrics, Satisfaction Survey/QAME Tool, etc) – One (1) original copy		Client		
Budget Estimate / Financial Plan (Itemized breakdown of expenses) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Recognition Application Form and supporting documents to the SDO Records Section to HRD Section.	1.1 Receive documents, stamp "Received" with date and time, and route to the HRD Section	None	30 minutes	Administrative Assistant VI, OSDS-Records Section
	1.2 Verify the completeness of submitted documents against the prescribed checklist. <i>Note: Inform Client that application will only be processed if documents</i>	None	1 day	Education Program Specialist II, SGOD-HRDS

	<i>are complete. Client shall be informed in writing of the lacking requirements. Complete applications shall be accepted and endorsed to the Division Recognition Evaluation Committee for further evaluation.</i>			
	1.3 Review the technical specifications (formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)	None	2 days	Senior Education Program Specialist, SGOD-HRDS
	1.4 Evaluate for its alignment with Professional Standards (PPST/ PPSSH/ PPSS), congruence of content, pedagogy, and assessment, and competence of Resource Speakers	None	5 days	Division Recognition Evaluation Committee (DREC)
	1.5 Consolidate evaluation scores and deliberate on the status (Recognized, Recognized with Recommendations, or Deferred)	None	2 days	Division Recognition Evaluation Committee (DREC)
	1.6 Prepare the Evaluation Report and Resolution recommending approval (or disapproval) for the Superintendent.	None	1 day	Education Program Specialist II / Senior Education Program, SGOD-HRDS
	1.7 Review and approve the Certificate of Recognition (or Notice of Deferral).	None	1 day	Schools Division Superintendent
	1.8 Inform Client that the Certificate is available for release	None	5 minutes	Education Program Specialist II, SGOD-HRDS
2. Claim the Certificate of	2.1 Record the recognized program in	None	5 minutes	Senior Education Program

Recognition or Notice of Deferral.	the Division PD Information System and release the signed Certificate to the client			Specialist, SGOD-HRDS
TOTAL:		None	12 days and 40 minutes	

12. Request for Basic Education Data

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

Office or Division:	School Governance and Operations Division - Planning and Research Unit		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
Who may avail:	Stakeholders requesting basic education data		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Letter Request addressed to the Schools Division Superintendent – One (1) original and one (1) photocopy		Client	
For researchers			
Endorsement Letter from the Thesis Adviser or Dean of College/Principal - 1 Copy photocopy		Originating school	
For authorized representative			
Authorization Letter – One (1) Original Copy		Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - Recent School ID (<i>for student</i>)		Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport		Authorized Representative of the Client	

• Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or through the SDO's official email address	1.1 Receive and acknowledge the letter request from the client (walk in or via email) <i>Note: Inform the Client that s/he will be notified once the requested data is available</i>	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief Education Supervisor, SGOD
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer	None	1 hour	Schools Division

	to Record Section for release			Superintendent
	1.9 Inform the Client on the availability of requested data	None	10 minutes	Planning Officer, SGOD-PRS
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
TOTAL:		None	2 days, 6 hours, 17 minutes	

SCHOOLS DIVISION OFFICE

INTERNAL SERVICES

Curriculum Implementation Division

1. Quality Assurance of Contextualized Learning Resources

The Learning Resources Management Section (LRMS) is responsible for the quality assurance of all teacher-made contextualized print and non-print learning materials as stipulated in DM 82, s.2017. It 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). By systematically evaluating these resources, the LRMS ensures strict compliance with national educational standards. This includes the validation of the correctness of facts and consistency with the curriculum alignment of the content, as well as checking the accuracy of language and layout for visual accessibility and standardized formatting prior to approval and submission to LRMS.

Office or Division:	Curriculum Implementation Division – Learning Resources Management Section			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Curriculum Guide – one (1) original copy		Learning Resources Portal		
Contextualized Material Submitted – one (1) original copy and one (1) digital copy		Applicant / Client		
School / District Pre-Evaluation Certification – one (1) original copy		School / District		
Indorsement from the Public Schools District Supervisor or District QA Team (or School Heads in the absence of PSDS) – one (1) original copy		Public Schools District Supervisor / Curriculum Implementation Division		
Quality Assurance Tool – one (1) original copy		CID – LRMS		
Sworn Certification / Anti-Plagiarism Declaration – one (1) original copy		CID – LRMS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the CID-LRMS	1.1 Receive the submitted documents	None	10 minutes	Project Development Officer II, CID-LRMS
	1.2 Evaluate the completeness of the submitted documents, and recommend for pilot testing <i>Note: Inform Client if necessary revision is required</i>	None	1 day	Education Program Supervisor, CID-LRMS

2. Conduct pilot testing	2.1 Monitor the conduct of the pilot testing	None	1 day	QA Team, Schools Division Office
3. Integrate the recommendations based on pilot testing result and/or submit revised Learning Resource to CID-LRMS	3.1 Review the revised Learning Resource and finalize	None	5 days	Education Program Supervisor, CID-LRMS
	3.2 Draft Certificate of Recognition and forward to Chief of CID for signature	None	1 day	Education Program Supervisor, CID-LRMS
	3.3 Sign the Certificate of Recognition	None	1 day	Chief Education Supervisor, Curriculum Implementation Division
	3.4 Release the Certificate of Recognition	None	15 minutes	Project Development Officer II, CID-LRMS
TOTAL:		None	9 days, 25 minutes	

2. Submission of Quality Assured Contextualized Learning Resources

The Learning Resources Management Section (LRMS) is responsible for managing the Learning Resource Portal as a repository of the gathered and harvested contextualized LR ready available and accessible for utilization and reproduction for classroom instruction.

Office or Division:	Curriculum Implementation Division – Learning Resources Management Section			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office who submitted a contextualized learning resource			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Certification of Recognition of Quality Assured Learning Resource – one (1) certified true copy		CID – LRMS		
Final Learning Resource – one (1) original copy and one (1) digital copy		Applicant / Client		
Writer's / Artwork Assignment Agreement – one (1) original copy		Applicant / Client		
Inventory of Third Party – one (1) original copy		Learning Area Supervisor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive and evaluate the	None	1 day	Education Program

1. Submit all required documents to the CID-LRMS	submitted requirements			Supervisor, CID-LRMS
	1.2 Accomplish Metadata template for cataloguing	None	1 day	Education Program Supervisor, CID-LRMS
	1.3 Provide Specialty Clearance	None	2 days	Education Program Supervisor, CID-LRMS
	1.4 Release Certificate of Utilization	None	2 days	Education Program Supervisor, CID-LRMS
TOTAL:		None	6 days	

Office of the Schools Division Superintendent – Admin Unit – Cash

1. Handling of Cash Advances

The Cashier is authorized to issue a cash advance to requesting DepEd offices, especially in cases where payment of cash is necessary. However, the grant of cash advances is still based on general accounting and regulations.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Offices in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Authority to Cash Advance – one (1) original copy		OSDS-Finance Unit-Accounting		
Certification of No Liquidated Cash Advances		Requesting office in the SDO		
Signed ORS and DV, with necessary documents		Requesting office in the SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated Cash Advances	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated Cash Advances	None	30 minutes	Accountant III, OSDS-Finance Unit-Accounting
2. Forward the signed DV and ORS with attached documentary requirements	2.1 Receive complete, accurate and approved DV and ORS (with supporting documents)	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.2 Prepare Payroll Credit System Validation (PACSVL) then forward to Accountant for review and signature	None	2 hours	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.3 Review and sign the PACSVL	None	1 hour	Accountant III, OSDS-Finance Unit-Accounting
	2.4 Prepare Advice of Check Issued and Cancelled (ACIC)	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash

	2.5 Review the ADA details against ACIC, and forward to Admin Officer IV, OSDS-Admin Unit-Cash for signature	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	2.6 Sign the ADA, PACSVAL and ACIC	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Cash
	2.7 Submit the ADA, PACSVAL and ACIC to the bank <i>Note: Notify the clients once the Cash Advances are already credited to ATM</i>	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Cash
TOTAL:		None	6 hours, 25 minutes	

2. Issuance of Official Receipt

Official Receipt issued to clients where transactions have a corresponding payment in acknowledgement or proof of receipt of payment made.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Order of Payment – one (1) original copy		Finance Unit-Accounting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from the OSDS-Finance Unit-Accounting	1.1 Issue Order of Payment	None	10 minutes	Administrative Assistant III, OSDS-Finance Unit-Accounting
2. Present Order of Payment	2.1 Verify the nature and computation of amount due in the Order of Payment	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
3. Hand in necessary payment to the Cashier either through cash or check	3.1 Receive payment for the issuance of Official Receipt	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	3.2 Issue the Official Receipt	None	5 minutes	Administrative Aide VI, OSDS-

				Administrative Unit-Cash
TOTAL:		None	35 minutes	

3. Payment of Obligation through Check or LDDAP-ADA to Internal / External Creditors

Payment of obligations to DepEd personnel, suppliers or contractors is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP-ADA).

This is a continuation of the service on Processing Disbursement Vouchers from the Office of the Schools Division Superintendent – Finance Unit – Accounting.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Cash			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	OSDS-Finance Unit-Accounting			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Approved Disbursement Vouchers with supporting documents and LDDAP-ADA		OSDS-Finance Unit-Accounting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved Disbursement Vouchers with supporting documents and LDDAP-ADA	1.1 Receive DVs with complete supporting documents and LDDAP-ADA	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.2 Prepare Payroll Credit System Validation (PACSVAL) and sign the ADA	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.3 Prepare Checks and ACIC to be paid through Checks without account numbers for MDS account and Provident Loans payment	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
	1.4 Sign Checks with supporting advice	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Cash
	1.5 Forward Payroll Credit System Validation (PACSVAL) and checks with ACIC	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-

	to the Schools Division Superintendent			Administrative Unit-Cash
	1.6 Sign the PACSVAL, checks and ACIC	None	4 hours	Schools Division Superintendent
	1.7 Sign the PACSVAL, ACIC and ADA and deliver to AGSB <i>Note: Notify the Client on the availability of his/her claims</i>	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Cash
TOTAL:		None	6 hours, 30 minutes	

Office of the Schools Division Superintendent – Admin Unit – Personnel

1. Application for 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.

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

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

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

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

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Travel Authority for Official Travel (Annex A) – two (2) original copies		OSDS-Administrative Unit-Personnel		
Signed invitation addressed to the requesting party from a foreign host – one (1) original copy		Applicant / Client		
Approved Activity Request and Work Financial Plan indicating that funds are earmarked for the travel expenses to be incurred – two (2) original copies		Applicant / Client		
Itinerary of travel – two (2) original copies		Applicant / Client		
Written justification as required in paragraph IV.A.2 of DepEd Order No. 043, s. 2022 – two (2) original copies		Applicant / Client		
Certificate of No Pending Case – two (2) original copies		OSDS-Legal Unit		
If applying for cash advance, a certification from the Accounting Section concerned that the previous cash advance has been liquidated – two (2) original copies		OSDS-Finance Unit-Accounting		
For Division Chiefs and higher, a draft of Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – two (2) copies		OSDS-Administrative Unit-Personnel		
CSC Form 7 (Clearance) – four (4) original copies		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents <i>Note: Inform Client if there are any discrepancies or incomplete requirements</i>	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel

	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	3 hours, 15 minutes	

2. Application for Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purposes 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 with the reportorial requirement for any previous travel, shall not be granted foreign personal TA.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Any employee of the Schools Division Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Letter of Intent addressed to the Schools Division Superintendent – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance) – four (4) original copies	Applicant / Client
Provident Clearance – two (2) original copies	OSDS-Finance Unit-Accounting
Travel Authority for Personal Travel (Annex D) – three (3) original copies	OSDS-Administrative Unit-Personnel
Medical Certificate by government physician (for Sick Leave) – two (2) photocopies	OSDS-Administrative Unit-Personnel

Certification of substitute / take-over / in-charge of functions and duties – two (2) original copies	OSDS-Administrative Unit-Personnel			
Certification that the services can be dispense – two (2) original copies	OSDS-Administrative Unit-Personnel			
Certification that no government funds shall be used during the travel – two (2) original copies	OSDS-Administrative Unit-Personnel			
CSC Form 6 – three (3) original copies	OSDS-Administrative Unit-Personnel			
Certificate of Legitimate and Bona fide Official/Employee – two (2) original copies	OSDS-Administrative Unit-Personnel			
Certification of No Pending Administrative Case – one (1) original copy	OSDS-Legal Unit			
Request for Legal Clearance from the Region – one (1) original copy	OSDS-Administrative Unit-Records			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents <i>Note: Inform Client if there are any discrepancies or incomplete requirements</i>	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	3 hours, 15 minutes	

3. Application for Leave

This service facilitates the filing and processing of leave applications of employees, including vacation leave, sick leave, special leave, and other authorized types of leave in accordance with existing Civil Service rules and regulations.

It covers the submission, review, and approval of leave requests to ensure proper documentation and recording of absences. The application indicates the type of leave, inclusive dates, and reason for availing, subject to approval by the authorized official.

This service ensures that employees are granted their rightful leave benefits while maintaining continuous delivery of public service through proper scheduling and monitoring of personnel attendance.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Any employee of the Schools Division Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave		
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel	
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client	
Request Letter, if necessary – two (2) original copies	Applicant / Client	
Special Privilege Leave		
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel	
Solo Parent Leave		
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel	
Request Letter, if necessary – two (2) original copies	Applicant / Client	
Birth Certificate of Child – one (1) photocopy	Applicant / Client	
Solo Parent ID – one (1) photocopy	Applicant / Client	
Sick Leave		
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel	
Medical Certificate, if more than five (5) days sick leave – one (1) photocopy		
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client	
Request Letter, if necessary – two (2) original copies	Applicant / Client	
Maternity Leave		
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel	
Request Letter, if necessary – two (2) original copies	Applicant / Client	
Special Order – three (3) original copies	OSDS-Administrative Unit-Personnel	

Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery – one (1) photocopy	Applicant / Client
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Notice of Allocation of Maternity Leave Credits CSC Form 6a Revised 2020, if needed – three (3) original copies	OSDS-Administrative Unit-Personnel
Paternity Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
Marriage Certificate – one (1) photocopy	Applicant / Client
Birth Certificate of Child or Medical Certificate of Wife if Miscarriage – one (1) photocopy	Applicant / Client
Wellness Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Study Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Request Letter, if necessary – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance Form), only if traveling abroad, or if traveling local for more than 15 days – three (3) original copies	Applicant / Client
Contract between the agency head or authorized representative – two (2) original copies	OSDS-Administrative Unit-Personnel
Certificate of no pending administrative case – one (1) original copy	OSDS-Legal Unit
Performance Rating for at least two (2) rating periods prior to the application – one (1) photocopy for each document	Applicant / Client
Special Leave Benefits for Women under RA 9710	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Medical Certificate – one (1) photocopy	Applicant / Client
Request Letter – two (2) original copies	Applicant / Client
CSC Form 7 (Clearance Form) – three (3) original copies	Applicant / Client
Special Order – three (3) original copies	OSDS-Administrative Unit-Personnel
Special Emergency Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel
Proof of declaration of calamity area by the proper government agency, and such other proof as maybe necessary – one (1) photocopy	Applicant / Client
Rehabilitation Leave	
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel

Medical Certificate on the nature of injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case maybe – one (1) photocopy	Applicant / Client			
Request Letter – two (2) original copies	Applicant / Client			
Police report/blotter – one (1) photocopy	Applicant / Client			
Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of the rehabilitation – one (1) photocopy	Applicant / Client			
Special Order – three (3) original copies	OSDS-Personnel Section, Schools Division Office			
10-Day VAWC Leave				
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel			
Barangay Protection Order (BPO) /Temporary/Permanent Protection Order (TPO/PPO) obtained from the court – one (1) original copy	Applicant / Client			
Adoption Leave				
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel			
CSC Form 7 (Clearance Form) – three (3) original copies	Applicant / Client			
Request Letter – two (2) original copies	Applicant / Client			
Authenticated copy of the Pre-Adoptive Placement Authority issued by the DSWD or Authenticated copy of the Decree of Adoption issued by the proper court – one (1) photocopy	Applicant / Client			
Special Order – three (3) original copies	OSDS-Personnel Section, Schools Division Office			
Compensatory Time Off (CTO)				
CSC Form 6 – two (2) original copies	OSDS-Administrative Unit-Personnel			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Leave Application for up to 60 calendar days				
1. Submit duly filled-out Leave Application Form with complete documentary requirements	1.1 Receive and check the completeness of submitted documents	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Forward the complete document to the Personnel Section for appropriate action	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records

	1.3 Review the submitted complete document and provide appropriate action	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Forward documents for recommending approval/disapproval of Immediate Supervisor (Chief Education Supervisor)	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.5 Recommend approval/disapproval of leave application and forward to approving authority	None	30 minutes	Chief Education Supervisor / Administrative Officer V
	1.6 Review and approve/disapprove the leave application	None	1 day	Assistant Schools Division Superintendent
	1.7 Forward the approved leave application to the Personnel Section for sorting	None	10 minutes	Administrative Aide VI, OSDS
	1.8 Forward the approved leave application to the Records Section for release	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.9 Provide Client a copy of the approved leave application	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	1 day, 2 hours, 25 minutes	

4. Application for Retirement, Survivorship, or Separation Benefits

This service facilitates the processing of applications for Retirement, Survivorship, and Separation Benefits of government employees and their qualified beneficiaries. It involves the evaluation and verification of required documents to ensure eligibility and compliance with existing laws, rules, and regulations.

Retirement benefits are granted to employees who have rendered the required years of service and have reached the appropriate age. Survivorship benefits are provided to the legal heirs or beneficiaries of a deceased employee, while separation benefits are granted to those who are involuntarily separated from the service under authorized conditions.

This service ensures that all applications are properly processed, endorsed to the concerned agencies, and monitored until the release of benefits to the rightful claimant/s.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Employee of the Schools Division Office eligible for retirement and separation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Duly Accomplished - GSIS Application Form for Retirement/Separation/Life Insurance Benefits – two (2) original copies		OSDS-Administrative Unit-Personnel	
Letter of Intent – two (2) original copies		Applicant / Client	
CSC Form 7 (Clearance Form) – four (4) original copies		Applicant / Client	
Updated Service Record – one (1) original copy		OSDS-Administrative Unit-Personnel	
Statement of Assets, Liabilities and Net Worth – one (1) original copy of annual, and one (1) original copy as of date of exit from service		OSDS-Administrative Unit-Personnel	
Certificate of No Pending Administrative Case – one (1) original copy		OSDS-Legal Unit	
Certificate of Last Salary Received – one (1) original copy		OSDS-Administrative Unit-Personnel	
Certificate of Last Payment – one (1) original copy		OSDS-Administrative Unit-Personnel	
Provident Clearance – one (1) original copy		OSDS-Finance Unit-Accounting	
Certificate of Last Day of Service – one (1) original copy		OSDS-Administrative Unit-Personnel	
Certificate of Leave with or without pay – one (1) original copy		OSDS-Administrative Unit-Personnel	
Additional Requirements for Survivorship			
GSIS Application Form for Survivorship – two (2) original copies		OSDS-Administrative Unit-Personnel	
GSIS Form for Affidavit Surviving Legal Heirs – two (2) original copies		OSDS-Administrative Unit-Personnel	

PSA Death Certificate – one (1) original copy		Philippine Statistics Authority		
PSA Marriage Certificate – one (1) original copy		Philippine Statistics Authority		
PSA Birth Certificate – one (1) original copy		Philippine Statistics Authority		
Judicial or Extra Judicial Settlement of Estate (duly notarized) – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records	1.1 Receive and check the completeness of submitted documents	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Forward the complete document to the Personnel Section for appropriate action	None	10 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Records
	1.3 Review the submitted complete document and provide appropriate action <i>Note: Inform Client should there be any incomplete or discrepancies in the submitted documents</i>	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Authenticate complete documents and prepare Endorsement, then forward the Endorsement to the Schools Division Superintendent for signature	None	2 hours	Administrative Officer IV, OSDS-Administrative Unit-Personnel
	1.5 Affix signature on the Endorsement and other pertinent documents	None	1 day	Schools Division Superintendent
	1.6 Return the signed documents to Personnel Section	None	10 minutes	Administrative Aide VI, OSDS
	1.7 Forward signed documents to Records Section	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.8 Forward the signed and complete	None	10 minutes	Administrative Officer IV / Administrative

	documents to the Regional Office			Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	1 day, 3 hours, 25 minutes	

5. Application for Terminal Leave Benefits

This service facilitates the processing of applications for Terminal Leave Benefits (TLB) of retiring or separating DepEd personnel in accordance with existing Civil Service rules and regulations and the Department of Education Citizen's Charter.

It involves the submission, verification, and evaluation of required documents to determine the total accumulated leave credits and eligibility of the employee for conversion to monetary value. The application ensures that all service records and leave credits are properly validated prior to computation and endorsement.

This service aims to ensure the timely and accurate processing and release of terminal leave benefits to qualified employees upon retirement or separation from government service.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Any employee of the Schools Division Office		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Standard Requirement			
CSC Form 6 – three (3) original copies	OSDS-Administrative Unit-Personnel		
Statement of Vacation & Sick Leave Credits – three (3) original copies	OSDS-Administrative Unit-Personnel		
Certification of Leave Credits – three (3) original copies	OSDS-Administrative Unit-Personnel		
Certified photocopy of employees leave card with computed leave credits as at last date of service by the Personnel Division / Unit / HRMO / AO V – three (3) original copies	OSDS-Administrative Unit-Personnel		
GSIS Voucher & Clearance – one (1) photocopy	Applicant / Client		
GSIS Application signed by the Schools Division Superintendent / Regional Director – one (1) photocopy	Applicant / Client		
Updated Service Record – one (1) photocopy	Applicant / Client		
Copy of Approved Appointments – one (1) photocopy	Applicant / Client		
CSC Form 7 (Clearance) – one (1) photocopy	Applicant / Client		
Certification of No Pending Administrative Case / Legal Clearance – one (1) photocopy	Applicant / Client		
Declaration of Pendency/Non-Pendency of Case – one (1) photocopy	Applicant / Client		

Certification of Provident Fund Loan – one (1) photocopy	Applicant / Client			
Latest Notice of Salary Adjustment – one (1) photocopy	Applicant / Client			
Latest Notice of Step Increment, if applicable – one (1) photocopy	Applicant / Client			
Certification of Last Salary Received with payslip – one (1) photocopy	Applicant / Client			
Certificate of Last Payment – one (1) photocopy	Applicant / Client			
Certification of Leave of Absence without pay – one (1) photocopy	Applicant / Client			
Letter of Intent – one (1) photocopy	Applicant / Client			
PSA Marriage Certificate-for change of name of married woman – one (1) photocopy	Philippine Statistics Authority			
Latest SALN – one (1) photocopy	Applicant / Client			
Additional Requirements for Deceased Retirees/Employees Payable to the Declared Heirs				
PSA Death Certificate – one (1) photocopy	Philippine Statistics Authority			
PSA Marriage Certificate, if the claimant is the spouse – one (1) photocopy	Philippine Statistics Authority			
CSC Clearance – one (1) original copy	Applicant / Client			
Judicial or Extra Judicial Settlement of Estate (duly notarized) – one (1) original copy	Applicant / Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check and verify the completeness of documents <i>Note: Inform Client if there are any discrepancies or incomplete requirements</i>	None	1 hour	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Authenticate complete documents and prepare Endorsement, and forward to the Schools Division Office for signature	None	30 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.4 Review and sign the complete documents, then	None	1 hour	Schools Division Superintendent

	return to Records for release			
	1.5 Release the signed Endorsement and complete documents to the Regional Office	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	3 hours, 15 minutes	

6. Issuance of Certificate of Employment (COE)

This service provides the issuance of a Certificate of Employment (COE) to current employees upon request. The certificate serves as an official document certifying the individual's employment status, position, inclusive dates of service, and office assignment, as may be required.

The COE may be used for various official and personal purposes, such as employment application, loan processing, visa requirements, or other legal and administrative transactions.

This service ensures that employment records are properly verified and authenticated prior to the release of the certificate by the authorized office.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Form – one (1) original copy		OSDS-Administrative Unit-Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form to the OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare the Certificate of Employment, and forward to the Head of Admin Unit for signature	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Certificate of Employment	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Certificate of Employment	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel

TOTAL:	None	1 hour, 5 minutes

7. Issuance of Certificate of Leave of Absence Without Pay (LWOP)

This service provides certification confirming that an employee has been granted and has availed of a Leave of Absence Without Pay (LWOP) for a specified period. The certificate includes details such as the employee's name, position, office assignment, inclusive dates of LWOP, and purpose (if applicable).

This document may be requested for official, legal, employment, or other administrative purposes, such as compliance with government requirements, loan applications, or verification of employment status.

The processing of requests ensures that records are properly verified and authenticated by the authorized office prior to issuance.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Form – one (1) original copy		OSDS-Administrative Unit-Personnel		
updated and signed Service Record – one (1) photocopy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form and required document to the OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare and affix signature on the Certificate of Leave of Absence Without Pay, and forward to the Head of Admin Unit for signature	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Certificate of Leave of Absence Without Pay	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Certificate of Leave of Absence Without Pay	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
TOTAL:		None	1 hour	

8. Issuance of Compensatory Overtime Credits (COC)

This service provides the issuance of Compensatory Overtime Credits as a non-monetary benefit for government employees (under CSC-DBM Joint Circular No. 2, s. 2004) rendered beyond regular hours, used in lieu of the overtime pay.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Memorandum or letter of authority from the Schools Division Superintendent and/or the Regional Director – one (1) photocopy		Applicant / Client		
Duly signed Daily Time Record (DTR)/CS Form 48 (Certified True Copy of Daily Time Record (DTR) / CSC Form 48 (the same DTR that supports the monthly salary) – one (1) photocopy		Applicant / Client		
Mode of Verification such as certificate of attendance/completion, or other official attendance monitoring mechanisms that are recorded and verifiable (Certification of Attendance for overtime services rendered outside of the Office) – one (1) photocopy		Applicant / Client		
Accomplishment Report (Accomplishment Report approved by the Head of Office/ Functional Division Chief) – one (1) photocopy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to OSDS-Administrative Unit-Records	1.1 Receive complete documents, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check the requirements and prepare the Compensatory Overtime Credits, then forward to the Head of Personnel for review	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Check and affix initial in the Compensatory Overtime Credits, then forward to the Schools Division	None	1 hour	Administrative Officer IV, OSDS-Administrative Unit-Personnel

	Superintendent for signature			
	1.4 Review and sign the complete documents, then return to Personnel for recording	None	1 hour	Schools Division Superintendent
	1.5 Record the Compensatory Overtime Credits, then forward to the Records for release	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.6 Release the signed Compensatory Overtime Credits to the Client	None	15 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	4 hours, 15 minutes	

9. Issuance of Service Record (SR)

This service provides the issuance of a Service Record (SR) for DepEd personnel upon request. The Service Record is an official document that reflects the complete history of an employee's service in the Department of Education, including position titles, office/school assignments, employment status, annual salary and inclusive dates of service.

This document is issued in accordance with the Department of Education Citizen's Charter to ensure standardized, transparent, and efficient processing of personnel records. It is commonly used for purposes such as retirement, promotion, transfer, GSIS claims, and other official government transactions requiring verification of service history.

The service ensures that all employment records are properly verified, validated, and certified by the authorized DepEd office prior to release.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Form – one (1) original copy		OSDS-Administrative Unit-Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form to OSDS-Administrative Unit-Personnel	1.1 Receive the Request Form and check if it is duly accomplished	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
	1.2 Prepare and affix initials on the Service Records, and forward	None	15 minutes	Administrative Officer IV / Administrative Aide VI, OSDS-

	to the Head of Admin Unit for signature			Administrative Unit-Personnel
	1.3 Review and sign the Service Record	None	30 minutes	Administrative Officer V, OSDS-Administrative Unit
	1.4 Release the signed Service Record to Client	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Personnel
TOTAL:		None	1 hour	

10. Issuance of Special Order for Change Name and Status

This service provides the issuance of a Special Order (SO) for the correction or updating of an employee's personal records, specifically for changes in name and/or civil status within the Department of Education personnel records system.

The issuance of the Special Order is in accordance with the Department of Education Citizen's Charter and existing Civil Service rules and regulations, ensuring that all changes are properly supported by legal documents such as marriage certificate, court order, or other valid proofs as required.

This service ensures the accurate updating of personnel records, official documents, and related systems, and serves as the basis for reflecting the employee's correct name and civil status in all official DepEd records.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Personnel			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of Intent – two (2) original copies		Applicant / Client		
PSA Marriage Certificate or Birth Certificate – one (1) photocopy		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to OSDS-Administrative Unit-Records	1.1 Receive and check completeness of requirements, and forward the documents to Personnel for appropriate action	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
	1.2 Check the requirements and prepare the Special	None	1 hour	Administrative Officer IV / Administrative

	Order, then forward to the Office of the Schools Division Superintendent for signature			Aide VI, OSDS-Administrative Unit-Personnel
	1.3 Review and sign the Special Order, then return to Records for release	None	1 hour	Schools Division Superintendent
	1.4 Release the signed Special Order to the Client	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Records
TOTAL:		None	2 hours, 40 minutes	

Office of the Schools Division Superintendent – Admin Unit – Property and Supply

1. Cancellation of Issued Inventory Custodian Slip

DepEd Order No. 008, s. 2019 provides guidelines for using the Inventory Custodian Slip during the transition of "Semi-Expendable" items.

The Inventory Custodian Slip (ICS) is a document used to track and assign accountability for semi-expendable property—items that cost less than the capitalization threshold but have a lifespan of more than one year.

Most of the SDO personnel have been issued Semi-Expendable Property/Equipment. Cancelling an issued ICS is a formal process required to clear an individual's accountability once the issued Semi-Expendable Property reaches the end of its useful lifespan.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	All employees in the SDO with custody of Semi-Expendable Property/Equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Inventory Custodian Slip – one (1) original copy		Property and Supply Unit, Administrative Section, Schools Division Office		
Receipt of Returned Semi-Expandable Property – one (1) original copy		Property and Supply Unit, Administrative Section, Schools Division Office		
Issued semi-expendable property/item		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Property and Supply	1.1 Receive submitted documents and validate the entries in the form against the semi-expendable property to be returned	None	1 hour	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Sign the Receipt of Returned Semi-Expendable Property	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.3 Provide Client with a signed Receipt of Returned Semi-Expendable Property	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
TOTAL:		None	1 hour, 20 minutes	

2. Property and Equipment Clearance Signing

This process covers an employee's desire to be cleared of any accountability to any property and/or equipment for the purpose of retirement, resignation, transfer of division, leave, or travel abroad.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd employees in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Property and Equipment Clearance Form (PECF) – three (3) original copies and one (1) photocopy		Property, Administrative Unit, Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out form and turn over all properties / equipment to Property	1.1 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Review Clearance Form and affix signature. <i>Note: If concerned employee has accountability, the Supply Officer will request employee to settle all accountability.</i>	None	30 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.3 Provide Client with the signed Clearance Form	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
TOTAL:		None	1 hour, 10 minutes	

3. Requisition and Issuance of Supplies and Equipment

DepEd Division Offices follow a standardized process for requisition and issuance of supplies and equipment, primarily using the Requisition and Issue Slip (RIS). Employees submit the RIS to the Property and Supply Unit, which checks stock availability, secures approval from the Division Supply Officer, and releases the requested items.

Office or Division:	Office of the Schools Division Superintendent – Administrative Unit – Property			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd employees in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Requisition and Issue Slip (RIS) – three (3) original copies		Property, Administrative Unit, Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Slip to Property	1.1 Receive and check the submitted slip	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.2 Check the availability of stocks <i>Note: If supply / equipment is not available advise the requesting party to prepare purchase request and submit it to Procurement</i>	None	30 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.3 Forward the RIS Form to the Division’s Supply Officer for approval	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.4 Review, approve and affix signature in the RIS Form, and return to the Admin Aide VI for the preparation of receipt	None	30 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property
	1.5 Prepare the request and print receipt, then forward to Supply Officer for signature	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	1.6 Sign the receipt	None	15 minutes	Administrative Officer IV, OSDS-Administrative Unit-Property

	1.7 Provide Client the receipt for his/her signature	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
2. Sign the issued receipt	2.1 Release the requested supply / equipment	None	10 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
	2.2 File and safekeep the signed receipts	None	5 minutes	Administrative Aide VI, OSDS-Administrative Unit-Property
TOTAL:		None	2 hours	

Office of the Schools Division Superintendent – Finance Unit – Budget

1. Posting or Updating of Disbursement

This process outlines the steps in updating the status of disbursement requests.

Office or Division:	Office of the Schools Division Superintendent – Finance Unit – Budget			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Offices in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Reports of Checked Issued (RCI) – one (1) original copy		OSDS-Administrative Unit-Cash		
Report of Advice to Debit Account Issued (RADAI)) – one (1) original copy		OSDS-Administrative Unit-Cash		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports to OSDS-Finance Unit-Budget	1.1 Receive the submitted reports	None	10 minutes	Administrative Assistant I, OSDS-Finance Unit-Budget
	1.2 Encode / post the data on the BMS	None	1 hour	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
TOTAL:		None	1 hour and 10 minutes	

2. Processing of Obligation Request and Status (ORS)

Obligation Request and Status (ORS) is a required document by the Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of the 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:	Office of the Schools Division Superintendent – Finance Unit – Budget		
Classification:	Simple		
Type of Transaction:	G2G (Government to Government)		
Who may avail:	Offices in the Schools Division Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Obligation Request and Status (ORS) – one (1) original copy and two (2) photocopies		OSDS-Finance Unit-Accounting	

Disbursement Voucher – one (1) original copy and two (2) photocopies		OSDS-Finance Unit-Accounting		
Purchase Orders (pre-audited)				
AR/ATC – one (1) original copy and two (2) photocopies		Requesting Office		
Other supporting documents – one (1) original copy and two (2) photocopies		Requesting Office		
Biddings				
Notice of Award – one (1) original copy and two (2) photocopies		BAC Secretariat		
Signed Contract – one (1) original copy and two (2) photocopies		Requesting Office		
Sub-AROS – one (1) original copy and two (2) photocopies		Requesting Office / Budget		
AR/ATC – one (1) original copy and two (2) photocopies		Requesting Office		
Cash Advances for Travels				
Advanced Travel Order – one (1) original copy and two (2) photocopies		Requesting Office		
Memorandum – one (1) original copy and two (2) photocopies		Requesting Office		
Itinerary of Travel – one (1) original copy and two (2) photocopies		Requesting Office		
AR/ATC – one (1) original copy and two (2) photocopies		Requesting Office		
Reimbursement of Travels				
Approved Travel Order – one (1) original copy and two (2) photocopies		Requesting Office		
Memorandum – one (1) original copy and two (2) photocopies		Requesting Office		
Itinerary of Travel – one (1) original copy and two (2) photocopies		Requesting Office		
Certificate of Appearance / Participation / Attendance – one (1) original copy and two (2) photocopies		Requesting Office		
Certification of Travel Completed – one (1) original copy and two (2) photocopies		Requesting Office		
AR/ATC – one (1) original copy and two (2) photocopies		Requesting Office		
Cash Advances for School MOOE				
Purpose of cash advance – one (1) original copy and two (2) photocopies		Requesting Office		
Letter Request – one (1) original copy and two (2) photocopies		Requesting Office		
Work and Financial Plan – one (1) original copy and two (2) photocopies		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports to	1.1 Receive the submitted documents	None	2 minutes	Administrative Assistant I.

OSDS-Finance Unit-Budget				OSDS-Finance Unit-Budget
	1.2 Review, analyze and verify the documents	None	10 minutes	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
	1.3 Verify the availability of allotments	None	5 minutes	Administrative Officer V / Administrative Assistant III, OSDS-Finance Unit-Budget
	1.4 Record and post entries in the BMS	None	15 minutes	Administrative Assistant III, OSDS-Finance Unit-Budget
	1.5 Generate print-out of the ORS, and forward to the Budget Officer for review	None	10 minutes	Administrative Assistant III, OSDS-Finance Unit-Budget
	1.6 Review and certify the existence of available appropriation (Box B), and forward to the Chief/Head of the requesting office	None	1 hour	Administrative Officer V, OSDS-Finance Unit-Budget
2. Certify the necessity and legality of charges to the appropriation / allotment under his / her direct supervision (Box A)	2.1 Review appropriate signatories in the document then forward the documents to the Accounting Division	None	1 hour	Administrative Assistant I, OSDS-Finance Unit-Budget
TOTAL:		None	2 hours, 42 minutes	

Note: Processing time may change depending on the time spent by the Client/Requesting Office to complete Client Step 2.

Office of the Schools Division Superintendent – ICT Unit

1. Troubleshooting of ICT Equipment

This process outlines the process on the conduct of evaluation, diagnosis, troubleshooting, and first-level corrective action for government-owned ICT equipment used by the employees in the Schools Division Office.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
ICT Technical Assistance Form (physical or digital version) – one (1) original copy		OSDS – ICT Unit		
Equipment unit (with property tag) and accessories needed for diagnosis, if applicable		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive the ICT TA Form and ICT equipment with DepEd property tag	None	5 minutes	Information Technology Officer I, OSDS-ICTU
	1.2 Assess condition of equipment and perform hardware tests and software diagnostics to identify the cause	None	4 hours	Information Technology Officer I, OSDS-ICTU
	1.3 Perform immediate software / hardware troubleshooting* <i>Note: If equipment is not fixable within the day, provide Client with the recommendations for the next steps</i>	None	1 day	Information Technology Officer I, OSDS-ICTU
	1.4 Return equipment to client and provide a briefing if needed on preventive care and security, and provide Client a copy of the ICT TA Form	None	30 minutes	Information Technology Officer I, OSDS-ICTU
TOTAL:		None	1 day, 4 hours, 35 minutes	

**Note: Actual processing time may exceed the declared total processing time depending on the extent of diagnosis, repair requirements, and availability of needed parts or external servicing.*

2. User Account Management for Central and Locally Managed Systems

Creation, updating, renaming, suspension, deletion, reactivation, and password reset of user accounts for centrally managed ICT systems administered by, or delegated to, the ICT Unit. This includes central and locally managed services such as DepEd Google Workspace for Education and Microsoft 365 accounts, except where a separate service charter specifically applies.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
ICT Technical Assistance Form (physical or digital version) – one (1) original copy		OSDS – ICT Unit		
Identification Card (preferably DepEd ID) – one (1) photocopy or digital copy		Applicant / Client		
For new personnel				
Appointment Paper / Document or Endorsement from the HRMO – one (1) original or photocopy or digital copy		Applicant / Client		
For special requests				
Endorsement from the Head of Office – one (1) original or digital copy		Applicant / Client		
For suspended/blocked account				
Incident Report – one (1) original or digital copy		Applicant / Client		
For requests of name change				
Any supporting document – one (1) photocopy or digital copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive and evaluate the submitted requirements	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.2 Interview Client (for verification of user identity within the ecosystem) and identify if escalation to Central Office is required	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit
	1.3 Process Request <i>Note: Escalate / transmit the request to DepEd ICTS (Central Office), if necessary*</i>	None	30 minutes	Information Technology Officer I, OSDS-ICT Unit

	1.4 Provide Client the credentials, and short orientation on the use of DepEd account	None	1 hour	Information Technology Officer I, OSDS-ICT Unit
TOTAL:		None	2 hours, 30 minutes	

**Note: Concerns regarding Microsoft accounts that require escalation to the Information and Communications Technology Service at the DepEd Central Office may affect processing time.*

3. Uploading of Publications

This charter outlines the processes in the receipt, verification, preparation, and posting of approved publications and documents to the official division website and other official communication channels authorized by the Division Office. This covers approved announcements, articles, issuances, and procurement-related publications furnished by the proper originating office.

Office or Division:	Office of the Schools Division Superintendent – Information and Communications Technology Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee/division under the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Sheet – one (1) original copy		OSDS – ICT Unit / OSDS – Administrative Unit – Records		
Official Issuance/s – one (1) original copy		Requesting office/division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the OSDS-ICT Unit	1.1 Receive the accomplished Request Sheet and issuance	None	5 minutes	Information Technology Officer I, OSDS-ICTU
	1.2 Validate the documents to ensure completeness, bearing the necessary signatures and reference / tracking numbers	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	1.3 Scan the physical document/s into a high-quality PDF format	None	30 minutes	Information Technology Officer I, OSDS-ICTU
	1.4 Upload and publish the document/s to the SDO’s website or other official channels	None	30 minutes	Information Technology Officer I, OSDS-ICTU
TOTAL:		None	1 hour, 35 minutes	

Office of the Schools Division Superintendent – Legal Unit

1. Issuance of Certificate of No Pending Case

The procedure for issuing a Certificate of No Pending Administrative Case for Department of Education (DepEd) employees verifies, based on available records, that a DepEd employee has no pending administrative case within the department for purposes of clearance and other official transactions.

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Employees in the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Any government-issued ID		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to OSDS-Legal Unit	1.1 Review and check requirements, and verify from the list of formally charged employees	None	30 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.2 Prepare the certification of no pending case <i>Note: If Client has a pending case, inform Client that s/he only be cleared after his/her case has been resolved or sanction has been completed.</i>	None	30 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.3 Release the Certification to the Client	None	5 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
TOTAL:		None	1 hour, 5 minutes	

Note: If the case dates back a long time and the files are not easily accessible, it may result in longer processing time.

School Governance and Operations Division – Planning and Research Section

1. Request for Basic Education Data (Internal Stakeholders)

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

Office or Division:	School Governance and Operations Division – Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or the SDO's official email address	1.1 Receive and acknowledge the letter request from the Client <i>Note: Inform the Client that s/he will be notified once the requested data is available</i>	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief Education Supervisor, SGOD

	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer III/Senior Education Program Specialist, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer III/Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer to Record Section for release	None	1 hour	Schools Division Superintendent
	1.9 Inform the Client on the availability of requested data	None	10 minutes	Senior Education Program Specialist, SGOD-PRS
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
TOTAL:		None	2 days, 6 hours, 15 minutes	

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

This service is intended for the processing of requests for data for the Enhanced Basic Education Information System (EBEIS), Learner Information System (LIS), National Achievement Test (NAT), and Performance Indicators.

Office or Division:	School Governance and Operations Division – Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or the SDO's official email address	1.1 Receive and acknowledge the letter request from the Client <i>Note: Inform the Client that s/he will be notified once the requested data is available</i>	None	10 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief Education Supervisor, SGOD
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Senior Education Program Specialist, SGOD-PRS
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer to the SGOD for release	None	1 hour	Schools Division Superintendent
	1.9 Release the document to the client	None	5 minutes	Planning Officer III, SGOD-PRS
TOTAL:		None	2 days, 6 hours, 5 minutes	

3. Request for Approval of Research Proposal and Completed Research -DepEd Order No. 16, s. 2017 (Research Management Guidelines)

This request seeks the approval of the submitted research proposal and/or completed research study in accordance with existing institutional guidelines and standards. Approval of this request signifies that the research has undergone initial review for relevance, technical soundness, and compliance with prescribed research protocols and is endorsed for implementation, dissemination, or utilization within the organization.

Office or Division:	School Governance and Operations Division – Planning and Research Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – one (1) original copy		Applicant / Client		
Research proposal/completed copy – one (1) original copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the SDO through the Records Section	1.1 Receive, record, stamp “RELEASED”, and forward the submitted documents to the Office of the Schools Division Superintendent. <i>Note: Inform the Client that s/he will be notified once the result of the application is available.</i>	None	30 minutes	Administrative Officer IV, OSDS- Administrative Unit-Records
	1.2 Review and evaluate the submitted documents and forward to Chief, SGOD for appropriate action	None	2 hours	Schools Division Superintendent
	1.3 Refer the request to the Planning Officer	None	10 minutes	Chief Education Supervisor, SGOD
	1.4 Review the submitted proposal/ completed research and forward to the concerned Education Program Supervisor (EPS)-in-charge (in Curriculum Instruction	None	5 days	Senior Education Program Specialist, SGOD-PRS

	Division) for further review			
	<i>Note: If, during the evaluation of the research proposal/ completed research, the Research Committee finds that the submission does not comply with the prescribed format and guidelines outlined in DepEd Order No. 16, s. 2017 -- such as inconsistencies, methodological errors, content mismatches, or other research-related concerns – the proposal shall be returned to the researcher for necessary revision and improvement. The researcher must address all identified issues and resubmit the corrected version for re-evaluation before any further action can be taken.</i>			
	1.5 Review the submitted proposal/ completed research and return to SGOD-PRS for appropriate action	None	5 days	Education Program Supervisor, CID
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	1 hour	Senior Education Program Specialist, SGOD-PRS
	1.7 Review the transmittal letter and the attachment, then forward to OSDS for the SDS's signature	None	10 minutes	Chief Education Supervisor, SGOD
	1.8 Sign the document, then refer to the Records for release	None	1 day	Schools Division Superintendent
	1.9 Inform the Client the approved research proposal / completed research is ready for release	None	10 minutes	Planning Officer III, SGOD-PRS

2. Go to the SDO (through Records) and claim the approved research proposal / completed research	2.1 Release the document to the client	None	5 minutes	Administrative Officer IV, OSDS-Administrative Unit-Records
TOTAL:		None	11 days, 4 hours, 5 minutes	

SCHOOLS

EXTERNAL SERVICES

1. Acceptance of Employment Application for Teacher I Position – Online

In line with DepEd Order No. 7, s. 2023 entitled “*Guidelines on Recruitment, Selection and Appointment in the Department of Education*”, schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions online.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through online means.

Office or Division:	Schools		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:	Teacher-applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Teacher-applicants are requested to scan original or certified true copy (one copy only) of each requirement and upload to the preferred School website			
Letter of Intent addressed to the Head of School		Client	
Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2025) with Work Experience Sheet		Civil Service Commission	
Valid and updated PRC License		Philippine Regulatory Commission	
Certificate of Eligibility/Report of Rating, if applicable		Philippine Regulatory Commission	
Scholastic/ academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees with CAV, if applicable		Last school attended	
Certificate of training/s, if applicable		Training provider/s	
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable		Previous/Current Employer	
Proof of Residency (e.g. Voter's ID)		COMELEC/Barangay	
Latest Appointment, if applicable		Previous/Current Employer	
Performance Rating in the last rating period (s) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable;		Previous/Current employer	
Checklist of Requirements and Omnibus Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official; and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to:		Annex C of DepEd Order No. 7, s. 2023 p.100	

i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements provided by the School	1.1 Acknowledge receipt of email and download submitted documents	None	15 minutes	Administrative Officer II
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist	None	1 hour	School Screening Committee
	1.3 Print checklist of requirements	None	10 minutes	School Screening Committee
	1.4 Sign the checklist of requirements	None	1 hour	School Head
	1.5 Inform applicants of next steps via email.*	None	10 minutes	School Screening Committee
TOTAL:		None	2 hours, 35 minutes	

Note: The documents will be forwarded to the Division Sub-Selection Committee in School for the initial evaluation of the applicant's qualifications

2. Acceptance of Employment Application for Teacher I Position – Walk-in

In line with DepEd Order No. 7, s. 2023 entitled “*Guidelines on Recruitment, Selection and Appointment in the Department of Education*”, schools have provided teacher-applicants an avenue to submit their complete application requirements to the school, for onward submission to the District/Schools Division Office for evaluation and assessment. This is only for the acceptance of employment applications for Teacher I positions for walk-in.

This service charter outlines the steps in the acceptance of employment applications for Teacher I positions through walk-in.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)

Who may avail:	Teacher-applicant
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Teacher-applicants are requested to bring one (1) original/certified true copy and one (1) photocopy of each requirement.	
Letter of Intent addressed to the Head of School	Client
Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2025) with Work Experience Sheet	Civil Service Commission
Valid and updated PRC License	Philippine Regulatory Commission
Certificate of Eligibility/Report of Rating, if applicable	Philippine Regulatory Commission
Scholastic/ academic records such as, but not limited to, Transcript of records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if applicable	Last school attended
Certificate of training/s, if applicable	Training provider/s
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/Current Employer
Latest Appointment, if applicable	Previous/Current Employer
Performance Rating in the last rating period (s) covering one (1) year performance in the current / latest position prior to the deadline of submission, if applicable;	Previous/Current employer
Checklist of Requirements and Omnibus Sworn Statement and the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), notarized by authorized Official; and Other documents as may be required by the HRMPSB for Comparative Assessment which includes, but not limited to: iii. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and iv. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item 20(i) is not relevant to the position to be filled, if applicable.	Annex C of DepEd Order No. 7, s. 2023 p.100
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following:	Client

- Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID				
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive documents and stamp "RECEIVED" and provide receiving copy	None	5 minutes	Administrative Aide / Administrative Officer II/ School Head
	1.2 Check documents for completeness, accuracy, veracity and authenticity and fill out checklist of requirements <i>Note: In case of lacking documents, inform applicants of the lacking documents needed, and to submit before the deadline.</i>	None	30 minutes	Administrative Officer II/ School Head
	1.3 Forward the documents with the checklist of requirements to the School Head for signature	None	10 minutes	Administrative Officer II
	1.4 Sign the checklist of requirements	None	30 minutes	School Head
	1.5 Inform applicant of next steps*	None	5 minutes	Administrative Officer II/School Head
	TOTAL:	None	1 hour, 20 minutes	

**Note: The documents will be forwarded to the Division Sub-Selection Committee in School for the initial evaluation of the applicant's qualifications.*

3. Administration of the Philippine Early Childhood and Development (ECD) Checklist

This service charter details the process of administering the Philippine Early Childhood and Development (ECD) Checklist to children who will turn five (5) years old from November 1st to December 31st who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year for the purpose of being eligible to enroll into Kindergarten in alignment with the provision of DepEd Order No. 15, s. 2025.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Children (or parents of children) who will turn five (5) years old from November 1st to December 31st within the school year, intending to enroll in kindergarten, who did not complete an Early Childhood Care and Development (ECCD) program for one (1) year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy		Philippine Statistics Authority / Local Civil Registrar		
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • Certificate of Live Birth (Local Civil Registry – One (1) original copy and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents, and Affidavit of Undertaking to be executed by parents (1 original copy, 1 photocopy) - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1.1 Receive the documents and verify if the child will turn five (5) years old from November 1st to December 31st within the same school year	None	5 minutes	Kindergarten Teacher

	1.2 Inform the parent on taking the ECD Checklist <i>Note: If the child is present, the ECD Checklist must be undertaken. If the child is not present, schedule the administration of the ECD Checklist.</i>	None	5 minutes	Kindergarten Teacher
2. Take the ECD Checklist	2.1 Administer the ECD Checklist to the child	None	3 hours	Kindergarten Teacher
	2.2 Release the results of the ECD Checklist	None	20 minutes	Kindergarten Teacher
3. Accept the ECD Checklist results and proceed to enrollment.	3.1 Assist the Client in starting the enrollment process*	None	5 minutes	Kindergarten Teacher
TOTAL:		None	3 hours, 35 minutes	

Note: Refer to the service charter on “Enrollment”

4. Borrowing of Learning Materials from the School Library / Learning Resource Center

The School Library / Learning Resource Center (LRC) provides learners and faculty with access to a wide range of print and non-print materials that support classroom instruction, independent study, and academic enrichment. The borrowing service allows users to temporarily take out learning resources for use inside or outside the school premises, following established policies to ensure responsible and equitable access.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners, Parents, Guardians, Teachers, and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
Library Card – One (1) original copy	School Library
Valid Identification Card, which may include, but is not limited to, the following: • Student ID • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID	Client

• Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Log-in to the logbook	1.1 Check entries in the logbook for completeness	None	2 minutes	Librarian / Designated School Librarian
2. Fill-out Library Card and present it to the Librarian	2.1 Receive and check the Library Card	None	3 minutes	Librarian / Designated School Librarian
	2.2 Check card catalogue for the requested Learning Material	None	7 minutes	Librarian / Designated School Librarian
	2.3 Provide Client with the Borrower's Card	None	2 minutes	Librarian / Designated School Librarian
3. Fill-out Borrower's Card	3.1 Check Borrower's Card and clip it with the Library Card, then issue the Learning Material	None	3 minutes	Librarian / Designated School Librarian
	3.2 Provide Client with reminders on the rules on the use/return of the Learning Material	None	3 minutes	Librarian / Designated School Librarian
TOTAL:		None	20 minutes	

5. Distribution and Usage of Printed Self-Learning Modules in Distance Learning Modality

In line with DepEd Order No. 22, s. 2024 as well as to ensure learning continuity during class suspensions and in situations wherein online learning is not possible, schools shall adapt modular distance learning modality. Parents, guardians, and learners are oriented on how learning at home will be facilitated through self-learning modules (SLMs). Upon receipt of the modules from the Central/Regional/Division office, schools shall immediately distribute them to learners to ensure the timely utilization of SLMs during class suspensions.

This service charter outlines the procedures from the distribution of the SLMs to segregation of returned SLMs.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Students/Learners/Parents of Students/Learners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/ guardian report to the designated area of modules distribution	1.1 Record the name of the Learner in the attendance logbook and ensure that the parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
	1.2 Release the modules to the client and provide necessary reminders (e.g. schedule of return/submit SLM)	None	15 minutes	Class Adviser / Teacher-in-Charge
2. Return the completed SLMs on the scheduled date	2.1 Receive the completed SLMs and verify their completeness using the module monitoring checklist	None	10 minutes	Class Adviser / Teacher-in-Charge
	2.2 Record the name of the Learner in the attendance logbook and ensure that the parents/authorized representative affix their signature	None	7 minutes	Class Adviser / Teacher-in-Charge
3. Segregate the submitted SLMs and answer sheets	3.1 Assist in placing received SLMs and answer sheets in designated boxes and release them to the assigned teacher	None	5 minutes	Class Adviser / Teacher-in-Charge
TOTAL:		None	44 minutes	

6. Enrollment – Online

In line with DepEd Order No. 17, s. 2025, and to ensure timely enrollment of learners, schools are encouraged to offer online enrollment modalities. This can be facilitated by filling-out digital forms and submitting requirements through the official email address of the school or any available online platforms provided authorized by the school.

Office or Division:	Schools		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Learners/ Parents/ Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Basic Education Enrollment Form (BEEF) – One (1) scanned copy (digital copy)		Downloadable from DepEd Order No. 17, s. 2025	
Confirmation Slip – One (1) scanned copy (digital copy)		School	
For students from private school with remaining balance			
Notarized Affidavit of Undertakings (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy		Client	
Kindergarten			
Kindergarten Eligibility Standards from DepEd Order No. 15, s. 2025:			
• Children aged five (5) years old by October 31st of the school year they enrolled in; or • Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or • Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes			
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy		Philippine Statistics Authority / Local Civil Registrar	
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy		Client	

- Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECD): ECD Checklist – One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025: - Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and center; or - Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy	Client

- Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
Kindergarten Certificate of Completion, if available at the time of early registration – One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration – One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7 Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2025: - Grade 6 graduate or Grade 6 candidate for graduation - Philippine Educational Placement Test (PEPT) Passer - Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 6 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Grade 11 Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2025: - Grade 10 completer or Grade 10 candidate for completion - Philippine Educational Placement Test (PEPT) Passer - Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
School Form 9 (School Report Card) Grade 10 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): • A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Balik-Aral Learner (Any Grade Level) Balik Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: • Philippine Educational Placement Test (PEPT) Passer • Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex,	Client

and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): • A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2025: • Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents	Client

- One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
PWD I.D. – One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD I.D. is not available, a Medical evaluation and diagnosis may also be provided – One (1) original copy for verification, and one (1) photocopy	Licensed Medical Professional
Basic Literacy Program (BLP)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
SF 9 (report card) or SF 10 (formerly called Form 137) – One (1) original copy	School
ALS Elementary	
ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2025: • BLP Completer/Passer	

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion/ECCD Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available – One (1) original copy and one (1) photocopy	School
ALS Junior High School ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2025: • Completer of Elementary Education • PEPT Passer • A&E Elementary Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: • Elementary School Diploma - One (1) original copy for verification, and one (1) photocopy • SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy • SF 10 (if available) – One (1) original copy	School

Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Elementary Certification may provide any of the following: • A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy • ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
ALS Senior High School ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2025: • Completer of Junior High School Education • PEPT Passer • A&E Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: • Junior High School Diploma - One (1) original copy for verification, and one (1) photocopy • SF 9 (Report Card) Grade 10 - One (1) original copy • SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Junior High School Certification may provide any of the following: • A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy • ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
*Learners from International schools with congressional franchise or Presidential Decree	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy	Client

• Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SF 9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
*Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy	Client

- If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
*Learners from schools without a government permit or recognition (at any grade level)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
*Displaced learners due to calamities and conflict	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided:	Client

• National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
SF9 or SF10 should be provided during the school year, subject to availability	School
*Persons Deprived of Liberty (PDLs) enrolling in ALS	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy	Client

- If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy				
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDLs' Identity may be provided – One (1) original copy		Bureau of Jail Management and Penology - Office of the Warden		
*Residents of rehabilitation facilities enrolled in ALS				
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy		Philippine Statistics Authority / Local Civil Registrar		
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents through the School's official platform/email	1.1 Download and print received documents, and check for completion	None	1 hour	Registrar / Teacher-in-Charge / Adviser

address, along with the filled-out BEEF	<i>Note: If requirements are incomplete, tag as temporarily enrolled.</i>			
	1.2 Provide Client with the status of enrollment	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
	1.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees/ SNED	None	5 minutes	Registrar / Teacher-in-Charge / Adviser
TOTAL:		None	1 hour, 10 minutes	

7. Enrollment – Walk-in

This process details the procedure for formally accepting learners in the school for the school year. Clients shall complete the basic education enrollment form, confirmation slip, along with other specific requirements depending on their grade level and eligibility requirements.

Office or Division:	Schools		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Learners/ Parents/ Guardians		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Basic Education Enrollment Form (BEEF) – One (1) original copy and one (1) photocopy		School	
Confirmation Slip – One (1) original copy and one (1) photocopy		School	
For students from private school with remaining balance			
Notarized Affidavit of Undertakings (for the temporary enrollment of transferring learners/students unable to provide proof of grade level due to having a remaining balance in a private school) – One (1) original copy		Client	
Kindergarten			
Kindergarten Eligibility Standards from DepEd Order No. 15, s. 2025:			
• Children aged five (5) years old by October 31st of the school year they enrolled in; or • Children who will turn five (5) years old from November 1st to December 31st provided that they have completed an Early Childhood Care and Development (ECCD) program for one (1) year; or • Children who will turn five (5) years old from November 1st to December 31st provided they undergo and meet the standards in the Philippine Early Childhood and Development Checklist (ECD) administered by the kindergarten teachers of the receiving school during the enrollment period until the first week of classes			

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
In addition to the PSA Birth Certificate, children deemed eligible by having completed an Early Childhood Care and Development (ECCD) program for one (1) year: • Certificate of Completion/Attendance - One (1) original copy	Public or private Child Development Centers (CDCs)/Learning Centers (LCs) that are granted with permit or recognition
In addition to the PSA Birth Certificate, children deemed eligible by undergoing and meeting the standards in the Philippine Early Childhood and Development Checklist (ECD): • ECD Checklist – One (1) original copy	School
Grade 1 Grade 1 Eligibility Standards from DepEd Order No. 17, s. 2025: • Students who have completed or are candidates for completion in the Kindergarten Program in DepEd-authorized schools and center; or • Students who have completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition (i.e., Home)	

PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion, if available at the time of early registration – One (1) original copy for verification, and one (1) photocopy	School
For learners deemed eligible by having completed or are candidates for completion in any form of Kindergarten Program in schools without a government permit or recognition: • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration – One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Grade 7 Grade 7 Eligibility Standards from DepEd Order No. 17, s. 2025: • Grade 6 graduate or Grade 6 candidate for graduation • Philippine Educational Placement Test (PEPT) Passer • Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 6 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): • A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Grade 11 Grade 11 Eligibility Standards from DepEd Order No. 17, s. 2025: • Grade 10 completer or Grade 10 candidate for completion • Philippine Educational Placement Test (PEPT) Passer • Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
School Form 9 (School Report Card) Grade 10 – One (1) original copy	School
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): • A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Balik-Aral Learner (Any Grade Level) Balik-Aral Learner Eligibility Standards from DepEd Order No. 17, s. 2025: • Philippine Educational Placement Test (PEPT) Passer • Accreditation and Equivalency (A&E) Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar

If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
For learners deemed eligible by passing the Philippine Educational Placement Test (PEPT): • Philippine Educational Placement Test (PEPT) Certificate of Rating, if available at the time of early registration (1 original copy, 1 photocopy)	Bureau of Education Assessment (BEA), DepEd Central Office
For learners deemed eligible by passing the Accreditation and Equivalency (A&E): • A&E Certificate of Rating / Presentation of Portfolio Assessment (PPA) Certificate (1 original copy, 1 photocopy)	School/Learning Center/Division Office
Special Needs Education Program Special Needs Education Program Eligibility Standards from DepEd Order No. 17, s. 2025: • Children diagnosed with special needs aged five (5) years old by October 31st of the school year they enrolled in.	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
PWD I.D. – One (1) original copy for verification, and one (1) photocopy	Persons with Disability Affairs Office
If PWD I.D. is not available, a Medical evaluation and diagnosis may also be provided – One (1) original copy for verification, and one (1) photocopy	Licensed Medical Professional
Basic Literacy Program (BLP)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy	Client

- Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	
SF 9 (report card) or SF 10 (formerly called Form 137) – One (1) original copy	School
ALS Elementary ALS Elementary Eligibility Standards from DepEd Order No. 17, s. 2025: BLP Completer/Passer	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: - National ID – One (1) original copy for verification, and one (1) photocopy - Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy - PhilHealth ID - One (1) original copy and one (1) photocopy - Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy - PWD ID - One (1) original copy for verification, and one (1) photocopy - Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy - If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy - Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Kindergarten Certificate of Completion/ECCD	School

Assessment Result/ PEPT Result, if available/ Most recent SF 9 (report card), if available – One (1) original copy and one (1) photocopy	
ALS Junior High School ALS Junior High School Eligibility Standards from DepEd Order No. 17, s. 2025: • Completer of Elementary Education • PEPT Passer • A&E Elementary Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: • Elementary School Diploma - One (1) original copy for verification, and one (1) photocopy • SF 9 (Report Card) Grade 6 - One (1) original copy and one (1) photocopy • SF 10 (if available) – One (1) original copy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Elementary Certification may provide any of the following: • A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy • ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	School/Learning Center/Division Office
ALS Senior High School ALS Senior High School Eligibility Standards from DepEd Order No. 17, s. 2025: • Completer of Junior High School Education • PEPT Passer • A&E Junior High School Certification Passer	
Students who are eligible by completing elementary education may provide any of the following: • Junior High School Diploma - One (1) original copy for verification, and one (1) photocopy • SF 9 (Report Card) Grade 10 - One (1) original copy • SF 10 (if available) - One (1) original copy and one (1) photocopy	School
Students who are eligible by passing the PEPT shall provide PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
Students who are eligible by passing A&E Junior High School Certification may provide any of the following:	School/Learning Center/Division Office

• A&E Elementary Level Certificate of Rating - One (1) original copy and one (1) photocopy • ALS Form 5 (if available) - One (1) original copy and one (1) photocopy	
*Learners from International schools with congressional franchise or Presidential Decree	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
Latest SF 9 (report card) or any equivalent academic record will be required for submission during the school year - One (1) original copy	School
*Learners from Philippine Schools Overseas (any grade level) and Foreign Schools Abroad	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
Non-Filipino learners may also provide authenticated birth certificate from the country of origin - One (1) original copy and one (1) photocopy	Client
*Learners from schools without a government permit or recognition (at any grade level)	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
PEPT result - One (1) original copy and one (1) photocopy	Bureau of Education Assessment (BEA), DepEd Central Office
*Displaced learners due to calamities and conflict	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	Client
SF9 or SF10 should be provided during the school year, subject to availability	School
*Persons Deprived of Liberty (PDLs) enrolling in ALS	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the	Client

following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy • If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy • Baptismal Certificate - One (1) original copy and one (1) photocopy	
If the PSA Birth Certificate or any of the secondary documents is not available during the time of enrollment, the Certificate of PDLs' Identity may be provided – One (1) original copy	Bureau of Jail Management and Penology - Office of the Warden
*Residents of rehabilitation facilities enrolled in ALS	
PSA Birth Certificate (formerly NSO) – One (1) original copy and one (1) photocopy	Philippine Statistics Authority / Local Civil Registrar
If the PSA Birth Certificate is not available during the time of enrollment, any of the following secondary documents may be provided: • National ID – One (1) original copy for verification, and one (1) photocopy • Certificate of Live Birth (Local Civil Registry - One (1) original copy and one (1) photocopy • PhilHealth ID - One (1) original copy and one (1) photocopy • Marriage Certificate of parents - One (1) original copy for verification, and one (1) photocopy • PWD ID - One (1) original copy for verification, and one (1) photocopy • Barangay certification that could establish the child's identity, including	Client

name of the child, date of birth, sex, and name of parents g. Affidavit of undertaking to be executed by parents - One (1) original copy and one (1) photocopy				
● If, upon enrollment, the learner is determined to be a foundling, an NSO or PSA issued Certificate of Foundling - One (1) original copy and one (1) photocopy				
● Baptismal Certificate - One (1) original copy and one (1) photocopy				
For authorized representative				
Authorization Letter – One (1) Original Copy		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: ● Philippine Identification System (Philsys) ID/ePhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● Philhealth ID ● Barangay ID		Applicant / Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: ● Philippine Identification System (Philsys) ID/ePhilID ● Philippine Passport ● Driver's License ● Philippine Regulation Commission (PRC) ID ● Unified Multi-Purpose ID (UMID) ● Voter's ID ● Senior Citizen ID ● Philippine Postal ID ● Philhealth ID ● Barangay ID		Authorized Representative of the Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For regular enrollment				
1. Fill-out the BEEF	1.1 Check the completeness of information in the	None	15 minutes	School Enrollment Focal Person

	BEEF and other relevant requirements			
2. Submit complete requirements	2.1 Receive and log complete requirements <i>Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit an Affidavit of Undertaking.</i>	None	15 minutes	School Enrollment Focal Person
	2.2 Provide Client status of enrollment	None	10 minutes	Teacher / Adviser
	2.3 Endorse list of enrollees to Records/ Registrar of Incoming Kindergarten/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees/ SNED			
For enrollment of SNED Learners				
1. Submit filled out the BEEF	1.1 Check the completeness of information in the BEEF and other relevant requirements	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements	2.1 Receive and log complete requirements <i>Note: If submitted requirements are deemed incomplete, tag as temporary enrolled and require Client to submit Affidavit of Undertaking.</i>	None	15 minutes	School Enrollment Focal Person
	2.2 Endorse Client to the SNED Teacher, Designated Guidance Counselor and Principal for further Interview and Assessment	None	10 minutes	School Enrollment Focal Person
	2.3 Conduct Assessment Test.	None	1 hour	SNED Teacher
	2.5 Provide Client status of enrollment	None	10 minutes	School Principal/

				SNED Teacher
For enrollment of ALS (Elementary and Junior High School)				
1. Submit filled out the ALS Enrollment Form (AF2) and required documents	1.1 Verify the authenticity of the submitted documents, then inform Client to take the Functional Literacy Test (FLT) assessment	None	30 minutes	Central School ALS Teacher
2. Take the Functional Literacy Test (FLT) assessment	2.1 Administer the Functional Literacy Test to the client <i>Note: Inform Client that s/he will be informed once result is available</i>	None	1 day	Central School ALS Teacher
	2.2 Identify reading, writing, and numeracy level	None	30 minutes	Central School ALS Teacher
	2.3 Determine placement results, inform Client of the result, and instruct the Client to fill-up the Individual Learning Agreement (ILA)	None	1 hour	Central School ALS Teacher
3. Submit the filled up the Individual Learning Agreement (ILA)	3.1 Register the learner in the ALS Learners Information System (LIS)	None	1 hour	Central School ALS Teacher
TOTAL (for regular enrollment):		None	40 minutes	
TOTAL (SNED Learners):		None	1 hour, 50 minutes	
TOTAL (ALS – Elem and JHS):		None	1 day, 3 hours	

8. Handling of Incoming Documents

Incoming documents are official mails, letters, correspondence, and communications from external and internal clients of the school, addressed to school personnel. These documents shall be received by the Office of the School Head for recording and routing to the concerned office or person.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Official Communication addressed to the School / School Head		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Receive the official communication, log in to the incoming communication logbook, and forward to the School Head	None	5 minutes	Administrative Officer II / Designated Personnel
	1.2 Provide instructions for the routing of communication	None	10 minutes	School Head
	1.3 Route the official communication to the concerned personnel	None	15 minutes	Administrative Officer II / Designated Personnel
TOTAL:		None	30 minutes	

9. Issuance of Learners' Academic Records for Certification for Local Employment

This service charter outlines the procedure for securing certified learners' academic records to ensure their authenticity and legitimacy as required by local employers.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Past learners / Alumnae / Alumnus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request – One (1) original copy		Client		
Any government-issued valid ID – One (1) original and one (1) photocopy		Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID • Barangay ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the submitted requirements <i>Note: Inform Client that s/he will be notified once the requested document is complete.</i>	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Search for the academic school records as requested by the client (SF9 or SF10 whichever is available)	None	40 minutes	School Designated Registrar/ Records Custodian/
	1.3 Check and validate the	None	5 minutes	School Designated

	information in the Request letter and the available school records			Registrar/ Records Custodian/
	1.4 Prepare certified learner's academic records (SF9 and SF10) and submit to School Head for signature	None	3 hours	School Designated Registrar/ Records Custodian/
	1.5 Sign certified learner's academic records (SF9 and SF10) and forward to records officer for release	None	3 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the certified learner's academic records (SF9 and SF10) to the client	None	3 minutes	School Designated Registrar/ Records Custodian/
TOTAL:		None	3 hours, 59 minutes	

10. Issuance of Academic School Records (ASR) for Certification, Authentication and Verification (CAV)

This service pertains to the issuance of Academic School Records Form (ASR) for past and current learners for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Past and current learners
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
CAV Form 1 – one (1) original copy	School
For Elementary and Secondary Graduates	
Diploma – one (1) original copy and two (2) certified true copies	Applicant / Client
Form 137/School Form 10 – two (2) certified true copies	School attended
Certificate of Completion – two (2) original copies	School attended
School Transmittal Letter – one (1) original copy	School attended
PSA Birth Certificate – one (1) photocopy	Philippine Statistics Authority (PSA)

<i>Note: The birth certificate is for validation purposes only</i>	
Passport – one (1) photocopy of the bio page <i>Note: The passport is for validation purposes only</i>	Department of Foreign Affairs
Latest passport-size picture – two (2) pieces	Applicant / Client
Long Brown Envelope – one (1) piece	Applicant / Client
If Lost Diploma	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employer/s – one (1) original copy	Applicant / Client
In case of non-availability of Form 137	
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program – one (1) original copy	Applicant / Client
Duly certified copy of either Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; or diploma / transcript of records on file in the learner's current / previous employer/s – one (1) original copy	Applicant / Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine Identification System (Philsys) ID/ePhilID • Philippine Passport • Driver's License • Professional Regulation Commission (PRC) ID • Unified Multi-Purpose ID (UMID) • Voter's ID • Senior Citizen ID • Philippine Postal ID • Philhealth ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the	Authorized Representative of the Applicant / Client

authorized person , which may include, but is not limited to, the following: - Philippine Identification System (Philsys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - Philhealth ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If Academic School Records (ASR) is available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue CAV Form 1 to client	None	15 minutes	Registrar/ Designated School Records Custodian
2. Fill out CAV Form 1 and submit to School Principal's Office	2.1 Receive the filled out form and search for the academic school record (ASR)	None	2 hours	Registrar/ Designated School Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents <i>Note: If documents were found to have a discrepancy with school records, instruct the Client to proceed to SDO to request for a correction of school entries.</i>	None	30 minutes	Registrar/ Designated School Records Custodian
	2.3 Photocopy the ASR and Diploma in two copies and stamp with "Certified True Copy"	None	20 minutes	Registrar/ Designated School Records Custodian
	2.4 Prepare transmittal letter and certification of graduation in two copies	None	30 Minutes	Registrar/ Designated School Records Custodian

	2.5 Forward the ASR with transmittal and certification of graduation to the School Head for signature	None	15 minutes	Registrar/ Designated School Records Custodian
	2.6 Check the accuracy and veracity of the Academic School Records and Certification, and affix signature.	None	1 hour	School Head
	2.7 Dry seal the CAV documents and put it in a sealed brown envelope	None	10 minutes	Registrar/ Designated School Records Custodian
	2.8 Release the documents and inform the client to bring it to the Regional Office for CAV.	None	10 minutes	Registrar/ Designated School Records Custodian
3. Claim the documents sealed in a brown envelope and sign the logbook	3.1 Inform the Client to bring the documents to the Regional Office for CAV.	None	5 minutes	Registrar/ Designated School Records Custodian
If Academic School Records (ASR) is not available at the School Level				
1. Submit the required documents to the School Principal's Office	1.1 Receive and check the authenticity of the submitted documents and issue CAV Form 1 to client	None	15 minutes	Registrar/ Designated School Records Custodian
2. Fill out CAV Form 1 and submit to School Principal's Office	2.1 Receive the filled out form and search for the academic school record (ASR)	None	2 hours	Registrar/ Designated School Records Custodian
	2.2 Countercheck the accuracy of entries in the academic school records (ASR) with the submitted documents <i>Note: If documents were found to have a discrepancy with school records, instruct the Client to</i>	None	30 minutes	Registrar/ Designated School Records Custodian

	<i>proceed to SDO to request for a correction of school entries.</i>			
	2.3 Prepare a School Referral Form (CAV 2) and advise Client to submit the filled-out CAV 2 Form to the Schools Division Office	None	15 minutes	Registrar/ Designated School Records Custodian
TOTAL (if ASR is available at the School level):		None	5 hours, 15 minutes	
TOTAL (if ASR is not available at the School level):		None	3 hours	

11. Issuance of Reconstructed Diploma

This service charter outlines the procedures in requesting the issuance of a reconstructed diploma in case of damage and loss, as requested by the receiving/client. The reconstruction of diploma is only allowed for CAV purposes, as of DepEd Order No. 48, s.2017.

Office or Division:	Schools		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Past learners / Alumnae / Alumnus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
Sworn Statement of any two (2) of the applicant's classmates, principals, or teachers; and supported by either the school graduation photos, souvenir program, or graduation program (1 Original, 1 Photocopy)		Client	
Duly certified copy of Form 137 or Form 138 of the learner on file in any Tertiary Learning Institutions; transcript of records on file in the learner's current / previous employer/s.		Client	
If alumna is already married			
Marriage Certificate for married women – One (1) original and one (1) photocopy		Philippine Statistics Authority	
For authorized representative			
Special Power of Attorney (SPA) – One (1) original and one (1) photocopy		Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID/National ID - Passport - Driver's License		Client	

- Professional Regulation Commission (PRC) ID - Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive and check the submitted requirements. <i>Note: Inform Client that s/he will be notified once the requested document is available.</i>	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Prepare the reconstructed diploma submit to School Head for signature	None	2 days	School Designated Registrar/ Records Custodian/
	1.3 Sign the reconstructed diploma and forward to records officer for release	None	10 minutes	School Head
	1.4 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the requested document to the client	None	5 minutes	School Designated Registrar/ Records Custodian/
TOTAL:		None	2 days, 23 minutes	

12. Issuance of School Form 10 – Elementary and Junior High School

This service charter outlines the procedures of the issuance of School Form 10 (Form 137) from the originating school to the receiving school upon the transfer of the elementary and junior high school student/learner, requested through the Learners Information System (LIS). DepEd Order No. 54, s. 2016 mandates schools to deliver the SF 10 within thirty (30) days.

This service charter outlines the procedures starting from the receipt of the request from the receiving school to the release of the requested SF 10 by the outgoing school for delivery through hand-carry or third-party courier.

Office or Division:	Schools			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Receiving School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
LIS Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the LIS and request for the SF 10 of incoming Elementary and JHS	1.1 Generate the requested information and notify the School Registrar to prepare the SF 10 of the concerned learners	None	1 hour	LIS-in-Charge
	1.2 Prepare a Transmittal, along with the SF 10 and forward to the School Head for signing	None	3 days	School Registrar
	1.3 Sign the Transmittal and SF 10, then return to the School Registrar for release	None	1 hour	School Head
	1.4 Process and send the SF 10 to the receiving school by hand or through a third-party courier. <i>Note: Client may track the status of delivery provided by the third-party courier.</i>	None	1 day	School Registrar
TOTAL:		None	4 days, 2 hours	

13. Issuance of School Form 10 – Senior High School

This service pertains to the issuance of School Form 10 (Form 137) from the outgoing Senior High School learner to the receiving higher learning institution.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Receiving School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter request from the receiving school		Client		
Any government-issued valid ID		Client		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (Philsys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - Philhealth ID - Barangay ID		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine Identification System (Philsys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - Philhealth ID - Barangay ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the requested documents	1.1 Receive submitted documents and stamp "RECEIVED"	None	5 minutes	School Records Custodian
	<i>Note: If there is lacking documents, inform the client that the request will be accepted, but will push through upon submission/ completion of the requirements.</i>			
	1.2 Verify through the LIS the details based on school records of the learner/s whose record is being requested	None	10 minutes	School Records Custodian
	1.3 Prepare photocopy of SF 10 and Stamp Certified True Copy	None	1 hour	School Records Custodian
	1.4 Sign Certified True Copy of SF10 and forward to School Records Custodian for release	None	10 minutes	School Head
	1.5 Notify the Client that the requested document is available for release	None	5 minutes	School Records Custodian
2. Claim SF 10 from the originating school	1.6 Release the requested document	None	15 minutes	School Records Custodian
TOTAL:		None	1 hour, 45 minutes	

14. Issuance of School Form 9 (SF 9), Good Moral Certificate, and Certificate of Enrollment

This service pertains to issuance of pertinent school records and certifications related to the learner that are in the custody of school and may be requested for the purpose of transferring the learner to another school or for any other legal purposes as deemed necessary.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Learners and/or Parents/Guardians
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Standard Requirement	

Letter Request signed by the Parents/ Guardians stating the request for SF9 of the learner – One (1) original copy and one (1) photocopy		Client		
Any government-issued valid ID – One (1) original and one (1) photocopy		Client		
For authorized representative				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (Philsys) ID/ePhilID - Philippine Passport - Driver's License - Professional Regulation Commission (PRC) ID - Unified Multi-Purpose ID (UMID) - Voter's ID - Senior Citizen ID - Philippine Postal ID - Philhealth ID - Barangay ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For School Form 9				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion <i>Note: Inform Client that s/he will be notified once the requested document is complete.</i>	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Verify with the Class Adviser the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.3 Prepare the School Form 9 and forward to the Class Adviser for signature	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.4 Affix signature on the School Form 9, and forward to the School Head for signature	None	15 minutes	Class Adviser

	1.5 Sign the School Form 9, and forward to records custodian for release	None	10 minutes	School Head
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the signed SF 9 to the Client	None	3 minutes	School Designated Registrar/ Records Custodian/
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school (SF 9). <i>Note: Ensure that the client affixes his/her signature in the log book.</i>	None	3 minutes	School Designated Registrar/ Records Custodian/
For Good Moral Certificate and Certificate of Employment				
1. Submit required documents	1.1 Receive and check the submitted requirements for completion <i>Note: Inform Client that s/he will be notified once the requested document is complete.</i>	None	5 minutes	School Designated Registrar/ Records Custodian/
	1.2 Verify with the Teacher Adviser and/or Guidance Counsellor the correctness of the information stated in the Request Letter	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.3 Prepare the requested document, and forward to the School Head for signature	None	10 minutes	Designated Guidance Counsellor/R egistrar
	1.4 Sign the requested document and put in a sealed envelope	None	10 minutes	School Head

	1.5 Put the requested document in a sealed envelope	None	10 minutes	School Designated Registrar/ Records Custodian/
	1.6 Inform Client on the availability of the requested document	None	3 minutes	School Designated Registrar/ Records Custodian/
2. Claim the requested document	2.1 Release the signed and sealed document to the Client	None	3 minutes	School Designated Registrar/ Records Custodian/
	2.2 Record in the School log book the name of the Client and learner and the type of document issued by the school. <i>Note: Ensure that the client affixes his/her signature in the log book.</i>	None	3 minutes	School Designated Registrar/ Records Custodian/
TOTAL (School Form 9):		None	59 minutes	
TOTAL (Good Moral Certificate and/or Certificate of Enrollment):		None	54 minutes	

15. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.

Office or Division:	Schools			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit (LGU), DepEd Central Office, DepEd Regional Office, DepEd Schools Division Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
School Inventory Form – one (1) original copy		School Property Custodian / Supply Officer		
National School Building Inventory Form (NSBIF) – one (1) original copy		School Property Custodian / Supply Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirements and request for conduct of inventory	1.1 Gather data on inventory from concerned school personnel	None	3 days	Supply Officer / Property Custodian
	1.2 Consolidate school inventory and submit the Inventory Report to School Head for signature	None	1 day	Supply Officer / Property Custodian
	1.3 Review and sign the Inventory Report	None	4 hours	School Head
	1.4 Submit the School Inventory Report to the requesting party	None	30 minutes	Supply Officer / Property Custodian
TOTAL:		None	4 days, 4 hours, 30 minutes	

16. Public Assistance (Email / Social Media)

For the ease of doing business, schools started to accommodate queries and complaints through their official email address and social media account/s.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Complete information regarding the concern		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via tracker/logbook, download attachment (if any).	None	5 minutes	School Public Assistance Coordinator
	1.2 For general questions or simple concerns, reply immediately. <i>Note: For complex concerns that need the discretion and/or technical knowledge of the school head or higher office(s), refer the concern to the said office; and reply to the client's</i>	None	15 minutes	School Public Assistance Coordinator

	<i>email/message with an acknowledgment informing the client further that they will receive a separate answer or instruction for the next step.</i>			
TOTAL:		None	20 minutes	

17. Public Assistance (Walk-in)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of their clients.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Complete information regarding the concern		Client		
Intake Sheet – One (1) original copy		School Information Coordinator/Guidance Counselor/ Advocate		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out intake sheet	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	1.2 Provide an immediate reply for simple concerns <i>Note: Advise Client of next steps for complex concerns.</i>	None	30 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
	1.3 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	School Information Coordinator (SIC)/ Guidance Counselor/ Advocate
TOTAL:		None	1 hour	

18. Request for Certificate of Last Payment for Retired/Transferring Teaching/Non-Teaching Personnel (Implementing Unit)

This service charter outlines the steps for retired or transferring teaching and non-teaching personnel in requesting for a Certificate of Last Payment, for whatever purpose it may serve them.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Retired or transferring teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Requisition Slip – One (1) original copy		School		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Special Power of Attorney - One (1) original copy and one (1) photocopy		Client		
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Client		
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition slip	1.1 Check the request and retrieve the Client's latest payslip	None	30 minutes	Administrative Assistant III
	1.2 Prepare the requested document for signature	None	20 minutes	Administrative Assistant III

	1.3 Sign the document	None	10 minutes	School Head
	1.4 Release the document to the Client	None	5 minutes	Administrative Assistant III
2. Sign the logbook upon the receipt of the document	2.1 Check the entries on the logbook	None	5 minutes	Administrative Assistant III
TOTAL:		None	1 hour, 10 minutes	

19. Reservation Process for the Use of School Facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CSC examinations, board exam review, or coop membership meetings.

This service charter outlines the procedures for requests received directly from clients and not through the Regional Office or the Schools Division Office.

Office or Division:	Schools
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Letter Request – Two (2) original copies	Client
Request/Checklist Form – One (1) original copy	School
For authorized representative	
Authorization Letter – One (1) Original Copy	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID	Client
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License	Authorized Representative of the Client

- Professional Regulation Commission (PRC) ID - Philippine Postal ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request addressed to the School Head/Principal	1.1 Log-in in the School Logbook	None	1 minute	Administrative Officer II / Admin Aide, School
	1.2 Receive the Request Letter and stamp "RECEIVED"	None	2 minutes	Administrative Officer II, School
	1.3 Provide Client the Request/Checklist Form	None	1 minute	Administrative Officer II, School
2. Accomplish Request/Checklist Form for reservation	2.1 Receive Form, and check for completion <i>Note: Inform Client that s/he will be notified once the result of request is available</i>	None	5 minutes	Administrative Assistant III, School
	2.2 Review and evaluate Letter Request and Request/Checklist Form	None	3 minutes	School Head
	2.3 Conduct initial inspection of the facilities for reservation	None	15 minutes	Supply Officer / School Head
	2.4 Prepare and sign the Endorsement Letter and forward to the Schools Division Superintendent (SDS) for approval	None	30 minutes	School Head
	2.5 Forward the signed Endorsement Letter to the Schools Division Office	None	1 day	Administrative Officer II, School
	2.6 Receive Endorsement Letter and forward to the Office of the Schools Division Superintendent	None	30 minutes	Records Officer, Schools Division Office
	2.7 Reviews Endorsement from School and prepares	None	30 minutes	Administrative Aide, Office of the Schools Division

	Endorsement for SDS' signature			Superintendent
	2.8 Review, approve, and affix signature in the Endorsement Letter	None	2 days	Schools Division Superintendent, Schools Division Office
	2.9 Forward the signed Endorsement Letter to Records for release	None	15 minutes	Administrative Aide, Office of the Schools Division Superintendent
	2.10 Prepare signed Endorsement Letter for release to School	None	30 minutes	Records Officer, Schools Division Office
	2.11 Get the Endorsement Letter from SDO Records Section and inform client to pick-up the signed letter at the school	None	1 day	Administrative Officer II, School
3. Claim the signed Endorsement Letter	3.1 Release the signed Endorsement Letter	None	15 minutes	Administrative Officer II, School
TOTAL:		None	4 days, 2 hours, 57 minutes	

SCHOOLS

INTERNAL SERVICES

1. 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 of 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:	Schools		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Teaching and Non-teaching Personnel of Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Vacation Leave			
CSC Form 6 – three (3) original copies		CSC Website	
Clearance Form, only if traveling abroad, or if traveling local for more than 30 days – four (4) original copies		Applicant / Client	
Request Letter – one (1) original copy		Applicant / Client	
Travel Abroad on Official Time (Local and Abroad)			
Indorsement from School Head – one (1) original copy		School Head	
Written justification addressed to the Schools Division Superintendent and noted by the School Head – one (1) original copy		Applicant / Client	
CSC Form 6 – three (3) original copies		CSC Website	
Signed Invitation of the Activity Duly approved invitation from the Central Office or Regional Office as participant or delegate for the activity – one (1) original copy		DepEd Central Office / Regional Office	
Certificate of No Pending Administrative Case – one (1) original copy		ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)	
Itinerary of the Travel – one (1) original copy		Applicant / Client	
Approved activity request of Work and Financial Plan – one (1) original copy		Applicant / Client	
Certification from the Accounting Section that the previous cash advance has been liquidated (if cash with advance) – one (1) original copy		OSDS-Accounting Section, Schools Division Office	
School Head – one (1) original copy		School Head	
Division Clearance (for 30 days or more) – one (1) original copy		OSDS-Personnel Section, Schools Division Office	
Indorsement/letter request of designated Officer-In-Charge (OIC) duly conformed by the designated OIC (applicable to School Head and Head of Units positions only)		Applicant / Client	
Travel Abroad Within Mid-Year Break/Christmas Break/Summer Break			
<i>Note: Non-Teaching can apply TA throughout the year, provided that the absence shall not directly affect the continuous delivery of services.</i>			

Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Annex D (Travel Form) – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance	School Head
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Sick Leave under Magna Carta	
<i>(For sickness related to Gynecological Procedure/System – 2 weeks for minor, 3 months for major)</i>	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
CSC Form 6 – four (4) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Sick Leave with Pay Charge to Service Credits	
CSC Form 6 – three (3) original copies	CSC Website
Medical Certificate, if more than 5 days sick leave – one (1) original copy	Applicant / Client
Request Letter – one (1) original copy	Applicant / Client
Sick Leave with Pay Charge to Service Credits for more than 30 days	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
CSC Form 6 – four (4) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Leave Card – one (1) certified true copy	School Head
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	School Governance and Operations Division, Schools Division Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section,

	Schools Division Office (for non-teaching personnel)
Sick Leave Without Pay	
<i>Note: The maximum allowable SL without pay shall be granted one year. The period of which 3 months and can be extended into another consecutive quarters.</i>	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Certification of No Remaining Balance of Service Credits – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp	School Governance and Operations Division, Schools Division Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Maternity Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – four (4) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
School Clearance – one (1) original copy	School Head
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – three (3) original copies	School Governance and Operations Division, Schools Division Office
CS Form No. 6A (Notice of Allocation of Maternity Leave), in case of allocation of 7 days leave from 105 days Maternity Leave to the father of the child – one (1) original copy	CSC Website
For filing of Double Pay when ML (105) falls within PVP-For ES and SHS; only JHS shall be paid under lus	
Indorsement from the School Head – one (1) original copy	School Head
Request Letter – one (1) original copy	Applicant / Client
Approved Special Order	School Head
Approved CS Form 6 LCR/PSA Birth Certificate	Applicant / Client
Duly signed CS Form No. 6A (Notice of Allocation of ML), if applicable	Applicant / Client
Duly signed School Clearance	Applicant / Client

Paternity Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – three (3) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Solo Parent Leave	
CSC Form 6 – three (3) original copies	CSC Website
Request Letter – one (1) original copy	Applicant / Client
Birth Certificate of Child – one (1) photocopy	Applicant / Client
Solo Parent ID – one (1) photocopy	Applicant / Client
Wellness Leave	
Indorsement from the School Head – one (1) original copy	School Head
CSC Form 6 – four (4) original copies	CSC Website
Application for Wellness Leave (for COS/JO under National paid) – four (4) original copies	Applicant / Client
Birth Certificate of Child – one (1) photocopy	Applicant / Client
Study Leave	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Course Outline of Master's Degree / Prospectus Certification of Course/Units to be taken from the HEIs Registrar – one (1) original copy	Applicant / Client
Schedule of Classes	Applicant / Client
Study Leave Agreement	Applicant / Client
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Approved Permit to Study	Applicant / Client
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – one (1) original copy	School Governance and Operations Division, Schools Division Office
Service Record – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Latest Performance Rating	Applicant / Client
Rehabilitation Leave	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent	Applicant / Client
CSC Form 6 – three (3) original copies	CSC Website
Last Day of Service – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Incident Report of Injury with pictures – one (1) original copy	Applicant / Client

Certification from the School Head that the incident occurred while in the performance of function or duty – one (1) original copy		School Head		
Medical Form 41 duly noted by the SDO Medical Officer and with appropriate documentary stamp – one (1) original copy		School Governance and Operations Division, Schools Division Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline	1.1 Receive the submitted documents	None	5 minutes	Administrative Officer II / Administrative Assistant
	1.2 Check completeness of the submitted documents	None	1 hour	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head
	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
TOTAL:		None	1 day, 3 hours, 35 minutes	

2. Application for Retirement, Resignation, and Its Claims

Separation and Benefits Administration is a process of managing an employee's exit from the service and ensuring they receive the appropriate legal and financial entitlements. This includes retirement and resignation.

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.

Resignation refers to the voluntary separation of employee from service effective on a specific date, typically requiring 30 days' notice. It is not complete until accepted by the appointing authority, formally accepting the employee's intent to end the employment relationship.

Office or Division:	Schools		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	Teaching and Non-teaching Personnel that reached the retiring age requirement		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Retirement			
Indorsement from the School Head – one (1) original copy		School Head	
Letter of Intent – one (1) original copy		Applicant / Client	
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy		OSDS-Personnel Section, Schools Division Office / GSIS Official Website	
School Clearance – one (1) original copy		School Head	
Division Clearance – one (1) original copy		OSDS-Personnel Section, Schools Division Office	
Regional Clearance (for School Principal only) – one (1) original copy		Administrative Division – Personnel Section, Regional Office	
Certification of Last Day of Service – one (1) original copy		School Head / OSDS-Personnel Section, Schools Division Office (for School Head)	
Certificate of No Pending Administrative Case – one (1) original copy		ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)	
Certificate of Last Payment – one (1) original copy		Finance Division, Regional Office	
Certification of No Provident Loan / Certification of No Liquidated Cash Advance (for School Heads/ Related Teaching only) – one (1) original copy		Finance Division, Regional Office	
Ombudsman Clearance – one (1) original copy		Office of the Ombudsman	
Statement of Assets and Liabilities as of last day of service – one (1) original copy		Applicant / Client	
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest		Applicant / Client	

Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	
Marriage Certificate, if married – one (1) photocopy	Applicant / Client
Leave Card Recommending Indorsement to GSIS Office Service Record – one (1) certified true copy	School Head / OSDS-Personnel Section, Schools Division Office (for School Heads)
Certification of Leave Without Pay – one (1) original copy	School Head / OSDS-Personnel Section, Schools Division Office (for School Heads)
Resignation	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
Certification of Last Day of Service – one (1) original copy	School Head
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Certification of Leave Without Pay – one (1) original copy	School Leave
Regional Clearance (for School Heads) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	Applicant / Client
Separation Claims (due to resignation or early retirement below 60 years old)	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
Certification of Last Day of Service – one (1) original copy	School Head
School Clearance – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office

Signed Special Order of Resignation	OSDS-Personnel Section, Schools Division Office
Signed Acceptance of Resignation	Applicant / Client
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Latest Individual Performance and Commitment Rating Form (IPCRF) / Latest Office Performance and Commitment Rating Form (OPCRF)* (*for School Heads) – one (1) original copy	Applicant / Client
Regional Clearance (for School Heads) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of Last Day of Service – one (1) original copy	School Head
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Survivorship Claims	
Indorsement from the School Head – one (1) original copy	School Head
Letter of Intent – one (1) original copy	Applicant / Client
GSIS application for Retirement, Separation Life Insurance Benefits – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
GSIS Application for Survivorship – one (1) original copy	OSDS-Personnel Section, Schools Division Office / GSIS Official Website
Death Certificate of Member issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Member Issued by PSA – one (1) original copy	Applicant / Client
Certification of Last Day of Service – one (1) original copy	School Head
Division Clearance – one (1) original copy	OSDS-Personnel Section, Schools Division Office
Regional Clearance (for School Heads, Public Schools District Supervisor, and Head of Section) – one (1) original copy	ORD-Legal Section, Regional Office
Certification of No Pending Administrative Case – one (1) original copy	ORD-Legal Section, Regional Office (for teaching personnel) / OSDS-Legal Section, Schools Division Office (for non-teaching personnel)
Ombudsman Clearance – one (1) original copy	Office of the Ombudsman
Certification of No Provident Loan – one (1) original copy	Finance Division, Regional Office
Certification of Last Payment – one (1) original copy	OSDS-Payroll Section, Schools Division Office
Statement of Assets and Liabilities as of last day of service – one (1) original copy	Applicant / Client
Leave Card – one (1) photocopy	School Head

Marriage Certificate, if married – one (1) photocopy	Applicant / Client
<i>Survivorship Claims (Additional Requirements for Single Member with Parents)</i>	
Marriage Contract of Members' Parents issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Member Parents issued by PSA – one (1) original copy	Applicant / Client
CENOMAR of deceased members – one (1) original copy)	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Two (2) valid IDs of member's parents with signature – one (1) photocopy of each ID	Applicant / Client
<i>Survivorship Claims (Additional Requirements for Single Member without Parents but with Siblings)</i>	
Death Certificate of members parents issued by PSA	Applicant / Client
Marriage Contract of Members' Parents issued by PSA	Applicant / Client
Birth Certificate of all siblings of the deceased members issued by PSA	Applicant / Client
Two (2) valid IDs of member's parents with signature – one (1) photocopy of each ID	Applicant / Client
CENOMAR of deceased members – one (1) original copy)	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Marriage Contract of all female siblings of the deceased member issued by PSA – one (1) original copy	Applicant / Client
Waiver of Rights	Applicant / Client
<i>Survivorship Claims (Additional Requirements for Married Member)</i>	
Marriage Certificate between the deceased member and his or her spouse issued by PSA – one (1) original copy	Applicant / Client
CENOMAR of deceased and spouse – one (1) original copy	Applicant / Client
Affidavit of surviving legal heirs duly signed by heirs and two witnesses with 2 valid ID's each – one (1) original copy	Applicant / Client
Birth Certificate of Spouse issued by PSA – one (1) original copy	Applicant / Client
Birth Certificate of Children issued by PSA – one (1) original copy	Applicant / Client
Two (2) valid IDs of Spouse, Children, and 2 witnesses with signature – one (1) photocopy for each ID	Applicant / Client
Terminal Leave Benefit Claims	

Letter Request for Terminal Leave Monetization – one (1) original copy		Applicant / Client		
CSC Form 6 – one (1) original copy		CSC Website / OSDS-Personnel Section, Schools Division Office		
Certification of Terminal Benefit Leave (TLB) has not been claimed – one (1) original copy		CSC Website / OSDS-Personnel Section, Schools Division Office		
Letter Intent to Retire – one (1) photocopy		Applicant / Client		
Approved GSIS Application form – one (1) photocopy		OSDS-Personnel Section, Schools Division Office		
Leave Card – one (1) photocopy		School Head		
Marriage Certificate, if married – one (1) photocopy		Applicant / Client		
Death Certificate for Deceased Retiree – one (1) photocopy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline	1.1 Receive the submitted documents	None	5 minutes	Administrative Officer II / Administrative Assistant
	1.2 Check completeness of the submitted documents	None	1 hour	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head
	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
TOTAL:		None	1 day, 3 hours, 35 minutes	

3. Application for Special Order for Service Credits Earned or Certification of Compensatory Time Credits

Vacation service credits or compensatory time credits are given for work rendered by the School's teaching or non-teaching personnel beyond regular functions or work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teaching and non-teaching personnel, including those that expose their lives to certain risks, and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified through the provision of service credits for teaching personnel and compensatory time credits for non-teaching personnel.

This service charter narrates the procedures for the application for Special Order for Service Credits Earned, which can be requested by teaching personnel, or the Certification of Compensatory Time Credits, which can be requested by non-teaching personnel.

Office or Division:	Schools			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Active Teaching or Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Accomplishment Report duly signed by the Client and concurred by the immediate supervisor – one (1) original copy		Applicant / Client		
Duly signed Daily Time Record (DTR) or Biometric Report of Attendance (CS Form 48) – one (1) original copy		Applicant / Client		
Memorandum re: activity conducted, if applicable – one (1) photocopy		Program Facilitator / Proponent		
Certificate of Appearance, if applicable – one (1) photocopy		Program Facilitator / Proponent		
Certificate of Attendance (e.g. Brigada Eskwela), if applicable – one (1) photocopy		Applicant / Client		
COMELEC Appointment (for National, Local, or Barangay Election), if applicable – one (1) photocopy		Commission on Election		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1.1 Check submitted documents	None	30 minutes	Administrative Officer II / Administrative Assistant
	1.2 Prepare Endorsement Letter and forward to School Head for signature	None	2 hours	Administrative Officer II / Administrative Assistant
	1.3 Sign the Endorsement Letter and return to personnel in-charge	None	1 day	School Head

	1.4 Release the Endorsement Letter and documentary requirements submitted by the Client to the Schools Division Office*	None	30 minutes	Administrative Officer II / Administrative Assistant
TOTAL:		None	1 day, 3 hours	

4. Processing of Programs, Projects, and Activities (PPAs) Proposal

In school, teachers have ideas and programs they hope will make learning better and more meaningful for their learners. The Project Proposal Endorsement supports these efforts by guiding and reviewing their proposals and ensuring that all proposed projects are systematically reviewed and aligned with the School Improvement Plan (SIP), Annual Implementation Plan (AIP), and DepEd priorities. This service enables the Project Development Officer (PDO) and/or School Planning Team to assess the relevance, feasibility, and compliance of proposals, ensuring efficient use of resources and proper planning before endorsement to the School Head, while promoting transparency, accountability, and effective project implementation.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teacher, Proponent/ Project Implementer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Project Proposal and Activity Design – one (1) original copy		Teacher, Proponent/ Project Implementer		
SIP/AIP Reference – one (1) photocopy		School Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1.1 Check and review submitted requirements	None	30 minutes	Project Development Officer-in-charge / Admin Officer-in-charge
	1.2 Evaluate alignment with SIP/AIP and provide feedback to Client regarding the reviewed proposal	None	1 day	Project Development Officer-in-charge / Admin Officer-in-charge
	1.3 Submit reviewed proposal to School Head for approval	None	1 hour	Project Development Officer-in-charge / Admin Officer-in-charge

	1.4 Review and approve proposal and return to PDO/AO-in-charge for release	None	2 hours	School Head
	1.5 Return the reviewed and approved proposal to the proponent for finalization	None	15 minutes	Project Development Officer-in-charge / Admin Officer-in-charge
2. Submit the finalized proposal	2.1 Prepare Endorsement Letter and forward to the School Head for signature	None	1 hour	Project Development Officer-in-charge / Admin Officer-in-charge
	2.2 Sign the Endorsement Letter	None	1 day	School Head
	2.3 Submit the Endorsement Letter with the final proposal to the Schools Division Office	None	1 hour	Administrative Officer II / Administrative Assistant
TOTAL:		None	2 days, 5 hours, 45 minutes	

5. Reimbursement of Training Expenses

Reimbursement of training expenses charged to local funds is a process through which a school refunds eligible costs incurred by teachers and non-teaching personnel who participate in approved seminars, workshops, certification, or continuing educational programs.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-teaching Personnel of School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Training/Activity Memorandum – one (1) photocopy		Program Proponent/Faciltator from the Schools Division Office, Regional Office, or Central Office		
Travel Order – one (1) original copy		Client		
Official Receipts / CENPR / Appendices A & B – one (1) original copy		Client		
Certificate of Appearance – one (1) original copy		Program Proponent/Faciltator from the Schools Division Office, Regional Office, or Central Office		
Travel Itinerary – one (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documentary requirements	1.1 Check and review submitted requirements	None	30 minutes	Administrative Officer II / Administrative Assistant
	1.2 Prepare Disbursement Voucher and submit to School Head for approval	None	1 hour	Administrative Officer II / Administrative Assistant
	1.3 Approve the Disbursement Voucher and return to Admin Officer II or Admin Assistant	None	1 day	School Head
	1.4 Request Client to sign the Disbursement Voucher	None	10 minutes	Administrative Officer II / Administrative Assistant
2. Sign the Disbursement Voucher	2.1 Prepare the Check	None	1 hour	Administrative Officer II / Administrative Assistant
	2.2 Release the Check to the Client <i>Note: For Implementing Units (IUs), reimbursement may be credited directly to the Client's payroll account</i>	None	1 hour	Administrative Officer II / Administrative Assistant
TOTAL:		None	1 day, 3 hours, 40 minutes	

Note: Processing time may vary depending on the availability of funds and the School Head, since the Disbursement Voucher can only be signed by the School Head

FEEDBACK AND COMPLAINTS MECHANISM

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 at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at depedactioncenter@depd.gov.ph	Online: Email (<u>insert email address</u>) or fill out the RO online feedback form at (<u>insert CSM link or QR code</u>)	Online: Email (<u>insert email address</u>) or fill out the SDO online feedback form at (<u>insert CSM link or QR code</u>)
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (<u>insert phone no. here</u>)	Phone: Call the (specify office if OSDS or DPAC) at (<u>insert phone no. here</u>)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	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 coursed through 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 coursed through (specify if PAU or RPAC): 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 coursed through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>

	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) 0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	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		

LIST OF OFFICES

Central Office

Office	Address	Contact Information
Administrative Service – Cash Division	1F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-2408/ 8633-7220/ as.cd@deped.gov.ph
Administrative Service - Records Division (AS-RD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7218 / 8687-1449 as.rd@deped.gov.ph
Bureau of Curriculum Development – Special Curricular Programs Division	18 th Floor TechZone, Gil Puyat Avenue, Makati City	8632-7586/ 8632-0170
Bureau of Education Assessment - Education Assessment Division (BEA-EAD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-2589/ 8631-2571
Bureau of Human Resource and Organizational Development – Personnel Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9345/ 8633-6682/ bhrod.pd@deped.gov.ph
Education Facilities Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8638-7110/ efd.od@deped.gov.ph / efd@deped.gov.ph
Finance Service – Accounting Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Finance Service – Budget Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Finance Service – Employee Account Management Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-7248/ 8638-8640/ fs.eamd@deped.gov.ph
Information and Communications Technology Service – Technology Infrastructure Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2363/ icts.tid@deped.gov.ph
Information and Communications Technology Service – Solutions Development Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2092/ icts.sdd@deped.gov.ph

Information and Communications Technology Service – User Support Division	17 th Floor TechZone, Gil Puyat Avenue, Makati City	8635-7369/ icts.usd@deped.gov.ph
Legal Service – Investigation Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-5773/ ls.id@deped.gov.ph
Legal Service – Legal Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-6206/ ls.id@deped.gov.ph
National Educators' Academy of the Philippines.- Professional Development Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8715-9919 neap.pdd@deped.gov.ph
National Educators' Academy of the Philippines.- Quality Assurance Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7207/ neap.qad@deped.gov.ph
Public Affairs Service - Public Assistance Action Center (PAS-PAAC)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8638-8641/8638-7530/ depedactioncenter@deped.gov.ph
Public Affairs Service – Publications Division	18 th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9341/ pas.pd@deped.gov.ph

Regional Offices

	Address	Contact Information
Region I	Flores St., Catbangan, San Fernando City, La Union	(072) 682-2324 loc. 101, 102, 104, 106, 107 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) 598-8580 to 89; 402-7003 to 05 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 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) 482-0046 (f); 820-8404; 482-0373 820-2663; 820-4045; 482-0523*

		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) 231-13-09; 414-73-99 255-45-42; 255-13-13*; 414-73-26* region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 323-7031; 524-9120 323-3156 (f); 323-6075*; region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-37-53; 215-37-51 991-19-07; 215-37-89*; region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	088) 8807071; 880-70-72; 880-20-87 852-20-23 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-93-42; 227-11-02; 291-16-65 221-61-47; 221-84-59* region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228-8824 228-9753* region12@deped.gov.ph
Region XIII – CARAGA	Km. 3, Libertad St. Butuan City	(085) 342-62-67; 342-82-07; 342-03-02; 342-59-69 342-21-98; 815-20-21; 342-62-67 region12@deped.gov.ph
Cordillera Administrative Region	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 car@deped.gov.ph
National Capital Region	Misamis St., Bago Bantay, Quezon City	8522-9412, 8522-9372 ncr@deped.gov.ph
Negros Island Region	Dumaguete City, Negros Oriental	nir@deped.gov.ph