



Republic of the Philippines
Department of Education
MIMAROPA REGION



DEPARTMENT OF EDUCATION
MIMAROPA REGIONAL OFFICE

CITIZEN'S CHARTER
2026 (2nd Edition)

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I. Brief History of the Philippine Education System

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

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

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department 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 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	Minister	Education Act of 1982

	and Sports		
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 – 2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 – Present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

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

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

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

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

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

In August 2001, Republic Act 9155, otherwise called the Governance of Basic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults

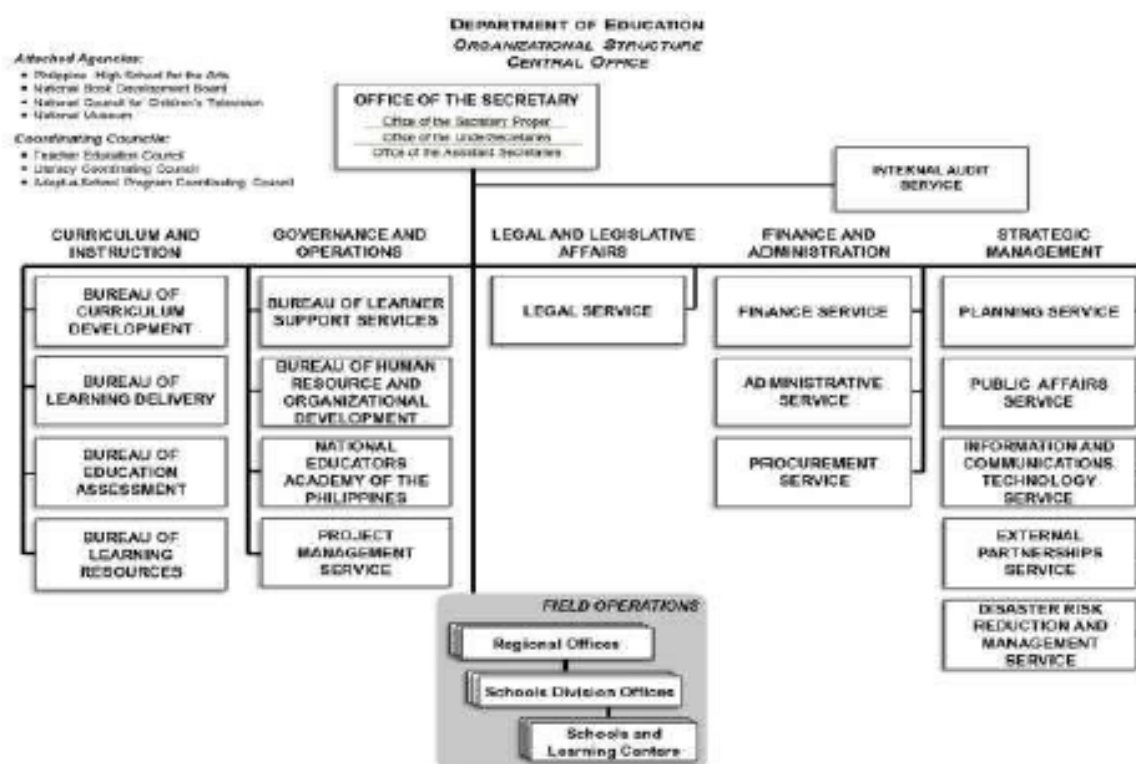
with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. DepEd Management Structure

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

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

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



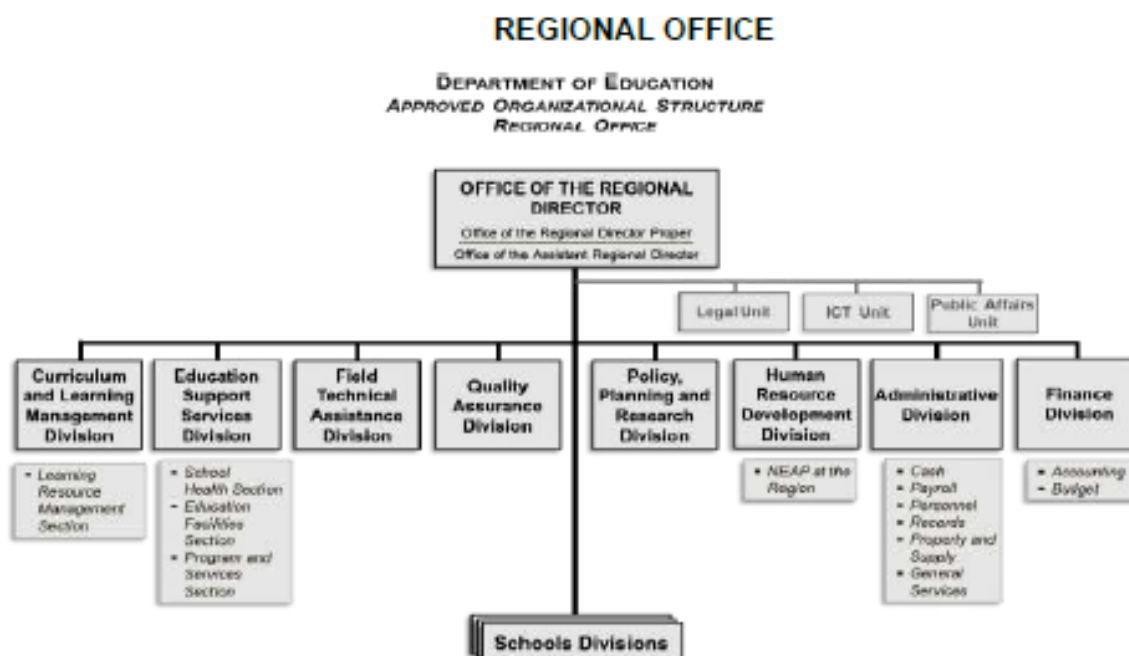
Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9) Undersecretaries and five (5) Assistant Secretaries in the following areas:

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

Five (5) attached agencies:

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

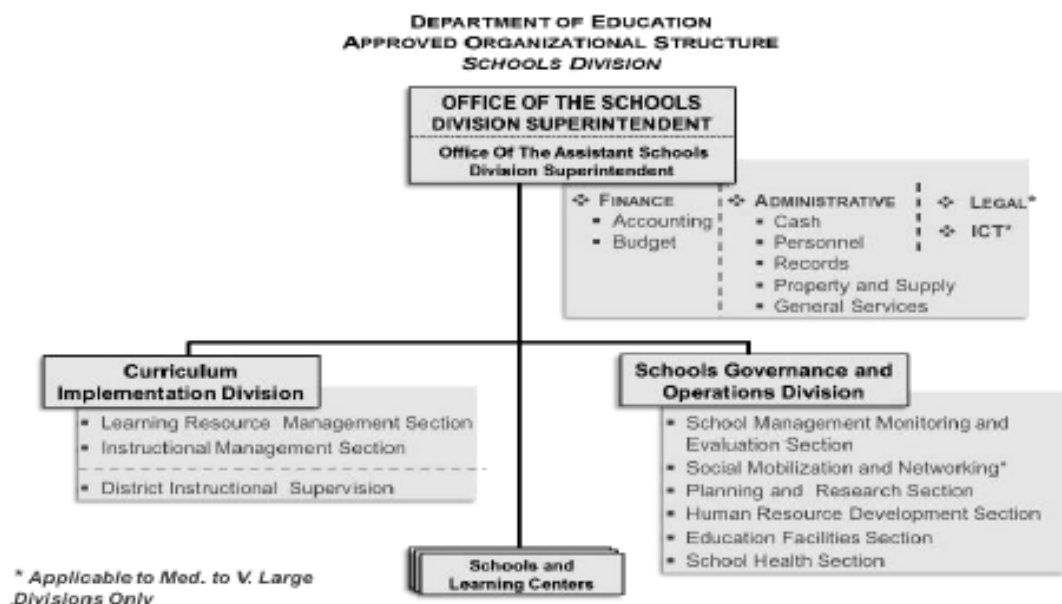
Figure 2. DepEd Organizational Structure per DO. 52 s, 2015



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

- Sixteen (16) Regional Offices (excluding BARMM) each headed by a Regional Director.
- Two hundred eighteen (218) Schools Division Offices headed by a Schools Division Superintendent, and two thousand four hundred forty-five (2,465) schools districts. *Note: Data provided here is based on School Year (SY) 2024-2025.*

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



Under the supervision of the Schools Division Offices are 45,328 public schools. *Note: Data provided here is based on School Year (SY) 2024-2025.*

III. Mandate

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

IV. Vision

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

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

V. Mission

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

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

VI. Service Pledge:

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

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

VII. Definition of Acronyms

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

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

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

REGIONAL OFFICE EXTERNAL SERVICES

ADMINISTRATIVE SERVICES DIVISION - Cash Section

1. Payment of External and Internal Claims

Covers payment to claims of external and internal clients. Preparing check and Advice of Checks Issued and Cancelled (ACIC) for payments of accounts payable. ACIC and LDDAP-ADA are delivered to the servicing bank to credit the payment.

Office or Division	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail	Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipts for suppliers or service providers			Client	
2. Two (2) Valid IDs				
3. Authorization letter, if representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notify the payees/claimants that the check is ready for release or the payment has been credited to their bank account	None	10 minutes	Jennifer I. Martos, AO I
1. Proceed to Cashier and present requirements	1.1. Check the authenticity of provided documents	None	5 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
2. Sign the DV/logbook and receive the official receipt (OR)	2.1 Give the DV/logbook for signature of payee/claimant and receive OR	None	5 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	2.2 Release check/Copy of validated ADA, issue official receipt if applicable	None	10 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS

TOTAL	None	30 minutes	
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2. Payment of Obligation

Process of payment for pending account balances to DepEd clients.

Office or Division	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C)			
Who may avail	Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Order of Payment (1 Original Copy)			DepEd Accounting Office	
2.Official Receipts for suppliers or service providers			Client	
3.Two (2) Valid IDs				
4.Authorization letter, if representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Secure order of payment	1.1 Issue order of payment	None	15 minutes	Marlo Theodore R. Iledan, Accountant III
2. Proceed to Cashier and present requirements	2.1. Check the authenticity of provided documents	None	5 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	2.2 Prepare and issue Official Receipts	None	5 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
TOTAL:		None	30 minutes	

CURRICULUM AND LEARNING MANAGEMENT DIVISION

1. Access to LRMDs Portal

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

Office or Division:	Curriculum and Learning Management Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail	Learners and their parents/guardians, DepEd employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Computer/Laptop and Internet Connection			Client	
2. Registered LR account a. DepEd email address for employees b. Any active email address for learners or their parents/guardians, other stakeholders			LR Portal (lrmds.deped.gov.ph)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrmds.deped.gov.ph Log-in to the LR portal On the upper left side menu bar, click Resources Tab and select K to 12 Resources Select grade level Select desired topic / category Select title from the list. The list could still be refined based on DepEd Special Programs such as IPed, ALS, etc. Click view or download. (Those without DepEd account can only browse and search for LR in the Portal. Only registered users are given downloading privileges.)	1.1. If client is in the CLMD office, assist in browsing the LR Portal	None	1 hour	CLMD Staff (Freddie Rey R. Ramirez, Magnolia Mabulo-Delos Santos, Ralph Laurent S. Mondoy, Rongie Agoring)
2. Open and accomplish Online Feedback Form	2.1 Generate client report			

2. Procedure for the Use of LRMDs Computers

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

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

Office or Division:	Curriculum and Learning Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail	Everyone (Learners, Parents, Teachers, Stakeholders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Registered LR Account or email address		www.lrmds.deped.gov.ph		
2.Valid ID/Borrower's card		Learning Resource Management and Development Center, Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the LRMDs computer logbook	1.1. Assist client	None	1 minute	Rongie Agoring, Administrative Assistant II / Ralph Laurent S. Mondoy, Teaching Aid Specialist
2. Follow step by step instructions	2.1. Provide assistance to client, including searching for LRs that cannot be found	None	25 minutes	Magnolia Mabulo-Delos Santos, Librarian II / Ralph Laurent S. Mondoy, Teaching Aid Specialist
3. Log-out and shut down computer once done		None	1 minute	Magnolia Mabulo-Delos Santos, Librarian II / Ralph Laurent S. Mondoy, Teaching Aid Specialist

4. Sign and submit the CLMD feedback form	4.1. Generate Client Report	None	2 minutes	Magnolia Mabulo-Delos Santos, Librarian II / Ralph Laurent S. Mondoy, Teaching Aid Specialist
5. Sign-out from the logbook		None	1 minute	Rongie Agoring, Administrative Assistant II
TOTAL:		None	30 minutes	

OFFICE OF THE REGIONAL DIRECTOR - Legal Unit

1. Legal Assistance to Walk-in Clients

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

Office or Division:	Legal Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Regional Office Personnel, SDO or School Personnel, General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. A copy of written query/concern (if applicable)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 If external client, refer to the visitors' logbook. If internal client, refer to the Legal Officer	None	5 minutes	Micah Fabula Administrative Assistant I Legal Unit
	1.2 Ask necessary information on query; determine whether information is sufficient, or documents are needed before a legal advice is given	None	1 hour	Atty. Joanna Rose R. Tarroza-Labuguen Attorney IV Legal Unit
2. Receive info from Legal Officer	2.1 If sufficient information or documents is acquired by the Legal Unit, the information is evaluated and legal advice is given based on the gathered data; or If the information provided by the client is incomplete, advise client to acquire the needed information/ documents first and then return for further final evaluation and legal advice	None	30 minutes	Atty. Joanna Rose R. Tarroza-Labuguen Attorney IV Legal Unit
	TOTAL:		1 hour and 35 minutes	

2. Request for Correction of Entries in School Record

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

Office or Division:	Legal Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students with records in DepEd	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter (1 Original Copy)		Client
School Records to be corrected – Diploma and Form 137 (1 Original Copy)		School
Certification or Indorsement from the School Head (1 Photocopy)		School
Certified true copy of the Certificate of Live Birth (1 Original Copy)		PSA
Affidavit of Discrepancy (1 Original Copy)		Applicant (if minor, with assistance of parent/guardian)
Affidavit of two disinterested persons (1 Original Copy)		Affiants
Special Order of Graduation (<i>only required for graduates of private schools</i>) (1 Original Copy)		School
Proof of identity of requesting party (Valid ID with photo and signature) If representative, proof of identity with authorization letter from requesting party		Client
1. Letter Request or Affidavit of Discrepancy (1 original and 2 photocopies)		Client
2. Proof of identity of requesting party (Government-issued ID with photo and signature) (2 photocopies-original to be presented for verification) If no available government-issued ID, any two (2) of the following: - NBI Clearance - Police clearance - Barangay certificate - Other IDs		Client
3. Indorsement from the school (1 original and 2 photocopies)		School
4. Certificate of Graduation with school seal (1 original and 2 photocopies) - If undergraduate (Certification as to last school year attended) - If currently enrolled (Certification as to present admission status)		School
5. Uncorrected Form 137 with school seal (1 original/Certified True Copy and 2 photocopies)		School
6. PSA Authenticated Birth Certificate with original receipt attached (1 original and 2 photocopies)		PSA

If unreadable or lacking essential details, Birth Registry		Local Civil Registrar		
7. Notarized Joint Affidavit of two (2) Disinterested Persons with their respective valid IDs (1 original and 2 photocopies)		Client (Notary Public)		
8. Diploma (1 original and 2 photocopies) If lost, Affidavit of Loss		Client/School		
9. List of graduates (1 original and 2 photocopies)		School		
*ADDITIONAL REQUIREMENTS 10. If through representative a. Special Power of Attorney (1 original and 2 photocopies) b. Government-issued ID with photo and signature of authorized representative (1 original and 2 photocopies)		Client (Notary Public) Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete set of requirements	1.1 Receive the documents and route to the Legal Unit	None	10 minutes	Shaira Ann Bataller Administrative Aide VI Records Section
	1.2 Receive and evaluate the completeness of the requirements	None	10 minutes	Jobelle G. Escol Legal Assistant II Legal Unit
	1.3 Prepare the Resolution and countersign	None	30 minutes	Jobelle G. Escol Legal Assistant II Legal Unit
	1.4 Sign and approve the Resolution	None	15 minutes	NICOLAS T. CAPULONG, PhD, CESO III
2. Receive Resolution	2. Release signed Resolution	None	5 minutes	Shaira Ann Bataller Administrative Aide VI Records Section
	TOTAL	None	1 hour and 10 minutes	

NATIONAL EDUCATORS' ACADEMY OF THE PHILIPPINES – REGIONAL OFFICE

1. Recognition of Professional Development Programs/Courses

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

Proposals of DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) shall be submitted to the NEAP-CO. Proposals by Schools Division Offices shall be submitted to their respective NEAP- RO. *Note: Pursuant to DepEd Order no.1, s. 2020 dated January 23, 2020*

Office or Division:	National Educators Academy of the Philippines – Regional Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who may avail:	Learning Service Providers (LSP)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Scanned Form R.1 PD Course Recognition Application			NEAP-RO Drive	
2. Soft copy of Learning Resources (Modules, Worksheets, Slide Deck)			Client (LSP)	
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick's Model - Level 2)			Client (LSP)	
4. Soft copy of Feedback Form or end of the day evaluation (Kirk Patrick's Model - Level 1)			Client (LSP)	
5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator			Client (LSP)	
6. Soft copy of Budget Estimate			Client (LSP)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form R.1 with the complete required attachments	1.1 Provide acknowledgement Letter to LSP that Form R.1 and requirements are being checked for completeness. EPS II for NEAP RO Helpdesk will email within 2 days if the application has deficiencies. LSP repeats step 1. If complete, the application is forwarded to Recognition Evaluation Committee (REC)	None	10 minutes	EPS II for NEAP RO Helpdesk
	1.2 Check if Form R.1 and attachments have deficiencies	None	24 hours	EPS II for Recognition

	1.3 Select and assign specific content/program design expert as members of REC	None	8 hours	EPS II for Recognition
2. Wait for the evaluation of the application	2.1 Evaluate Form R.1 with the complete attachments using Form R.2 Evaluation Form for Recognition	None	40 hours	REC
	2.2 Deliberate Form R.2	None	16 hours	REC
	2.3 Consolidate Form R.2 using Consolidation Form for Recognition	None		REC Head
	2.4 Forward Form R.4 to EPS II for Recognition	None		REC Head
	2.5 Prepare Memo with Form R.4 as an attachment	None	2 hours	EPS II for Recognition
	2.6 Check and validate the Memo with Form A.3	None	6 hours	SEPS for Program Recognition
	2.7 Validate and endorse Memo with Form R.4 as an attachment to Recognition Approval Committee (RAC)	None	5 hours	NEAP/ HRDD Chief
3. Wait for the approval of the evaluation results for the Application for Recognition.	3.1 Decide the evaluation results for the Application for Recognition. If unsuccessful on the first submission, repeat Step Note: Only 2 resubmissions of an application shall be entertained.	None	32 hours	ARD RD
	3.2 Prepare Certificate of Recognition (for successful applicants) or Notice (for unsuccessful applicants).	None	1 hour	EPS II for Recognition
	3.3 Sign Certificate of Recognition/Notice.	None	4 hours	ARD, RD NEAP/ HRDD Chief
4. Receive the Certificate of Recognition / Notice. If Notice received, wait for next Call for Recognition.	4.1 Send signed Certificate of Recognition/Notice.	None	10 minutes	EPS II for NEAP RO Helpdesk
	Total	None	17 days, 2 hours, 20 minutes	

NOTE: The citizens charter is based on DepEd Order No. 001, s. 2020, Guidelines for NEAP Recognition of PD Programs and Courses for Teachers and School Leaders, but a moratorium on this was issued through DM 012, 2023, titled Moratorium on the Implementation of DO 001, s. 2020. Hence, DM 44, s. 2023 was issued as Interim Guidelines for the Quality Assurance and Monitoring and Evaluation of the NEAP Core Programs. Thus, this is the current process applied by the NEAP in the Region

ADMINISTRATIVE SERVICES DIVISION - Personnel Section

1. Acceptance of Employment Application (walk-in)

Individuals interested in applying for a position in DepEd may submit their requirements for evaluation.

Office or Division	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail	Interested applicants to DepEd vacant positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Application Letter addressed to the Office of the Regional Director (1 Copy)			Applicant	
2.Duly notarized Personal Data Sheet (1 Original Copy)			CSC Website	
3.Government Issued ID (1 Photocopy)			Applicant	
4.Authenticated Copy/Certified True Copy of Eligibility (1 Original Copy)			PRC	
5.Transcript of Records (1 Photocopy of the latest)			School/s attended	
6.Performance Ratings for the last 3 semesters (1 Photocopy) *1 Performance Rating is equivalent to 6 months			Previous/Current employer	
7.Certificate of Trainings and Seminars attended (1 Photocopy each)			Training provider/s	
8.Documentation of Outstanding Accomplishments (1 Copy)			Applicant	
9.Electronic-copy of requirements in flash drive			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Stamp receive application documents and release receiving copy; advise that client will be contacted for further info	None	10 minutes	Shaira Ann M. Bataller, D - Records Section
TOTAL:		None	10 minutes	

2. Acceptance of Employment Application (Online)

Individuals interested in applying for a position in DepEd may submit their requirements for evaluation.

Office or Division	Personnel Section / Records Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail	Interested applicants to DepEd vacant positions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter addressed to the Office of the Regional Director (1 Copy)			Applicant	
2. Duly notarized Personal Data Sheet (1 Original Copy)			CSC Website	
3. Government Issued ID (1 Photocopy)			Applicant	
4. Authenticated Copy/Certified True Copy of Eligibility (1 Original Copy)			PRC	
5. Transcript of Records (1 Photocopy of the latest)			School/s attended	
6. Performance Ratings for the last 3 semesters (1 Photocopy) *1 Performance Rating is equivalent to 6 months			Previous/Current employer	
7. Certificate of Trainings and Seminars attended (1 Photocopy each)			Training provider/s	
8. Documentation of Outstanding Accomplishments (1 Copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the email address indicated on the CSC publication	1.1 Acknowledge receipt of email	None	10 minutes	Jenyl Roma D. Rodriguez, AO V – Personnel Section
TOTAL:		None	10 minutes	

3. Issuance of Certificate of Last Payment (CLP)

This process 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 with 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 CLP indicates that personnel who availed this shall be deleted in the RPS.

Office or Division	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail	Retirees, Transferees, Resigned Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement of the Schools Division Superintendent (1 Original Copy)			DepEd Schools Division Office	
2. Copy of the Latest Payslip (1 Original Copy)				
3. Clearance template from the SDO/School (2 Original Copies)				
4. Updated Service Record (1 Original Copy)				
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	Shaira Ann M. Bataller , Admin Aide VI- Records Section
	1.2 Evaluate the submitted documents: a. with salary overpayment – issue Payment Order Form b. without overpayment – process to step 3.1	None	20 minutes	D.O. In-charge: Jevy Mae T. Co – Palawan, Romblon Jeth B. Ballesteros – Romblon Kristine B. Molera – OrMin Fred D. Borreo – OcciMin Charisse P. Villamora – Marin Donnalyn T. Paderes – Pal Renalyn M. Pascual – PPC, Calapan City
2. Proceed to the Cashier Section for payment	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Jennifer I. Martos , AO I – Cash Section
3. Submit OR to the Personnel Section	3.1 Prepare CLP	None	10 minutes	D.O. In-charge: Jevy Mae T. Co – Palawan, Romblon Jeth B. Ballesteros – Romblon Kristine B. Molera – OrMin

				Fred D. Borreo – OcciMin Charisse P. Villamora – Marin Donnalyn T. Paderes – Pal Renalyn M. Pascual – PPC, Calapan City
	3.2 Review and initial the CLP	None	10 minutes	Robina Mae D. Payao , AO IV/PS
	3.3 Approve/sign the CLP	None	20 minutes	Jenyl Roma D. Rodriguez , AO V – Personnel Section
4. Receive the signed clearance	4.1 Release the signed CLP	None	10 minutes	Maricris T. Alcaide , AdAs I - ASD
TOTAL:		None	1 hour, 30 minutes	

POLICY PLANNING AND RESEARCH DIVISION

1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)

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

Office or Division:	Policy, Planning and Research Division (PPRD)			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Government (G2G)			
Who may avail	Public Schools, Private Schools, SUC/LUC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. For New Schools:				
1. Approved copy of permit/recognition of private schools or approved endorsement on the establishment of public school			Quality Assurance Division (QAD)	
2. Duly accomplished School Profile Form			PPRD	
B. For Adding or Updating of SHS Program Offering				
1. Letter of Approved Additional Senior High School Program Offering			QAD	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.QAD to forward approved copy of permit/recognition of private school of approved endorsement on establishment of public school/copy of the approved letter for additional SHS Program Offering	1.1. Receive and check completeness of submitted documents and forward to the person in-charge	None	5 minutes	Mc Renald Salvaleon ADAS/PPRD Staff
	1.2. Encode duly accomplished school profile form	None	10 minutes	Marissa Bucao PPRD personnel In-Charge of EBEIS
	1.3. Generate the School the School ID by EBEIS system	None	5 minutes	
	1.4. Inform the SDO thru the Planning Officer of newly created ID via email	None	5 minutes	Jayson Ealdama Planning Officer Statistician

	1.5. Print hard copy for reference and filing Screenshot copy of the generated ID is sent to SDO through the Planning Officer, for reference	None	5 minutes	
	1.6. Collate all the generated school ID and endorse to CO for confirmation	None	5 minutes	
	1.7. Confirmed School IDs are sent to SDOs for information and reference	None	5 minutes	
TOTAL		None	30 minutes	

2. Request for Reversion

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

Office or Division:		Policy, Planning and Research Division (PPRD)		
Classification:		Simple		
Type of Transaction:		Government to Business (G2B) Government to Government (G2G)		
Who may avail		SDO and Private Schools		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Reversion Request from SDO (through EBEIS System)			Enhanced Basic Education Information System (EBEIS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SDO to forward an online request for reversion	1.1. Review request and determine if reason is valid: a. if valid, approve for reversion b. if not, disapprove request	None	25 minutes	Mc Renald Salvaleon ADAS/PPRD Staff In-Charge of EBEIS

to the PPRD				Jayson Ealdama Planning Officer Marissa Bucao Statistician
	1.2. Process valid request for reversion through EBEIS	None	10 minutes	Marissa Bucao PPRD personnel In-Charge of EBEIS Jayson Ealdama Planning Officer Marissa Bucao Statistician
	1.3. Inform the SDO through the Planning Officer of the approval/disapproval of the request via email via messenger as agreed by POs	None	5 minutes	
	1.4. Print hard copy for reference and filing	None	5 minutes	
	1.5. Print hard copy for reference and filing	None	5 minutes	
TOTAL		None	45 minutes	

OFFICE OF THE REGIONAL DIRECTOR - Public Affairs Unit

1. Public Assistance (email)

The Department recognizes concerns and complaints of its clientele for the improvement of its services, submitted through the official email address of the Regional Office and/or the Public Affairs Unit, and through referrals from the Central Office and other government agencies such as the 8888 Citizen's Complaint Center and Civil Service Commission Contact Center ng Bayan.

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complete details of the concern, e.g. name and position of the person's involved, school's exact name and location, any documentary evidence, or specific DepEd programs, projects and/or activities needing further clarification.			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern thru the official email address of the Regional Office and/or the Public Affairs Unit	1.1. Receive concern and forward to the ORD/AO V for referral to the concerned office	None	5 minutes	Teodorico O. Salido III AO V Records Section Julius M. Diola, Administrative Assistant III,
	1.2 Review and forward the email to the concerned office	None	10 minutes	Sherelyn T. Laquindanum AO V

2. Receive feedback on the concern and fill out the Customer Satisfaction Measurement (CSM) Form	1.3 Notify the client of the action taken or the status of the complaint			
	1.4 Act on the concern; Notify the client of the action taken or the status of the complaint OR endorse to the SDOs or concerned offices/units	None	10 minutes	Gina R. Talabis PDO II Julius M. Diola ADAS III Concerned Office
	TOTAL	None	30 minutes	
	copy furnish the complainant and RO-PAU/Legal Unit			
2. Receive/ Update resolution	2.1 Release copy of resolution via email	None	10 minutes	Gina R. Talabis PDO II
TOTAL:		None	One hour and 5 minutes	

2. Public Assistance (Hotline and Walk-in)

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

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Customer Satisfaction Measurement (CSM) Form for walk-in clients (original copy) Accomplished CSM Form Complete details of the concern, e.g. name and position of the person's involved, school's exact name and location, any documentary evidence, or specific DepEd programs, projects and/or activities needing further clarification.			RO Guard on Duty Client Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern/s	1.1. Clarify details of the concern/s	None	10 minutes	Gina R. Talabis PDO II Julius M. Diola ADAS III
	1.2 Assist or endorse the client to the concerned RO division, unit or section	None	10 minutes	Gina R. Talabis PDO II Julius M. Diola ADAS III

3. Standard Freedom of Information Request through Walk-in Facility and Mail

Freedom of Information (FOI) is a government mechanism which 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:	Public Affairs Unit			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Formal request letter addressed to the Regional Director (1 original copy)			Client	
Filled-out Request for Action (RFA) Form			Records Section/PAU	
Proof of identification (preferably Government-issued ID) or Authorization			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1. Check documents and stamp "Received"	None	30 minutes	Teodorico O. Salido III AO V FOI Receiving Officer
	1.2 Issue receiving copy to the requesting party	None	10 minutes	Teodorico O. Salido III AO V FOI Receiving Officer
	1.3 Make initial evaluation of requested information for	None	20 minutes	Teodorico O. Salido III FOI Receiving Officer

	appropriate action. If publicly accessible, advise requesting party to access thereto. Otherwise, forward RFA to the Office of the Regional Director.			
	1.4 Decide on the request	None	2 days	Sherelyn T. Laquindanum, AO V FOI Decision-Maker Atty. Joanna Rose T. Labuquen Attorney IV FOI Alternate Decision-Maker
	1.5 Prepare requested information or letter of denial	None	30 minutes	Concerned Office
	1.6 Submit documents for signature	None	30 minutes	Concerned Office
	1.7 Sign documents	None	30 minutes	Sherelyn T. Laquindanum, AO V FOI Decision-Maker Atty. Joanna Rose T. Labuquen Attorney IV FOI Alternate Decision-Maker
2. Receive letter signed by the RD	2.1 Release requested information/little of denial	None	10 minutes	Teodorico O. Salido III AO V FOI Receiving Officer
TOTAL		None	5 days, 2 hours, 10 minutes	

QUALITY ASSURANCE DIVISION

1. Application for the Opening/Additional Offering of SHS Program for Private Schools

This service based on DM 4, s. 2014 requires private high schools that wish to offer senior high school (SHS) under the K to 12 Basic Education Program to apply for Government Permit by presenting their plans for the SHS which includes curriculum, instruction, personnel, and facilities. The application must be submitted with the endorsement from the Schools Division Superintendent to the Regional Director for approval.

Office of Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Private Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter of application	Private School
2.Endorsement	
3.Curriculum Proposal, Justification of the need to offer new curriculum	
4.Drafted Curriculum with list of writers with CV and references	
5.Certification of Authenticity	
6.Division Validation Report signed by the Division Curriculum Inspection Team	
7.DepEd School ID	
8.Letter Request for Implementation of the SHS Program	
9.Certification Signed by the SDS	
10.Implementation Plan for SHS Program covering five (5) years that includes the following: • Current and projected enrollment for five (5) years by grade level requirements for its personal service, maintenance and others • Proposed budgetary operating expenses and capital outlay • Operational Plan regarding curriculum and instructional supervision of proposed SHS • School Site Development Plan to include proposed school buildings, as needed	
11.Certification Signed by the School Head	
12.Inventory of Learning Resources	
13.Updated Personal Service Itemization and Plantilla of Personnel	
14.Updated Status Report	
15.Map of Proposed SHS Classrooms	
16.List of Prospective Enrollees in SHS	
17.List of Types of Establishments and Industries in the Community	
18.Results of Interval Assessments and Surveys	
19.List of Tracks and Strands to be Offered	
20.MOA executed between the SDS and the partner entity	
21.Immersion Deployment Plan	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from SDO (online)	1.1 Receive the application documents	None	10 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.2 Evaluate the documentary requirements If 100% compliant - Recommend to RIT for ocular inspection. No - Return the documentary requirements to SDO	None	5 days	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge) Wendell I. Formalejo CES-CLMD
	1.3 Conduct online on-site Inspection/ Validation of facilities to those areas with internet connectivity	None	5 days	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon &

				Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.4 Prepare inspection/ validation report and recommendation based on the finding of the online site/ on-site validation If 100% compliant – Proceed to preparation of Government Permit If not compliant – Notify SDO of deficiencies	None	4 days	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)

	1.5 Submit the findings to the Chief Education Supervisor (CES)	None	5 minutes	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.6 Review and check the findings, affix signature on the validation/ inspection report	None	4 hours	Melbert S. Broqueza, PhD CES(QAD)
	1.7 Prepare the Government Permit and endorsement	None	2 days	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge)

				Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.8 Review and countersign the Government Permit and endorsement	None	1 hour	Melbert S. Broqueza, PhD CES-QAD
	1.9 Approve the government permit	None	1 day	Nicolas T. Capulong, PhD, CESO III Regional Director
2. Receive approved proposed curriculum for SHS Offering	1.10 Record and release the Government Permit signed by the RD	None	30 minutes	Administrative Officer V-ASD-Record Section
TOTAL		None	17 days 5 hours 45 minutes`	

2. Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools

This service requires Private Schools applying or not for increase of tuition fee and other miscellaneous fees to submit application or updates to the regional office not later than May 15 of every year. The application must be submitted with complete documentary requirements and updates endorsed by the Schools Division Superintendent to the Regional Director for approval.

Office of Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Private Schools within the Region
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Application Documents (1 original copy per document):		SDO		
1. Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI/CHED/TESDA) registered name and address. (Mayor's Permit for LUC/SUC)				
2. Letter of Intent addressed to the Regional Director signed by the School Head/Administrator, indicating among others the school's intention not to Tuition and Other School Fees (TOSF)		Private School		
3. Comparative Schedule of TOSF for current School Year (SY) with that of the previous SY indicating in both Peso (Php) and Percentage (%) the forms of increase. This should be done both by the school with increase and No increase. (Other school fees must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to RO – QAD				
4. Photocopy of the Government Permit/ Government Recognition				
5. Latest Certificate of Corporate Filing and Information from SEC/DTI/CHED/SUC/LUC/TESD		Private School		
6. Photocopy of the approved TOSF of previous school year or latest noted/approved TOSF (with breakdown of fees attached)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the SDO through the online link/email	1.1 Receive the application documents from SDOs through the online link/email	None	30 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.2 Evaluate the documentary requirements 100% compliant Yes - Proceed with the preparation of TOSF and endorsement No - Return the application documents to concerned SDO	None	80 hours	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido

				EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.3 Prepare TOSF and Endorsement	None	24 hours	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.4 Submit the TOSF and Endorsement to the Chief Education Supervisor (CES)	None	10 minutes	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge)

				Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD (SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD (SDO Oriental Mindoro In-charge)
	1.5 Review and countersign details and computation	None	8 hours	Melbert S. Broqueza, PhD CES(QAD)
	1.6 Give the documents to ADAS	None	5 minutes	Melbert S. Broqueza, PhD CES(QAD)
	1.7 Encode in the Data Tracking System, register in the office logbook and forward the document to ARD/RD for approval	None	30 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.8 Approve the TOSF and endorsement	None	8 hours	Cherrylou D. Repia, Assistant Regional Director
	1.9. Forward the approved documents to the Record Section	None	15 minutes	Nicolas T. Capulong, PhD, CESO III Regional Director
2. Receive approved TOSF	2.1 Record and release the Approval Form signed by the RD	None	25 minutes	Administrative Officer V-ASD-Record Section
TOTAL		None	15 days 1 hour 55 minutes	

3. Issuance of Special Orders 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.

Office of Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Private schools within the Region with Government Recognition and graduating Grade 12 students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Documents (1 original each document) • Indorsement Letter from the SDS • Letter of intent addressed to the Regional Director through Channel • Attestation of Documents per school signed by the SGOD Chief and Schools Division Superintendent • Master list of Grade 12 learners qualified to graduate per section: track, strand, specialization			SDO	
• SF 10 (Permanent Record) • Birth Certificate (NSO/PSA) • Approved Provisional Permit relative to specific school year of SO application			Private School	
2. Generated SO Form from the SO creator software in four (4) copies with correct pagination				
3. Action slip (1 original copy)			SDO	
4. Evaluation sheets (1 original copy)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents for evaluation and indorsement by the SDO through their designated email address	1.1 Receive the endorsement from the SDO	None	10 minutes	Merlen B. Abante EPS-QAD
	1.2 Evaluate the documentary requirements If 100% compliant – Proceed to preparation of Approval Form and Endorsement If not compliant – Notify SDO of deficiencies	None	80 hours	Merlen B. Abante EPS-QAD

	1.3 Prepare Special Order and Endorsement	None	24 hours	Merlen B. Abante EPS-QAD
	1.4 Submit the Special Order and Endorsement to the Chief Education Supervisor (CES)	None	10 minutes	Merlen B. Abante EPS-QAD
	1.5 Review the details and affix initial	None	30 minutes	Melbert S. Broqueza, PhD CES-QAD
	1.6 Return the documents to ADAS	None	30 minutes	Melbert S. Broqueza, PhD CES-QAD
	1.7 Encode in the Data Tracking System, register in the office log book and forward the document to the ARD/RD's office for approval	None	30 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.8 Approve the Special Order	None	8 hours	Nicolas T. Capulong, PhD, CESO III Director IV Regional Director
	1.9 Forward the approved documents to the record section	None	15 minutes	Madonna D. De Castro ADAS I-ORD
2. Receive the approved Special Order	2.1 Release of the approved documents.	None	25 minutes	Records Officer
TOTAL		None	14 days, 2 hours, 5 minutes	

ADMINISTRATIVE SERVICES DIVISION - Records Section

1. Certification, Authentication, Verification (CAV)

This service refers to the certification, authentication, and verification of school records of learners going abroad.

Office or Division:	Records	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	Current and past learners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
High School/ Elementary Graduates		
1. Student Permanent Record –Form 137 (1 original and 2 photocopies)	School	attended
2. Certificate of Enrollment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School	attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)	School	attended
4. Transmittal from School (1 original and 2 photocopies)	School	attended
5. Special Order, <i>if graduate from Private Schools</i> (1 Original and 2 photocopies certified by the School Head)	School	attended
6. Latest passport size ID Pictures(2 copies)	Client	
7. Documentary Stamp (2 copies)	Client	
For Undergraduates:		
1. Indorsement from the School (1original and 2 photocopies)	School	attended
2. Student Permanent Record –Form 137 (1 original and 2 photocopies)	School	attended
3. Certification of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School	attended
4. Latest Passport sized ID picture (2 copies)	Client	
5. Documentary Stamp (2 copies)	Client	

For ALS/PEPT: 1. Certification from Bureau of Education Assessment (BEA)(1 original and 2 photocopies) 2. Report of Rating in the Accreditation and Equivalency (A&E) Test of Alternative Learning System (ALS) or Philippine Placement Test (PEPT) (1 original and 2 photocopies) 3. Certification from Schools Division Office (1 original and 2 photocopies) 4. Latest Passport sized ID picture (2 copies) 5. Documentary Stamp (2 copies)					Central Office - BEA BEA/
					SDO
					SDO
					Client
					Client
Additional requirements for representative: 1. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 2. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) 3. For applicants residing outside the country - Valid Special Power of Attorney (SPA) for the authorized representative issued by the Philippine Embassy (1 original Copy) 4. Valid ID					Client / Authorized Representative
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Request for and completely fill-out the CAV Application Form from the Records	1.1. Receive and check the completely filled out CAV application form and all supporting documents of the client. Review the completeness and verify authenticity of documents	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section	
	1.2. Assign specific CAV number and print 2 copies of CAV certificates	None	5 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section	
2. Verify the accuracy of the data encoded to CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	5 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section	

	2.2 Forward printed CAV to Records Officer/AO V for initial, CAO of Administrative Services for signature	None	15 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section Alvin A. Abajar TCE II, OIC-Records Section or Jenyl Roma D. Rodriguez OIC, ASD
3. Receive completed CAV documents	3.1 Scan CAV certificate and the attached Academic School Records, then seal CAV certificate and its attachments in a brown envelope with signatures on the opening and paste the DFA Authentication Section addresses at the back. Inform applicant to bring the sealed envelope to DFA for Apostille	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	3.2 Send the scanned approved CAV through DFA official email with the following details: Name of approved CAV applicant, CAV Control Number and Date Release	None	5 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
Total		None	50 minutes	

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

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
1. Requisition Slip (1 Copy)				Records Unit
2. Letter request addressed to the Schools Division Superintendent signifying the purpose of the request (1 original copy)				Requesting Person
3. Valid ID (Original ID and 1 Photocopy)				Requesting person and/or Authorized Person
4. Authorization Letter (1 Copy)				Requesting person
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1.1. Receive and stamp the letter request and provide the client with requisition slip form	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
2. Fill up the requisition slip form	2.1. Receive the form and search the requested document	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	2.2. Print or photocopy the requested document	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	2.3. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Alvin A. Abajar TCE II, OIC-Records Section Jenyl Roma D. Rodriguez OIC, ASD
3. Receive the requested document	3.1. Release the document to the client	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section

Total	None	55 minutes
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3. Issuance of Requested Documents (Non-CTC)

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

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the requisition slip form	1.1. Provide client the requisition slip form	None	8 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	1.2. Receive the form and search the requested document	None	15 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
2.Receive the requested document	2.1. Print and give the document to the client	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
Total		None	33 minutes	

4. Receiving of Communications

This refers to the receiving of documents in general.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communications addressed to the Regional Director			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communications (letters, mail, endorsement, legal cases etc.) addressed to the Regional Director. If communication is hand carried, client receives the receiving copy	1.1 Hard copy - Stamp received communications submitted	None	20 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	1.2 Input in the tracking system	None	10 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	1.3 Forward communications to the ORD	None	15 minutes	Shaira Ann M. Bataller AdaVI, Records Section Roy Daryl S. Dado COS, Records Section
	1.4 Route the communications	None	30 minutes	Madonna de Castro / John Robert Munoz ORD Personnel
	1.5 Acknowledge communications	None		Concerned Office/Division/ Section/ Unit

Total	None	1 hour and 15 minutes
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5. Receiving of Complaints

Any person who has a cause of action may file an administrative complaint against teaching/teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49 s. 2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of the Formal Complaint under oath containing a certification/statement on non-forum shopping (3 Copies and 1 additional copy per additional person complained of)			Complainant	
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 Copies + 1 copy per additional person complained of)			Complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and evaluate the formal requirements of a complaint pursuant to DO 49, s.2006 a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request client to sign the Walk-In Client Intake and Action Form b. Compliant: Request client to proceed to the Records Section for processing	None	20 minutes	Records Section Staff (Receiving) (Legal Unit ADAS Evaluation and further action)
2. Receive copy of the complaint	2.1 Stamp receipt in the complaint and release it to the client	None	5 minutes	Records Section Staff
Total		None	25 minutes	

6. Document Routing and Tracking using the Document Management System

The Document Management System (DMS) is the centralized document management system in the DepEd Central Office, which streamlined the routing and tracking process by replacing more than 50 individual systems. Only designated staff per office (including the Records Custodian) may register and access the DMS.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Units in the Central Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complete document/s to be routed (soft and/or hard copy)			Proponent Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present complete documents Records Custodian / designated staff	1.1. Review the document/s provided and check for completion	None	2 minutes	Records Custodian / designated staff
	1.2 Log-on to the DMS and click "Add New Document" in the Dashboard	None	30 seconds	
	1.3 Fill out the fields completely: - Date and Time Received - Date of Document - Sender Governance Level - Subject - Document Type - Action	None	3 minutes	
	1.3 Attach/Upload the document/s to be routed (scanned or soft copy)	None	10 seconds	
	1.4 Add comments / instructions in the "Remarks" field	None	1 minute	
	1.5 Click on "Add New Document" again and "Yes" to save the uploaded document	None	10 seconds	
	1.6 Click "OK" to acknowledge that document should be saved (this will show a window with Document Details, including the Document Code)	None	10 seconds	
	1.7 Click "Route Document" to start the routing process	None	10 seconds	Records Custodian / designated staff
	1.8 Fill out the fields completely: - Route To - Action - Remarks for Receiving Office	None	1 minute	

	1.9 Click "Route" and "Yes" to confirm the routing process	None	10 seconds	
	1.10 Click "OK" to acknowledge that document has been routed (upon completion, the transaction will show under the Document History)	None	10 seconds	
2. Keep the Document Code for tracking the document	2.1 Provide the Document Code to the client	None	30 seconds	
3. Provide the Document Code and request the status of document	3.1 Log-on to the DMS and click "Search Document"	None	30 seconds	Records Custodian / designated staff
	3.2 From the "Select Field" box, choose "Document Code" and type the document code from the client on the "Search Document" box and click Enter	None	30 seconds	
	3.3 Once the "Read Documents" window appears, click "View" to check on the transaction history	None	1 minute	
4. Receive information available	4.1 Provide the document status/transaction history to the client	None	1 minute	
Total		None	12 minutes	

REGIONAL OFFICE INTERNAL SERVICES

OFFICE OF THE REGIONAL DIRECTOR

1. Issuance of Foreign Travel Authority

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

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

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

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

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

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

1.1 Issuance of Foreign Official Travel Authority

DepEd officials and employees may apply for travel authority for the 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 Regional Director (ORD)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically: • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
2. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
3. One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization	
4. One (1) original copy of Itinerary of Travel			
5. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ⁸ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.		Client	
5. One (1) original Certificate of No Pending Case		Legal unit with jurisdiction over the client	
6. One (1) copy of approved Completed Staff Work (CSW)		International Cooperation Office / Client	
7. One (1) copy of Estimated Travel Cost			
8. One (1) copy of Work and Financial Plan		Client’s office	

Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client		
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker		Office of the Secretary Regional Office Commission on Filipino Overseas		
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Shaira Anne Bataller (Admin Aide, Records Section)
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Maricris T. Alcaide (Admin Assistant, Personnel)
	1.3 Check documents for completeness and accuracy	None	3 hours	Jenyl Roma D. Rodriguez, AOV-PPC Robina Mae D. Payao, AO IV-Calapan Berly Ruiz, AO II-Ormin & Occi Alvin C. Abajar, TCEII-Palawan John Paulo Dorotan, ADA VI-Romblon & Marinduque Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Jenyl Roma D. Rodriguez-OIC CAO, Personnel Section
	1.5 Review and sign the Form and TA	None	4 hours	RD Nicolas T. Capulong
	1.6 Return the documents to the Records Section	None	10 minutes	Madonna C. De Castro Administrative Assistant I

	1.7 Receive signed TA and other documents, forward to the Central Office	None	1 day	Teodorico O. Salido III Admin Officer V, Records Section
	1.8 Receive and process request; return documents to ORD	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Administrative Assistant / Officer, Records Division
3. Submit post-travel report addressed to the Office of the Secretary	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
TOTAL		None	7 days	

1.2 Issuance of Foreign Personal Travel Authority

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office a. SDS, ASDS, ARD b. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices	1.1 Receive the documents and log on the database	None	10 minutes	Shaira Anne Bataller Admin Aide, Records Section
c. ARD – for RO Division Chief and below				
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Maricris T. Alcaide Admin Assistant, Personnel Section
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel	None	2 hours	Atty. Joanna Rose Tarroza-Labuguen Attorney IV, Legal Unit

	1.4 Receive documents and prepare TA for signature	None	1 hour	Maricris T. Alcaide, Personnel Section
	1.5 Review documents for signature	None	2 hours	Admin Officer V / SAO, Personnel
	1.6 Countersign Form and TA and forward documents	None	15 minutes	Jenly Roma D. Rodriguez CAO, Personnel Section
	1.7 Review and sign the Form and TA	None	1 day	RD Nicolas T. Capulong
	1.8 Return the documents to the Records Section	None	10 minutes	Madonna C. De Castro Administrative Assistant I ORD
	*For requests from the SDS, ASDS, and ARD: Check documents and forward to Central Office	None	*3 days	Teodorico O. Salido III Admin Officer V, Records Section
	*Receive and process request; return documents to OSDS	None	*5 days	Central Office
2. Receive requested document from the Records Section	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Admin Officer V, Records Section
TOTAL		None	2 days / *10 days for SDS, ASDS, ARD	

Table of Recommending and Approving Authorities for Foreign (Official and Personal) Travel
based on DO 046, s. 2022

Level	Office/Position	Official Foreign Travel		Personal Foreign Travel	
		Recommending Authority	Approving Authority	Recommending Authority	Approving Authority
Central Office	Undersecretaries and Assistant Secretaries	None	Secretary or her duly designated executive official	None	Usec (Chief of Staff)
Central Office	Bureau/Service Director, Executive Director	Usec/ASec concerned (highest executive of the strand)	Usec (Chief of Staff)	None	Usec/ASec concerned (highest executive of the strand)
Central Office	Division Chief and below	Bureau/Service Director concerned	Usec/ASec concerned (highest executive of the strand)	Bureau/Service Director concerned	Usec/ASec concerned (highest executive of the strand)
Central Office	Offices/Units/Staff Complement - OSEC	OSEC Head Executive Assistant (HEA) or Director concerned	Usec (Chief of Staff)	OSEC HEA or Director concerned	Usec (Chief of Staff)
Central Office	Offices/Units/Staff Complement - Office of the Usec/ASec	None	Usec/ASec concerned	None	Usec/ASec concerned (highest executive of the strand)
Regional Office	Regional Director (RD)	Usec for Governance and Field Operations	Usec (Chief of Staff)	None	Usec - Human Resource and Organizational Development
Regional Office	Assistant Regional Director (ARD)	Usec for Governance and Field Operations	Usec (Chief of Staff)	RD	Usec - Human Resource and
Regional Office	Division Chief and below	RD	Usec for Governance and Field Operations	ARD	RD
Schools Division Office	Schools Division Superintendent (SDS)	RD	Usec for Governance and Field Operations	RD	Usec - Human Resource and Organizational Development
Schools Division	Assistant Schools Division	RD	Usec for Governance and Field Operations	RD	Usec - Human Resource and
Schools Division Office	Division Chief and below, including Public Schools District Supervisors (PSDS)	SDS	Usec for Governance and Field Operations	SDS	RD
School	School Head	SDS	Usec for Governance and Field Operations	SDS	RD
School	Teaching and Non-Teaching Personnel	SDS	Usec for Governance and Field Operations	SDS	RD

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, Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Original Copy of Contract/Purchase Order (PO)			1. Procurement Unit (PU)- Contract 2. Human Resource Development Division (HRDD) - RELC Contract 3. Asset Management Section (AMS) - Purchase Order (PO)	
2. Accomplished Checklist of Requirement for Funds Availability				
3. Supporting Documents per applicable Checklist- See FD Registered Templates: 1. RO-FIN-F-043 CL - Certification for Funds Availability				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Documents	1. Review Checklist of Requirements for Payment if properly accomplished. a. If properly accomplished, receive and log the documents then send to Administrative Officer II (AO-II) - Budget Section. b. if not properly accomplished, return the documents to PU/ HRDD/ AMS.	None	5 mins	Receiving Clerk/ADAS (Rigor Espinar)
	2. Validates funds availability for the project/activity, assign Request for Budget Approval (RBA) number on the face of the	None	10 -15 mins	Administrative Officer II (Almie Lazo) - Budget Section

	Contract/ PO then forward to Chief Accountant. a. If Chief Accountant is on official travel, convert files to e-document and email to signatory or save to cloud storage for signature. b. If the Chief Accountant is on leave, forward the documents to OIC Accountant.			
	3. Compare contract price in the Contract/PO vs RBA. a. If there is discrepancy, return to requesting office. b. b. If none, proceed to next step.	None	5 - 10 mins	Chief Accountant/ (Marlo Theodore R. Iledan)/ OIC Accountant
	4. Sign "Funds Availability" section on the contract or PO and forward signed Contract/PO & supporting documents to Clerk/ADAS.	None	5 mins	Chief Accountant/ (Marlo Theodore R. Iledan) OIC Accountant
	5. Record to outgoing document logbook and release the documents to the appropriate office.	None	10 mins.	Clerk/ADAS (Rigor Espinar)
	TOTAL:	None	35 - 45 minutes	

2. Endorsement of Request for Cash Allocation from SDOs

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

Office or Division:	Finance Division - Accounting Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)

Who may avail:		Schools Division Offices and Implementing Secondary Schools		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Letter from the Schools Division Office – for Implementing Secondary Schools			SDO	
2. Letter Request for Cash Allocation			Client	
3. Monthly Disbursement Program (BED no. 3)				
4. Sub-ARO for current year accounts payable (certified true copy)			Client	
5. Financial Accountability Report No. 3 for Prior Years Accounts Payable				
6. Financial Accountability Report No. 1 for continuing appropriations – unobligated allotment				
7. Journal Entry Voucher for Stale checks			Client	
8. Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM			Client	
9. Computation for Cash Deficiency			Client	
10. Bank Certification for lapsed NCA			Servicing Bank	
11. Other requirements as determined by the DBM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete documents	1. Receive and review the completeness of documents. a. If properly accomplished, record documents to the receiving log and forward to Budget Section.	None	10 minutes	Receiving Clerk/ ADAS
	2. Evaluate/Examine documents and computations. 3. Prepare endorsement letter.	None	35 minutes	AO IV
	4. Review endorsement letter and supporting documents. Affix initial.	None	10 minutes	AO V
	5. Forward documents to Office of the Chief of Finance for initial on letter	None	10 minutes	CAO
	6. Forward documents to Office of ARD for initial.	None	10 minutes	ADAS/ ARD
	7. Forward documents to ORD for approval and signature	None	10 minutes	ADAS/ RD
Receive letter	1. Release endorsement letter through Records	None	5 minutes	ADAS/ Records Section Staff
TOTAL		None	1 hour and 30 minutes	

FINANCE DIVISION – Budget Section

1. Disbursement Updating

Process of Updating the Status of Disbursements

Office or Division:		Finance Division - Budget Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government and G2B - Government to Business		
Who may avail:		Internal and External Client		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.E-FRS generated Check/LDDAP Disbursements Journal			DepEd Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and Submit Check/LDDAP Disbursements Journal to Budget Section	1.1. Receive Check/LDDAP Disbursements Journal from Accounting Section	None	3 minutes	Budget Officer I (Almie Lazo)
	1.2. Post/Update payment on the disbursement details in the BMS (monthly posting)	None	4 hours	Budget Officer II (Carla Agudo)
TOTAL:		None	4hrs, 3 minutes	

2. Downloading/Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units

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

Office or Division:		Finance Division - Budget Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		Schools Division Offices and Schools		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

Cash Allowance 1. Signed request/indorsement letter from SDS (1 original and 1 photocopy) 2. Computation as to the amount requested (1 original and 1 photocopy)		Requesting SDOs and Records Section		
Master Teacher, Reclassification of Positions, Step-Increments, ERF 1) Signed request/indorsement letters from the SDS (1 original and 1 photocopy) 2) Certified true copy of Appointments (1 photocopy) 3) Appointment details (1 photocopy) 4) Computation as to the amount requested (1 original and 1 photocopy) 5) NOSCA (From & To 1 photocopy)		Requesting SDOs/IUs and Records Section		
Other Sub-AROs issued by DepED CO for downloading to SDOs 1. Approved Request for downloading (RFD) RO-FIN-F-011 (1 original and 1 photocopy) 2. Breakdown/Distribution List (1 original and 1 photocopy)		Requesting Office/Program Focal Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Request for Downloading (RFD) with complete attachments to Finance Division	1.1. Received and record documents	None	3 minutes	Receiving Clerk/ ADAS (Rigor Espinar)
	1.2. Review completeness of documents and verify availability of funds	None	15 minutes	AO IV/ Budget Officer II (Carla Agudo)
	1.3. Prepare Sub-ARO	None	10 minutes per SubARO	AO IV/Budget Officer II In-charge (Carla Agudo)
	1.4 Review amount vs Approved RFD, Assign fund source, fund code, and object code, and print Sub-ARO	None	15 minutes	AO II/Budget Officer I In-charge (Almie Lazo)
	1.5. Encode in the RAO thru BMS and initial "Certified correct"	None	10 minutes	AO IV/Budget Officer II In-charge (Almie Lazo)

3. Letter of Acceptance for Downloaded Funds

Letter of Acceptance is issued as a proof that the concerned office is willing to accept Sub-Allotment Release Order from DepED-Central Office.

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Schools Division Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Memorandum			Requesting Office/Unit	
2. Letter Request of acceptance of the Functional Divisions				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter request for acceptance with the Memorandum	1.1 Receive the request and its supporting documents	None	5 minutes	Receiving Clerk/ ADAS (Rigor Espinar)
	1.2 Review Letter of Acceptance	None	10 minutes	AO II/Budget Officer In-charge (Almie Lazo)
	1.3 Forward to AO IV for earmarking	None	10 minutes	Budget Officer In-charge/AO II (Almie Lazo)
	1.4 Review and earmark then forward to CAO	None	5 minutes	AOIV/Budget Officer II (Carla Agudo)
	1.5 Review and sign noted portion of the request and forward to AO II	None	5 minutes	Chief AO (Ardee D.C. Ramilo)
	1.6 Secure copy of the signed letter for filing and return to the requesting office	None	5 minutes	Receiving Clerk/ ADAS (Rigor Espinar)
TOTAL:		None	40 minutes	

4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority

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

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Audited Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved PR 3. Approved Supplemental PPMP/PPMP 4. Other supporting documents validated by the accounting section 5. AR/ATC or AC 6. Approved Memo			Accounting Section	
Notice of Award (Bidding) 1. Signed Contract			Accounting Section	
Various Claims (Travelling Expenses (TEV), other claims with ORS and DV) 1. ORS and Accomplished DV/Payroll 2. Supporting documents such as: Billing, Statement of Account, etc. 3. AR/ATC or AC 4. Approved Memo 5. Other supporting documents Pre-audited/validated by the accounting section			Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting party will submit properly filled up Obligation Request Status (ORS) complete attachments to Finance Division	1.1. Receive and record the documents	None	5 minutes per ORS	Receiving Clerk/ ADAS (Rigor Espinar)
	1.2. Ensure completeness of documents and identify fund source and allotment availability	None	15 minutes per ORS	Budget Officer In-charge (Almie M. Lazo)

	of PPA If incomplete: Return to requesting party			
	1.3. Assign ORS number, indicate fund source, and Object of Expense Code	None	15 minutes per ORS	Budget Officer I In-charge (Almie M. Lazo)
	1.4. Encode in the Registry of Allotment (RAO) thru BMS	None	15 minutes per ORS	Budget Officer In-charge (Almie M. Lazo)
	1.5. Initial on the processed ORS box B	None	1 minute per ORS	AO V/Budget Officer III (Nerissa G. Mallari)
	1.6 Review and sign box B of ORS If signatory is on official business: Convert file to e document and save to cloud storage for signature		10 minutes per ORS	Chief AO (Ardee D.C. Ramilo)
	1.7. Forward to Program Owner	None	2 minutes	Releasing Clerk/ ADAS (Rigor Espinar)
TOTAL:		None	1 hour and 3 minutes	

5. Processing of Budget Utilization Request & Status (BURS)

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

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Order (PO) 1. BURS 2. Accomplished Purchase Order 3. Approved WFP 4. Approved PR 5. Approved Supplemental PPMP/PPMP 6. Other supporting documents validated by the accounting section 7. AR/ATC or AC 8. Approved Memo			Requesting Office/Unit and External Client	
Notice of Award/Contracts (Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC			BAC Secretariat, Requesting Office/Unit and External Client	
Various Claims (TEV, other claims, with ORS and DV) 1. BURS and Accomplished DV/Payroll 2. Approved WFP 3. Supporting documents such as: Billing, Statement of Account, etc. 4. AR/ATC or AC 5. Approved Memo Other supporting documents validated by the accounting section			Requesting Office/Unit and External Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers with complete supporting documents	1.1 Receive the pre-audited documents from the Accounting Section	None	5 minutes per BURS	Receiving Clerk/ ADAS (Rigor Espinar)
	1.2 Check as to availability of budget	None	10 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)

	1.3 Prepare Budget Utilization Requests and Status (BURS)	None	5 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)
	1.4 Record and assign serial number to BURS	None	5 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)
	1.5 Forward to the Accountant II, review for payment and certify charges to appropriation/allotment are necessary/lawful under his direct supervision and supporting documents valid, proper and legal.	None	5 minute per BURS	Accountant I/II (Eloisa Jane F. Fodulla)
	1.6 Receives BURS from Accountant II and certifies as to allotment available and obligate for the purpose/adjustment necessary as indicated	None	5 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)
	1.7 Retains Original copies of BURS for recording to RBUD	None	5 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)
	1.8 Encode signed BURS to RBUD	None	10 minutes per BURS	Budget Officer In-charge (Almie M. Lazo)
	1.9 Forward to Accounting Section	None	5 minutes	Releasing Clerk/ ADAS (Rigor Espinar)
TOTAL:		None	55 minutes	

ADMINISTRATIVE SERVICES DIVISION - Cash Section

1. Handling of Cash Advances

Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations.

Office or Division	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B)			
Who may avail	DepEd Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Authority to Cash Advance (1 Original Copy)			Accounting Office	
2. Certification of No Unliquidated CA's from Accountant (1 Original Copy)			Respective office/bureau/service	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Authority to Cash Advance	1.1 Forward the request to Head of Office for approval	None	5 minutes	Dhesiree S. Salvador, AO - V
	1.2 Receive the approved request and complete the documentary requirements needed for Cash Advances	None	10 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.3 Prepare ORS/DV	None	10 minutes	Dhesiree S. Salvador, AO - V
	1.4 Forward the ORS/DV to signatories	None	10 minutes	Dhesiree S. Salvador, AO - V
	1.5 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of No Unliquidated CAs	None	10 minutes	Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.6 Prepare the check/ACIC	None	10 minutes	Dhesiree S. Salvador, AO V

				Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.7 Review and sign the check/ADA and ACIC	None	10 minutes	Dhesiree S. Salvador, AO V
	1.8 Forward check/ADA and ACIC to the Head of Office for Signature			Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.9 Sign the check/ADA and ACIC	None	2 days	Head of Office
	1.10 Receive the signed check and ACIC			Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.11 Submit the ACIC to the bank/encode details to the EMDS (on-line banking facility)			Dhesiree S. Salvador, AO V Jennifer I. Martos, AO I Administrative Aide VI - CS
	1.12 Encash/ Withdraw for cash advance	None	1 hour	Dhesiree S. Salvador, AO V
2. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	2.1 Disburse the cash to the payees from the approved activity design	None	10 minutes	Dhesiree S. Salvador, AO V
	2.2 Segregate and prepare the cash for each payee (payroll account)	None	1 hour	Dhesiree S. Salvador, AO V
TOTAL		None	2 days, 4 hours, 45 minutes	

HUMAN RESOURCE DEVELOPMENT DIVISION

1. Rewards and Recognition

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

Office or Division:	Human Resource and Development Division			
Classification:0	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Guidelines and Criteria			PRAISE Committee	
2. Nomination Form			PRAISE/HRDD	
3. Profile of the Applicant			Applicant	
4. Indorsement of the Regional Director / SDS/School Principal			Principal/SDS/RD	
5. Other Required Documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct meeting	None	4 hours	PRAISE Committee
	Prepare and Issue memo for the activity	None	1 hour	PRAISE Secretariat
1. Submit application	1.1 Accept and check the completeness of all the documents submitted for the different categories and transmit to PRAISE Secretariat	None	2 hours	Records
	1.2 Validate and evaluate applications	None	8 hours	PRAISE Committee
2. Receive notice and undergo the interview	2.1 Conduct field validation	None	16 hours	PRAISE Committee
	2.2 Convene and deliberate the results	None	8 hours	PRAISE Committee
3. Receive memo on the results of the Search and notice for the awarding ceremony	3.1 Prepare and issue memorandum for the awarding	None	1 hour	HRDD
	3.2 Prepare logistics for the awarding	None	16 hours	HRDD
4. Receive the award	4.1 Conduct the awarding	None	4 hours	HRDD
Total		None	7 days and 4 hours	

OFFICE OF THE REGIONAL DIRECTOR - Legal Unit

1. Processing of Communication received through the Public Assistance Action Center (PAAC)

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

Office or Division:	Legal Unit			
Classification:0	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email address			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email concern to the Office of the Regional Director	1.1 Received and records incoming communication and forward to the Legal Unit	None	10 minutes	ADAS/ Office of the Regional Director (Micah Fabula/ Donna De Castro)
	1.2 Review the document/assign to LU staff to prepare/draft the necessary correspondence or document needed	None	5 hours	Atty. IV, SI, LA, ADAS (Atty. Joanna Rose R. Tarroza-Labuguen, Mr. Richard Silverio, Jobelle G. Escol, Micah Fabula)
	1.3 Review and affix initial on the draft correspondence/ document	None	1 hour	Atty. IV Atty. Joanna Rose R. Tarroza-Labuguen
	1.4 Forward to the Office of the Regional Director for review and signature	None	10 minutes	LA, ADAS Jobelle G. Escol, Micah Fabula
	1.5 Approve/sign the correspondence/ document	None	30 minutes	RD/ARD Nicolas T. Capulong, Cherrylou D. Repia
	1.6 Release the signed document through the Records Section	None	10 minutes	ADAS/ Records Unit Staff Micah Fabula / Shaira Batiller
Total		None	7 days	

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

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Teaching-Related Personnel, Regional Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) copy of Request Letter for the issuance of Certificate of no Pending Administrative Case specifically stating the purpose of the request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of letter request via email or google link	1.1 Receive the request and forward for appropriate action	None	5 minutes	Receiving Cleark at the Records Section Shaira Batiller
	1.2 Verify the name of the requestor from the database of pending cases	None	10 minutes	LA, ADAS Jobelle G. Escol, Micah Fabula
	1.3 Prepare Certificate and countersign and forward to the Head of Legal Unit	None	15 minutes	LA, ADAS Jobelle G. Escol, Micah Fabula
	1.4 Sign the Certificate	None	5 minutes	Atty. IV Atty. Joanna Rose R. Tarroza-Labuguen
2. Receive the Certificate	2.1 Certificate to be officially released from the Records Section	None	5 minutes	Shaira Ann Bataller Administrative Aide VI Records Section
	TOTAL:		40 minutes	

ADMINISTRATIVE SERVICES DIVISION - Personnel Section

1. Application for Leave

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

Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B			
Who may avail	DepEd Personnel (for 3rd level officials and RO)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vacation Leave 1. Form 6 (3 original copies) 2. Clearance Form (3 original copies) 3. Letter request, if needed (1 original copy)			Personnel Unit Personnel Unit Client	
Sick Leave 1. Form 6 (3 original copies) 2. Medical Certificate (1 Copy) 3. Letter request, if needed (1 original copy)			Personnel Unit Client Client	
Paternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)			Personnel Unit Client Client	
Maternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (3 original copies)			Personnel Unit Client Front/ Information desk	
Solo Parent Leave 1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)			CSC website/ Front/ Information desk DepEd employee DepEd employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete documents to the Personnel Section	1.1. Receive and forward the acted CSC Form 6 for initial of the AO V	None	30 minutes	John Paolo V. Dorotan , Adm. Aide VI-PS
	1.2. Forward the CSC Form 6 to the CAO for Administrative Division for signature under 7.a	None	10 minutes	Jenyl Roma D. Rodriguez , AO V OIC-CAO, ASD
	1.3. Approve and sign the CSC form 6	None	15 minutes	
2. Receive a copy of approved form 6	2.1. Release documents through the Records Section	None	30 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section
TOTAL:		None	1 hour and 25 minutes	

2. Application for Retirement/Survivorship/Disability Benefit

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

Office or Division	Personnel Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail	Retirees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.1st Indorsement from SDO (1 Copy) DepEd Schools Division Office		DepEd Schools Division Office
2. .Duly-Accomplished GSIS Application Form for Retirement/ Separation (1 Copy)		
3. .Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)		
4.Updated Service Record (1 Original Copy)		
5.CSC prescribed clearance template from School/District/Division/Region (2 Original Copies)		
6.Certificate of Last Payment (2 Original Copies)		
7.Clearance from Money Accountability or Overpayment of Salary (1 Original Copy)		

8.Certificate of no pending administrative case (SDO) (1 Original Copy)				
9.Ombudsman Clearance – date of issuance must not later than 6 mos. (1Original & 1Photocopy) Office of the Ombudsman		Office of the Ombudsman		
10. SALN (1 Original Copy) Client		Client		
11. In case of deceased retiree, the legal heir/beneficiaries must submit the following (Authenticated Copy): ● PSA Death Certificate ● PSA Marriage Certificate ● PSA Birth Certificate of children ● Judicial or Extra Judicial Settlement of Estate (duly notarized):				
12. In case of Disability Benefit: ● Doctors Certificate				
13. Endorsement from the Regional Office (1 Original Copy)		DepEd Regional Office		
14. 2nd Endorsement with enclosed complete required documents for GSIS Application for Retirement (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required complete documents	1.1. Receive complete documents	None	15 minutes	D.O. In-charge: Jevy Mae T. Co – Palawan, Romblon Jeth B. Ballesteros – Romblon Kristine B. Molera – OrMin Fred D. Borreo – OcciMin Charisse P. Villamora – Marin Donnalyn T. Paderes – Pal Renalyn M. Pascual – PPC, Calapan City
	1.2. Review and check the requirements needed for retirement/ separation from the Government Service	None		
	1.3. Prepare 2nd endorsement intended to the GSIS	None	5 minutes	Personnel Action In-Charge: Berlyn R. Occi and Oriental Mindoro Alvin C. – Palawan John Paolo D. Marinduque, Romblon Robina P.-Calapan City Jenyl R. – PPC
	1.4. Approve/Sign prepared indorsement by the authorized	None	15 minutes	Jenyl Roma D. Rodriguez, AO V OIC-CAO, ASD

	representative of the Regional Director			
	1.5. Release the duly signed 2nd Endorsement intended for GSIS	None	15 minutes	Maricris T. Alcaide , ADAS I-ASD Shaira Ann M. Bataller , Admin Aide VI-Record Section
TOTAL:		None	30 minutes	

3. Issuance of Certificate for Remittances

This document is needed as requirement for the loans of teaching and non-teaching personnel particularly the updated remittances of the agency.

Office or Division		Records Section		
Classification:		Simple		
Type of Transaction:		G2C - Government to Government		
Who may avail		Active DepEd Teaching and Non-Teaching personnel		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter-request on the Certificate of Remittances (1 original copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter- request to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.2 Assess and Evaluate the submitted document and prepare 3 copies of Certificate of Remittances, affix initial	None	10 minutes	Jenyl Roma D. Rodriguez AO V OIC-CAO, ASD
	1.3 Forward to the Cashier Section for signature	None	10 minutes	Dhesiree S. Salvador , AOV - Cashier Section
2. Receive 2 copies of Certificate of Remittances	2.1 Release the signed document	None	5 minutes	Maricris T. Alcaide , ADAS I-ASD
TOTAL:		None	30 minutes	

4. Issuance of Certificate of Employment and/or Service Record

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

Office or Division	Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail	DepEd RO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form (1 Original Copy)			Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request/ Fill up request form	1.1. Prepare the requested Service Record/ Certification of Employment	None	1 hour	Berlyn B. Ruiz, AOII, Personnel Section
	1.2. Approval of the RD / Authorized Representative	None	1 hour	Jenyl Roma D. Rodriguez AO V OIC-CAO, ASD (Authorized Representative)
TOTAL:		None	2 hours	

5. Issuance of Foreign Travel Authority

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

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

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

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

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

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

5.1 Issuance of Foreign Official Travel Authority

DepEd officials and employees may apply for travel authority for the 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 Regional Director (ORD)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
2. One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization	
3. One (1) original copy of Itinerary of Travel			
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ⁸ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.		Client	
5. One (1) original Certificate of No Pending Case		Legal unit with jurisdiction over the client	
6. One (1) copy of approved Completed Staff Work (CSW)		International Cooperation Office / Client	
7. One (1) copy of Estimated Travel Cost			
8. One (1) copy of Work and Financial Plan		Client's office	
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client	
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker		Office of the Secretary Regional Office Commission on Filipino Overseas	

- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Maricris T. Alcaide , ADAS I-ASD
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Action In-Charge: Berlyn R. – Occi and Oriental Mindoro Alvin C. – Palawan John Paolo D. – Marinduque, Romblon Robina P. – Calapan City Jenyl R. – PPC
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Jenyl Roma D. Rodriguez AO V, ASD
	1.5 Review and sign the Form and TA	None	4 hours	Nicolas T. Capulong Regional Director
	1.5 Return the documents to the Records Section	None	10 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Central Office

	1.6 Receive and process request; return documents to ORD	None	5 days	Shaira Ann M. Bataller, Admin Aide VI-Record Section
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Shaira Ann M. Bataller, Admin Aide VI-Record Section
3. Submit post-travel report addressed to the Office of the Secretary	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Shaira Ann M. Bataller, Admin Aide VI-Record Section
TOTAL		None	7 days	

5.2 Issuance of Foreign Personal Travel Authority

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

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

Office or Division:	Office of the Regional Director (ORD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)		Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
2. One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office		Client
3. Certificate of No Pending Case		Legal unit with jurisdiction over the client
4. CSC Form No. 6, s. 2020 (Leave Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client
Optional requirements: - For CO Division Chiefs and higher, a draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary

- For Study Leave (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client		
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)		Personnel unit with jurisdiction over the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office a. SDS, ASDS, ARD b. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices c. ARD – for RO Division Chief and below	1.1 Receive the documents and log on the database	None	10 minutes	Shaira Ann M. Bataller, Admin Aide VI-Record Section
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Maricris T. Alcaide, ADAS I-ASD
	1.3 Check if client has pending case, sign clearance as	None	2 hours	Atty. Joanna Rose R. Labuguen,

	applicable, and return to Personnel			Attorney IV, Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Maricris T. Alcaide, ADAS I-ASD
	1.5 Review documents for signature	None	2 hours	Jenyl Roma D. Rodriguez AO V, OIC-CAO, ASD
	1.6 Countersign Form and TA and forward documents	None	15 minutes	
	1.7 Review and sign the Form and TA	None	1 day	Nicolas T. Capulong Regional Director
	1.8 Return the documents to the Records Section	None	10 minutes	Madonna C. De Castro ADAS I, ORD
	*For requests from the SDS, ASDS, and ARD: Check documents and forward to Central Office	None	*3 days	Shaira Ann M. Bataller, Admin Aide VI-Record Section
	*Receive and process request; return documents to OSDS	None	*5 days	Central Office
2. Receive requested document from the Records Section	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Shaira Ann M. Bataller, Admin Aide VI-Record Section
TOTAL		None	2 days / *10 days for SDS, ASDS, ARD	

6. Processing of Equivalent Record Form (ERF)

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

Office or Division	Personnel Section / Records Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail	DepEd Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the SDS (1 Original Copy)		SDO		
2. Performance rating for one (1) rating period (1 original copy)				
3. Updated Service Record (1 Original Copy)		Client		
4. Letter of the requesting personnel (1 Original Copy)				
5. Transcript of Records – TOR (1 Original Copy and 2 certified true copies)				
6. Certificate of training from seminars attended (1 Original copy each)				
7. Sworn statement of the teacher in accordance with the provision of DepEd Order No. 2, s. 1962 (1 Original Copy)				
8. Latest Appointment (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents through courier or by SDO liaison officers to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section Maricris T. Alcaide , ADAS I-ASD
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	Alvin C. Abajar TCE II, Personnel Section

	1.3 Forward to SAO, Admin Division for approval of ERF and initial on the transmittal letter	None	10 minutes	Jenyl Roma D. Rodriguez AO V, OIC-CAO, ASD
	1.4 Forward the transmittal letter of the ERF to be signed by CAO	None	10 minutes	Cherrylou D. Repia Assistant Regional Director Nicolas T. Capulong Regional Director
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	Maricris T. Alcaide, ADAS I-ASD Shaira Ann M. Bataller, Admin Aide VI-Record Section
TOTAL:		None	50 minutes	

7. Processing of Study Leave

Teaching Personnel

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

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

Non- Teaching Personnel

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

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

Office or Division:	Office of the Regional Director (ORD)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Teaching and Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement from the SDS (1 Original Copy)			SDO	
2. Duly filled-up and signed CSC form 6 (1 Original Copy)			Client	
3. Schedule of study leave (1 Original Copy)			Client	
4. Study Leave Agreement/MOA (1 Original Copy)			Client	
5. For teachers - Certification without substitution (1 Original Copy)			SDO	
6. Certificate of bonafide employee (1 Original copy)			SDO	
7. Permit to Study (1 Original copy)			SDO	
8. Performance Ratings (1 Original copy)			SDO	
9. Medical Certificate – Physically Fit (1 Original copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to the Records Section	1.1 Stamp/ Receive the documents and forward to the Personnel Section	None	5 minutes	Maricris T. Alcaide , ADAS I-ASD Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	Personnel Action In-Charge: Berlyn R. – Occi and Oriental Mindoro Alvin C. – Palawan John Paolo D. Marinduque, Romblon Robina P.- Calapan City Jenyl R. – PPC
	1.3 Forward to Chief Administrative Officer, Admin.	None	10 minutes	Jenyl Roma D. Rodriguez AO V, OIC-CAO, ASD

	Division for initial			
	1.4 Forward the documents to RD/ARD for approval or disapproval	None	10 minutes	Cherrylou D. Repia Assistant Regional Director Nicolas T. Capulong Regional Director
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	Maricris T. Alcaide , ADAS I-ASD Shaira Ann M. Bataller , Admin Aide VI-Record Section
	TOTAL:	None	minutes	

8. Processing of Terminal Leave Benefits

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

Office or Division:	Office of the Regional Director (ORD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd Personnel (Teaching, Non-Teaching, Related-Teaching) Permanent & Coterminous Appointments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Endorsement of the Schools Division Superintendent (1 Copy)		DepEd Schools Division Office/ DepEd Regional Office
2. GSIS Application for Retirement (1 Copy)		
3. Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)		
4. Updated Service Record (1 Original Copy)		
5. Certification of Sick and Vacation Leave Credits (1 Original Copy)		
6. GSIS Clearance (1 Original Copy)		
7. NOSI/NOSA (1 Copy)		
8. Employees leave card (1 Original and CTC)		
9. Terminal Leave computation (1 Copy)		
9. Latest Appointment (1 Original and CTC)		
10.CSC prescribed clearance template from School/District/Division/Region		
11.(2 Original Copies		
12.Certificate of Last Payment (2		
13.Original Copies)		
14.Certificate of no pending administrative case (SDO) (2 Original Copies)		
15.In case of deceased retiree, the legal heir/beneficiaries must submit the following (1 Authenticated Copy): ● PSA Death Certificate ● PSA Marriage Certificate ● PSA Birth Certificate of children ● Judicial or Extra Judicial Settlement		
16.Certificate of Last day of Service		
17.Endorsement from the Regional Office (1 Copy)		DepEd Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1. Receive the complete documents	None	1 hour	Maricris T. Alcaide , ADAS I-ASD Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.2. Review the submitted documents	None		
	1.3. Compute/ Assess the requirements needed for terminal leave benefits	None		D.O. In-charge: Jevy Mae T. Co – Palawan, Romblon Jeth B. Ballesteros – Romblon Kristine B. Molera – OrMin Fred D. Borreo – OcciMin Charisse P. Villamora – Marin Donnalyn T. Paderes – Pal Renalyn M. Pascual – PPC, Calapan City
	1.4. Prepare Memo, certification of highest salary received and terminal leave computation to Finance Division for payment	None	15 minutes	Personnel Action In-Charge: Berlyn R. – Occi and Oriental Mindoro Alvin C. – Palawan John Paolo D. Marinduque, Romblon Robina P. Calapan City Jenyl R. – PPC
	1.5. Forward to Finance Division the necessary documents	None	2 minutes	Maricris T. Alcaide , ADAS I-ASD
TOTAL:		None	1 hour, 17 minutes	

9. Request for Transfer from Another Region

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Active DepEd Teaching and Non-Teaching personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request for transfer (1 Original Copy)			From the concern employee	
2. Indorsement of the School Principal (1 Original Copy)			School	
3. Indorsement from the SDS (1 Original Copy)			SDO	
4. Indorsement from the RD (1 Original Copy)			RO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1. Receive and forward to the Personnel Section for appropriate	None	5 minutes	Shaira Ann M. Bataller , Admin Aide VI-Record Section
	1.2. Check completeness of documents and prepare indorsement addressed to the concerned Region	None	5 minutes	Personnel Action In-Charge: Berlyn R. – Occi and Oriental Mindoro Alvin C. – Palawan John Paolo D. Marinduque, Romblon Robina P. - Calapan City Jenyl R. – PPC

	1.3. Forward prepared indorsement to the CAO, Administrative Service for signature	None	5 minutes	Jenyl Roma D. Rodriguez AO V, OIC-CAO, ASD
	1.4. Approve and sign indorsement	None	5 minutes	Cherrylou D. Repia Assistant Regional Director Nicolas T. Capulong Regional Director
2.Receive requested document/s	2.1. Release document to client	None	10 minutes	Maricris T. Alcaide , ADAS I-ASD
TOTAL:		None	30 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 teaching/ non- teaching personnel who was fully paid or approved for GFAL. The Personnel-in-Charge for PLI will prepare a communication addressed to respective banks.

Office or Division:	Personnel Section	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd Teaching and Non-Teaching Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request for stoppage deletion of loans with valid/ justifiable reason/s (1 original copy)		Client
2. Photocopy of DepEd ID (3 copies)		Client
3. Latest Pay slip (1 Original and 2 photocopies)		Client
4. Filled out deletion form with original stamp from PLIs (1 Original and 2 photocopies)		Personnel Section
5. Certificate of No Obligations from PLIs or Original Copy of Official Receipt (1 Original and 2 photocopies)		Client
<i>Note: All Documents should be submitted on or before the 22nd of every month to be reflected in the next month payroll</i>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	Maricris T. Alcaide ADAS I-ASD Shaira Ann M. Bataller Admin Aide VI-Record Section
	1.2 Assess and evaluate the documents and take appropriate action	None	10 minutes	D.O. In-charge: Jevy Mae T. Co – Palawan, Romblon Jeth B. Ballesteros – Romblon Kristine B. Molera – OrMin Fred D. Borreo – OcciMin Charisse P. Villamora – Marin Donnalyn T. Paderes – Pal Renalyn M. Pascual – PPC, Calapan City
	1.3 Forward for initial/ signature <i>Note: Signatory varies depending on the gravity of request.</i>	None	10 minutes	Maricris T. Alcaide ADAS I-ASD Jenyl Roma D. Rodriguez AO V, OIC-CAO, ASD
	1.4 Release the signed document through the Records Section	None	5 minutes	Maricris T. Alcaide ADAS I-ASD Shaira Ann M. Bataller Admin Aide VI-Record Section
TOTAL		NONE	30 Minutes	

QUALITY ASSURANCE DIVISION

1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools

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

Office of Division:	Quality Assurance Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Private Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Establishment of Public Elementary/Secondary Schools		
1. Action slip (1 original copy)		SDO
2. Evaluation slip (1 original copy)		
3. Application Documents (1 original copy each document) a. Indorsement Letter b. Letter request to open a school addressed to the SDS c. Feasibility study, duly recommended/endorsed by the SDS indicating the following: (i) Justification on the need to establish a school; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources) d. Division Inspection Report signed by the SDS e. Sangguniang Bayan/ Panlungsod Resolution supporting the establishment of a school, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school f. List of prospective enrollees per grade level, indicating their names, ages, addresses and/or school where they are currently enrolled g. Justification on the need for establishment of an MG school, if necessary h. Certification from the SDS that no private high school within the Municipality/ City is participating in the GASTPE Program of DepEd, or that GASTPE participating high school has reached its allocation or number of available slots or Justification by the SDS on the need to establish a public school to cater to the		DepEd SDO PTA or Barangay Council / Client
		DepEd SDO Office of the Municipal/City Mayor

elementary school graduates/students who cannot afford to enroll in a private high school i. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer	Client
j. Certification that the proposed school is not within 2-km radius (for rural areas) and 1 km radius (for urban areas) from any existing public elementary/high school	Office of the Municipal/City Engineer
k. Justification by the SDS for the waiver on the 2 or 1 km radius requirement, if necessary l. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	DepEd SDO – Office of the SDS Client
m. Justification from SDS in case the required school site cannot be met	DepEd SDO – Office of SDS
n. Clearance/permit stating that the proposed site is not a high-risk area	Clearance/permit stating that the proposed site is not a high-risk area
o. School site development plan p. School building plan indicating the number and technical specifications of the classroom to be built q. School building design duly approved by DepEd EFD- AS	Client
r. School Building permit	Office of the Municipal/City Engineer
s. Bureau of Fire Protection Certificate	Bureau of Fire Protection
t. Inspection Report, in case classrooms are already constructed	SGOD – Facilities Section
u. Duly Notarized MOA by and between DepEd represented by SDS, and LGU, represented by the Municipal/City Mayor or Provincial Governor, as the case may be, where the LGU shall provide funds among others, the following: (i) construction of the new school building; (ii) procurement of educational facilities, furniture, textbooks and instructional materials; (iii) operation and maintenance for at least five (5) years or until such time when funds for the purpose are incorporated in the national budget; and (iv) salaries of teaching and non-teaching personnel, preferably at par with national salary rates	Client
v. Sangguniang Bayan/ Panlalawigan/ Panglungsod's Resolution for the purpose	Office of the Sangguniang Bayan/ Panlalawigan/ Panglungsod

w. Certification that the Division Office has sufficient fund to cover resulting expenses, if any	DepEd SDO – Office of the SDS
x. 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
B. Establishment of a Stand-Alone Senior High School (SHS)	
1. Action slip (1 original copy) DepEd SDO	SDO
2. Evaluation slip (1 original copy)	
3. Application Documents (1 original copy each document)	DepEd SDO PTA/Barangay Council/ DepEd SDO Client Client Client/ Office of the Municipal/City Engineer Office of the SDS Client Client Client Client Office of the Municipal /City Engineer SGOD – Facilities Section Client Client
a. Indorsement Letter	
b. Letter request from interested parties addressed to the SDS or recommendation from the SDS to open a stand- alone SHS/ Justification on the need to establishment of stand-alone SHS	
c. Track(s), Strand(s) to be offered as well as their respective number of prospective enrollees	
d. School Environment (environmental scanning/situational analysis)	
e. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer	
f. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned	
g. Result of the internal assessment or survey done with the prospective enrollees	
h. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	
i. Accomplished SHS Site Appraisal Form (Annex E)	
j. SHS building plan indicating the number and technical specification of the classroom to be built	
k. SHS building permit	
l. Inspection Report, in case classrooms are already constructed	

m. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties	
n. Immersion Deployment Plan	
C. Separation of School Annexes	
1. Application Documents (1 original copy each document)	DepEd SDO
a. Indorsement Letter	
b. Certification of DepEd School ID	Certification of DepEd School ID
c. Approval on the establishment of school annex	DepEd CO/RO
d. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the separation of the school annex, indicating the proposed name of the school	Office of the Municipal/City Mayor
e. Duly recommended/ endorsed request for separation of the school annex concerned	Client/ Office of the SDS and/or stakeholders
f. Feasibility study, indicating the following: (i) Justification on the need to separate a school annex; (ii) Proposed Organizational Structure; (iii) School Environment (environment scanning/situational analysis; (iv) Proposed School Development Plan, and (v) Proposed Budget/Budgetary Requirements	Client
g. Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements	Client & Mother School's Property Custodian
h. Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother school and OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: (i) Teaching and non-teaching items, pursuant to the existing DepEd-DBM staffing standards for school; (ii) Funds for Personnel Services based on the actual salaries of the school personnel (both teaching and non-teaching) to be transferred; (iii) Funds for Maintenance and Other Operating Expenses (MOOE); (iv) Facilities, furniture, equipment, and textbooks in all subject areas; and (v) Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA)	Client
i. Justification in case the required MOA (item "h") cannot be met	School Head/OSDS
j. Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel	Client

k. List of enrollees by grade level, duly signed by the School Head/OIC and attested by the SDS	School Head/ OIC and OSDS
l. Justification in case list of enrollees (item “k”) by grade level cannot be met	Office of the SDS
m. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
n. Justification in case item “m” cannot be met	Office of the SDS
2. Action Slip (1 original copy)	
3. Evaluation Slip (1 original copy)	
D. Merging of Elementary/ Secondary Schools	
1. Application documents (1 original copy each) a. Indorsement Letter b. DepEd School IDs of the schools to be merged c. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school, duly certified by the Municipal/City Engineer and validated by the SDO d. Letter request addressed to the SDS on the proposed merging of schools e. Feasibility Study on the proposed merging of schools, duly endorsed by the SDS f. Proposed Schools’ Implementation Plan, as merged, covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for its Personnel Services, MOOE, and Capital Outlay; (iii) Strategic Plan regarding the curriculum and instructional supervision of the proposed school; (iv) School Site Development Plan of the schools to be merged, including proposed school building, as needed	DepEd SDO SGOD – Planning Unit Client/Office of the Municipal/City Engineer/ SDO Client Client & Office of the SDS Client
g. Updated Status Report of the schools to be merged with regard to their existing crucial resources	Client
h. Inventory of learning resources of both schools to be merged	Property Custodians of both schools to be merged
i. Inventory of PSIPOP of both schools to be merged	Client
j. Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school	Client
k. Duly signed Designation of Order for the OIC/TIC of the merged schools	Office of the SDS

l. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools	Office of the Municipal/City Mayor
m. Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school	
n. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
2. Action Slip (1 original copy)	DepEd SDO
3. Evaluation Slip (1 original copy)	
E. Conversion of Schools	
1. Action slip (1 original and 1 photocopy)	DepEd SDO
2. Evaluation slip (1 original and 1 photocopy)	DepEd SDO
3. Application Documents for Non-Implementing Unit High School to Implementing Unit conversion (1 original copy each document)	
a. DREC Evaluation Report	DepEd SD
b. School's latest and updated PSIPOP	Client
c. Approval of school's agency code by DBM	DBM
d. Designation documents duly signed by the School Head	School Head
e. Certificates of Training attended by the designated/appointed financial staff related to financial management	Client
f. Certification as to the capability of the school to comply with the submission of financial oversight agencies such as COA, DBM, NEDA, House of Representatives, etc.	School Head
g. Copy of the current GAA where the appropriation for the school is reflected	Client
h. Enhanced Basic Education Information System (EBEIS) data on enrollment per grade level for the current school year	Client
i. Letter request addressed to the SDO	School Head
j. Endorsement letter from SDO to the Regional Office	DepEd SDO – Office of the SDS
k. Endorsement letter from the RO to Central Office	DepEd RO – Office of the RD
3b. Application Documents for Elementary/ Secondary School(s) into an Integrated School (1 original copy each document)	Client
a. Indorsement Letter	
b. Evaluation Report for DREC	
c. DepEd School ID(s)	
d. Letter request for the conversion of school(s) into an IS addressed to SDS	

In case of expansion of existing school: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed	
• Certification signed by the School Head, duly attested by the SDS on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school	School Head
• Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO	School Property Custodian
• Updated PSIPOP of other concerned school(s) • Updated Status Report with regard to school's existing crucial resources In case of merging or combination of existing elementary and secondary schools: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed	Client
• Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of both schools to be integrated	School Property Custodian
• Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO • Duly notarized MOA on merging or combination of schools, drawn up by and between School Heads of both schools indicating among others, the integration of crucial resources for proposed IS f. In case of merging or combination of existing elementary and secondary schools: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS	Client

- IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed	
- Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO - Updated PSIPOP of both schools to be integrated	School Property Custodian
- Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO - Duly notarized MOA on merging or combination of schools, drawn up by and between the School Heads of both schools indicating among others, the integration of crucial resources for proposed IS	Client
g. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school h. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal/City Mayor
i. Designation Order for the proposed School Head	Client
j. Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified by the Division Office's Records Unit	SDO – Records Unit
k. Justification by the SDS, in case the proposed School Head does not meet the Qualification Standards for the School Head item for secondary school l. Certification from the SDS 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	Office of the SDS
3c. Application Documents for High School to a Science School conversion: (1 original copy each document) a. Indorsement Letter b. Evaluation Report of DREC	DepEd SDO DepEd SDO DepEd CO – BEA

c. Certification of National Achievement Test (NAT) Results for the past 3 years d. Certification from the Organizers of International/National/Regional Mathematics and Science Competitions e. Current School Program, signed by the School Head and approved by the SDS f. Copy of curriculum guide and special science curriculum g. Certified true copies of the Transcript of Records of School Head h. Certified true copies of Certificate of Training in Science/Mathematics subject attended by the School Head i. Certified true copy of the Transcript Records of Science and Mathematics teachers j. Copy of the PRC-LET Ratings of teachers indicating their field of specialization/concentration (i.e. mathematics, physical science, biological science, chemistry, general science, etc. k. Certified true copies of Certificate of Relevant Training attended by the Teachers (e.g. Certification Program or other related trainings for non-major math & science teachers) l. Updated School Profile m. Attested Certificate on the availability of learning resources n. Validated Inventory of learning resources o. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school	- Client - School Head/ Office of the SDS - Client - School Head School head - Client - School Head/Office of the SDS - School Property Custodian - Office of the Municipal/City Mayor
3d. Application Documents for High School to Technical- Vocational School conversion: (1 original copy each document) a. Indorsement Letter b. Evaluation Report from DREC c. Letter of Intent of SH addressed to RD through SDS d. Current School Program signed by the School Head and approved by the SDS e. Copy of the Technical- Vocational Curriculum Guide (Competency-Based Curriculum) and special technical- vocational curriculum f. Approved from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations g. Certification of the technical-vocational course being offered: (i) is relevant to the needs of the community/local industry; (ii) has available localized	- Office of the SDS DepEd SDO - Client - Office of the Undersecretary for Programs and Projects - School Head

curriculum in partnership with local industry/ies; and is based on specialization aligned with TESDA Training Regulation, for assessment and employment purposes h. Notarized Feasibility Study, duly recommended by the SDS, indicating the following: (i) need to convert into a Technical-Vocational School; (ii) Current and projected enrollment for a period of five years; (iii) Demand to open a Technical- Vocational course; (iv) Organizational Structure; (v) School Development Plan; and (vi) Propose Budget/Budgetary Requirements i. Certified true copy of Transcript of Records of School Head j. Certified true copy of National Certificate (NC) or higher certificate for th technical-vocational course attained by the School Head as issued by TESDA k. Certified true copies of the Transcript of Records of Technical-Vocational Teacher l. Certified true copies of NC II or higher certificate issued by TESDA of Technical-Vocational Teachers on special technical-vocational skills m. Copies of PRC-LET Ratin of teachers indicating their field of specialization/concentration n. Updated Teacher's Profile o. Inventory of learning resources per specialization validated by the SDO p. Certification that the relevant resources of the school are adequate, duly validated by the SDO q. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school r. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget s. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site t. Justification in case the required size of technical-vocational school site cannot be met	Client School Head Client School Property Custodian School Head Office of the Municipal/City Mayor Client
3e. Application Documents for Existing Elementary and JuniorHigh School into a Stand-AloneSenior High School: (1 original copy each document) a. Indorsement Letter	DepEd SDO – Office of the SDS SGOD – Planning Unit

b. Certification of DepEd School ID prepared by the Planning Unit c. Letter request for Implementation of SHS program addressed to the SDS d. Certification signed by the SDS stating that no public SHS is offering the same track within the catchment area or Justification signed by the SDS, in case will offer the same SHS track e. Implementation Plan for SHS program covering five (5) years to including among others: (i) Current and projected enrollment for 5 years by grade level; (ii) Proposed budgetary requirements for Personnel Services, Maintenance and other Operating Expenses, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed SHS; and (iv) School Site Development Plan to include proposed building, as needed f. Certification signed by the School Head, duly attested by the SDS on the excess of classrooms, tables, chairs and other resources to be used in the implementation of SHS program g. Inventory of learning resources prepared by the Property Custodian as validated by the SDO h. Updated PSIPOP of the concerned school i. Map preferably drawn to scale, showing the vacant lot where the proposed SHS classrooms/school building are/will be constructed, duly certified by the Municipal City Engineer j. List of prospective enrollees in SHS per track and strand, indicating their names, Learner Reference Number (LRN), where applicable, age, addresses, school names, DepEd School ID Numbers where they are currently or previously enrolled or Justification signed by the SDS, in case the required minimum enrollment and/or number of tracks are not satisfied k. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer l. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned m. Result of the internal assessment or survey done with the prospective enrollees n. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	- Client - School Head - School Property Custodian - Client - Client/ Office of the Municipal Planning Officer - Office of the SDS - Client
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o. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties p. Immersion Deployment Plan q. Certification duly signed by the SDS on the compliance to the following conditions: (i) Learners are not denied access to elementary and JHS education as the result of the conversion; (ii) Prior consultation with both internal and external stakeholders are conducted for the purpose by the SDS and School Head of the concerned elementary or JHS; (iii) Health and safety of any learner is not compromised as a result of the conversion and subsequent transfer of elementary and/or JHS learners, taking into consideration the distance to be travelled to and from the new school site; and (iv) Affected school personnel shall not be displaced and demoted, and shall be transferred to the nearest school where the services are needed r. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school			Office of the Municipal/City Mayor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents for evaluation and indorsement by the SDO through their designated email address	1.1 Receive the endorsement from the SDO and forward to EPS In-charge	None	1 hour	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge)

				Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.2 Evaluate the documentary requirements 100% compliant - Recommend to RIT for ocular inspection No - Return documentary requirements to SDO	None	40 hours	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge) Wendell I. Formalejo, PhD CES-CLMD Atty. Joanna Rose R. Tarroza-Labuguen Attorney IV Hans M. Formento Engineer III

				Ardee D.C. Ramilo CAO-Finance
	1.3 For 100% compliant applications - Conduct online site/ on-site inspection/ validation of facilities	None	5 days	Feejay A. Dimaculangan EPS-QAD (SDO Calapan In-charge) Analyn M. Formento EPS-QAD (SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD (SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.4 Prepare inspection/ validation report and recommendation based on the finding of the online site/ on-site validation If 100% compliant – Proceed to preparation of Approval Form	None	32 hours	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue

	If not compliant – Notify SDO of deficiencies			EPS-QAD(SDO Occidental Mindoro In- charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.5 Submit the findings to the Chief Education Supervisor (CES)	None	5 minutes	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In- charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In- charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In- charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.6 Review and check the findings, affix signature on the	None	4 hours	Melbert S. Broqueza, PhD CES(QAD)

	validation/inspection report			
	1.7 Prepare the Approval Form and endorsement	None	8 hours	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.8 Review and countersign the Approval Form and endorsement	None	4 hours	Melbert S. Broqueza, PhD CES(QAD)
	1.9 Enter the Approval Form Number and its description in the logbook of outgoing documents	None	30 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.10 Sign the Approval form and endorsement to signify approval of the application	None	8 hours	Nicolas T. Capulong, PhD, CESO III Regional Director (RD)

	1.10 Record and release the Approval Form signed by the RD	None	30 minutes	Teodorico O. Salido III Administrative Officer V-ASD-Record Section
	1.11 Scan and file the copies of issued Public School Approval Form	None	2 days	Mary Grace L. Vargas ADAS I-QAD
TOTAL		None`	18 days 6 hours 45 minutes	

Office of Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Private Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
B. Establishment of a Stand-Alone Senior High School (SHS)	
B. Establishment of a Stand-Alone Senior High School (SHS)	
1. Action slip (1 original copy) DepEd SDO	SDO
2. Evaluation slip (1 original copy)	
3. Application Documents (1 original copy each document)	DepEd SDO PTA/Barangay Council/ DepEd SDO Client Client Client/ Office of the Municipal/City Engineer Office of the SDS Client Client Client Client Office of the Municipal /City Engineer SGOD – Facilities Section Client Client
o. Indorsement Letter	
p. Letter request from interested parties addressed to the SDS or recommendation from the SDS to open a stand- alone SHS/ Justification on the need to establishment of stand-alone SHS	
q. Track(s), Strand(s) to be offered as well as their respective number of prospective enrollees	
r. School Environment (environmental scanning/situational analysis)	
s. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer	
t. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned	
u. Result of the internal assessment or survey done with the prospective enrollees	
v. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	
w. Accomplished SHS Site Appraisal Form (Annex E)	
x. SHS building plan indicating the number and technical specification of the classroom to be built	
y. SHS building permit	

z. Inspection Report, in case classrooms are already constructed aa. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties bb. Immersion Deployment Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents for evaluation and indorsement by the SDO through their designated email address	1.1 Receive the endorsement from the SDO	None	10 minutes	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)

	1.2 Evaluate the documentary requirements			Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge) Wendell I. Formalejo, PhD CES-CLMD Atty. Joanna Rose R. Tarroza-Labuguen Attorney IV Hans M. Formento Engineer III Ardee D.C. Ramilo CAO-Finance
		None	5 days	

	1.3 Conduct online site/ on-site inspection/ validation of facilities	None	5 days	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.4 Prepare inspection/ validation report and recommendation based on the finding of the online site/ on-site validation If 100% compliant – Proceed to preparation of Approval Form If not compliant – Notify SDO of deficiencies	None	4 days	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge)

				Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.5 Submit the findings to the Chief Education Supervisor (CES)	None	5 minutes	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge) Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.6 Review and check the findings, affix signature on the validation/inspection report	None	4 hours	Melbert S. Broqueza, PhD CES-CLMD
	1.7 Prepare the Approval Form and endorsement	None	2 days	Feejay A. Dimaculangan EPS-QAD(SDO Calapan In-charge)

				Analyn M. Formento EPS-QAD(SDO Romblon & Marinduque In-charge) Paul Ryan R. Quiogue EPS-QAD(SDO Occidental Mindoro In-charge) Mark Anthony C. Leido EPS-QAD(SDO PPC & Palawan In-charge) Merlen B. Abante EPS-QAD(SDO Oriental Mindoro In-charge)
	1.8 Review and countersign the Approval Form and endorsement	None	1 hour	Melbert S. Broqueza, PhD CES-CLMD
	1.9 Enter the Approval Form Number and its description in the logbook of outgoing documents	None	30 minutes	Mary Grace L. Vargas ADAS I-QAD
	1.9 Sign the Approval form and endorsement to signify approval of the application	None	30 minutes	Nicolas T. Capulong, PhD, CESO III Regional Director
	1.10 Record and release the Approval Form signed by the RD	None	30 minutes	Teodorico O. Salido III Administrative Officer V-ASD-Record Section
	1.11 Scan and file the copies of issued Public School Approval Form	None	2 days	Mary Grace L. Vargas ADAS I-QAD
TOTAL		None	18 days 6 hours 45 minutes	



DEPARTMENT OF EDUCATION MIMAROPA REGIONAL OFFICE

PARTNER AGENCIES:



The Anti-Red Tape Authority (ARTA)

- 0928-690-4080
- 0969-257-7242
- 1-ARTA (12782) local 1040 - 1049
- (02) 8246-7940

Email: complaints@arta.gov.ph
Facebook: facebook.com/artagovph



CIVIL SERVICE COMMISSION (CSC) - CONTACT CENTER NG BAYAN (CCB)

Csc hotline: (02) 8932-0111

CCB Text: 0908-8816565

Email: email@contactcenterngbayan.gov.ph

8888 Citizens' Complaint Hotline
Call or Text: 8888