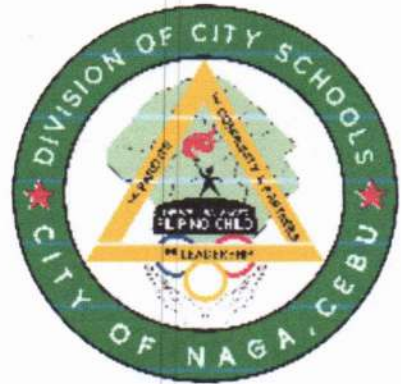




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**DEPARTMENT OF EDUCATION  
DIVISION OF CITY SCHOOLS  
CITY OF NAGA, CEBU**

**CITIZEN'S CHARTER  
REVISED 2025**



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**FOREWORD**

The Schools Division Office of the City of Naga, Cebu is committed to provide quality frontline services to its clients and stakeholders to ensure that they receive the best delivery of service that they deserve. The Division is mandated to underscore the importance of efficient and effective frontline services guided by Republic Act No. 9485 and Republic Act No. 11032, otherwise known as the “Anti-Red Tape Act of 2007” and “Ease of Doing Business Act and Efficient Government Service Delivery Act of 2018”, respectively.

Thus, this Citizen’s Charter is crafted to guide the clientele and stakeholders with the frontline services that this Division provides.

This contributes to the vision, mission, and core values of the Department of Education to continuously improve the agency and to provide the best public service to its clients and stakeholders.

  
**RONALD G. GUTAY**  
Schools Division Superintendent



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**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 building the nation.

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

**MISSION**

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

**STUDENTS** learn in a child-friendly, gender-sensitive, safe, and motivating environment.

**TEACHERS** facilitate learning and constantly nurture every learner.

**ADMINISTRATORS AND STAFF**, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen

**FAMILY, COMMUNITY, AND OTHER STAKEHOLDERS** are actively engaged and share responsibility for developing lifelong learners.



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**CORE VALUES**

Maka-Diyos

Makatao

Makakalikasan

Makabansa

**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 in order to better define its purpose vis a vis the changing administrations and charters. The present day

Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which establishes the mandate of this agency.

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.



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**QUALITY POLICY**

Schools Division Office of the City of Naga, Cebu provides quality administrative and financial services to all schools, clients, and other stakeholders.

We are committed to continuously improve our Quality Management System by:

- providing and enabling a comprehensive and effective support system;
- meeting the interested parties' needs and expectations; and
- adhering to the Department of Education's policies and other applicable legal requirements.



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**SCHOOLS DIVISION OFFICE  
 (EXTERNAL SERVICES)**

**OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT**

**A. Legal Unit**

**1. Request for Correction of Entries in School Records**

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.

<b>Office or Division:</b>		Legal Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government To Government; G2C- Government to Citizen		
<b>Who may avail:</b>		ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected ( 1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1 Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1 Receives and records to DTS and/or logbook then forward to SDS for appropriate action.	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2 Refers the documents to Legal Unit	None	10 minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy of the Order	1.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records/ Releasing In-Charge/Ad min Staff
<b>TOTAL</b>		<b>None</b>	<b>2 days and 35 minutes</b>	



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**B. Personnel Unit**

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

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

<b>Office or Division:</b>	Personnel Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Creation of Application Code		SDO	
2. Letter of Intent addressed to the Head of Office or highest human resource officer (1 original)		Applicant	
3. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet, if applicable (1 original)		Form from CSC Websites/ SDO	
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		Certification from PRC	
5. Certified true copy of Certificate of Report of Rating obtained in the LET/PBET (1 original)		PRC	
6. Certified true copy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available (1 original)		Applicant	
7. Certificate of specialized trainings, if applicable (1 original copy of each)		Applicant	
8. For those with teaching experience, Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable (1 original)		SDO/ Employer Applicant	
9. Certified true copy of latest appointment (1 original)		Applicant	
10. Certified true copy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable (1 original)		Applicant	
11. Checklist of Requirements and Omnibus Sworn		Applicant / SDO	



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Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form (1 original)				
12. NBI Clearance (1 original)			NBI	
13. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)			Applicant	
14. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the nearest school in the area for Teacher 1 applicants and for Teacher 2 and 3 to the Division Office and receive the receiving copy.	1.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Screening Committee (Teacher I) and Records Section Staff, SDO (Teacher II & III)
	1.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School Screening Committee/ Division Selection Sub-Committee
	1.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	School Head/ Division sub-committee



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	1.4. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	1.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
	1.6 Pre-evaluate the qualifications of the applicant vis-à-vis the qualification standards of the position (TI) / Review the pre-assessment submitted by the Division Sub-Committee (TII-TIII)	None	10 minutes	HRMPSB
2. Receive the notification from HRMO	2.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 55 minutes</b>	



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

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

<b>Office or Division:</b>	Personnel Unit		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Any person who has interest to the position		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent addressed to the Head of Office or highest human resource officer (1 original)	Applicant		
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017) and Work Experience Sheet, if applicable (1 original)	CSC Website Form from CSC or SDO Website		
3. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)	Applicant		
4. Certified true copy of Certificate of Report of Rating obtained in the LET/PBET (1 original)	CSC/PRC		
5. Certified true copy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available (1 original)	School/s attended		
6. Certificate of specialized trainings, if applicable (1 original copy of each)	Previous/Current employer		
7. Certified true copy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable (1 original)	Applicant		
8. Certified true copy of latest appointment (1 original)	Applicant		
9. Certified true copy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable (1 original)			
10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form (1 original)	Applicant		



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11. Other documents as may be required for comparative assessment, such as but not limited to: ➤ Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent documents to the Records Unit/SDO email add	1.1. Stamp Receive, issue a receiving copy, and forward the pertinent documents to the HR Unit	None	5 minutes	Records Officer/ AA VI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive application receipt/email acknowledging receipt of application	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate the qualifications of the Applicant vis-à-vis the qualification standards of the position	None	15 minutes	HRMPSB
3. Applicant received the Result of Initial Evaluation	3.1. Inform the applicant of the result of initial evaluation through email	None	5 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	



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**C. Records Unit**

**1. 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.

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



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

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

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



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3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Admin. Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	



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### 3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required in writing by the DFA. Service is in accordance with DO no 48, s. 2017

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Graduate and undergraduate from public schools:</b> <ol style="list-style-type: none"> <li>1. Request Form for ALS &amp; PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)</li> <li>2. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)</li> <li>3. Diploma (1 Original and 2 certified true copies certified by the School Head)</li> <li>4. ALS Accreditation &amp; Equivalency Test Result (for ALS) (1 original and 2 certified true copies)</li> <li>5. PEPT Test Result Rating (1 original and 2 certified true copies)</li> <li>6. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)</li> </ol>		School Attended/ BEA		
		Division Office		
		School Attended		
		Division Office		
		Division Office/BEA		
		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and completely fill-out the CAV Application Form from the Records	1.1 Receive and check the completely filled out CAV application form (CAV Form 10) and all supporting documents of the client.	None	5 minutes	Admin. Staff (Records)



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	1.2 Assign specific CAV number and print 2 copies of CAV certificates (CAV Form 12) and Indorsement (CAV Form 13); 1 original to be send off to the applicant and one for filing	None	10 minutes	Admin. Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Forward printed CAV to Division Records Officer/ AO Admin. for initials and forward to SDS	None	5 minutes	Division Records Officer/ AO V
	2.2 Sign and approve Academic School Record and Certification, if in order	None	10 minutes	SDS
3. Receive the completed CAV documents	3.1 Release the approved academic school record and certification in two copies and place in sealed envelope to the applicant for transmittal to the Regional Office	None	5 minutes	Admin. Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes</b>	

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.



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#### 4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

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

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



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### 5. Receiving of Complaints against Non-Teaching Personnel

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

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business
<b>Who may avail:</b>	All

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.  1.2. Receive the document using the	None	10 minutes          3 minutes	Admin. Staff (Records)



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	Document Tracking System 1.3. Forward the document to the Legal Admin Staff		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Assistant III or Administrative Officer IV (Records)
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	



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

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

<b>Office or Division:</b>	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business Entity
<b>Who may avail:</b>	All

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.  1.2. Receive the document using the number.	None	10 minutes          3 minutes	Administrative Assistant III or Administrative Officer IV (Records Unit)



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



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	2.8. Log the document, with attachment/s to the appropriate logbook 2.9. Return signed communication to Legal Unit, for organization of documents	None	10 minutes  5 minutes	Administrative Assistant III or Administrative Assistant III (OSDS)
	2.10. Arrange the documents to be forwarded to Records Unit. 2.11. Forward to Records Unit, for releasing	None	20 minutes  5 minutes	Attorney III/ Legal Officer - Designate
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee 2.13. Coordinate with the Office/Agency and contact the client.	None	10 minutes  30 minutes	Administrative Assistant III or Administrative Officer IV (Records Unit)
3. Receive and sign the communication, if with proof of service, sign the proof of service.	3.1. Release the Communication 3.2. If there is a proof of service, serve and secure a signed Proof of Service.	None	5 minutes  10 minutes	Administrative Assistant III or Administrative Officer IV (Records Unit)
<b>TOTAL</b>		None	<b>3 days, 2 hours, 11 minutes</b>	



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## D. Property and Supply

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

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

Office or Division:	Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery receipts		Supplier		
2. Inspection and Acceptance report/ Property Transfer Report		Employee/ Property and Supply Unit		
3. Requisition and Issuance Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the textbook and/or equipment together with the receipts	1.1. Receive textbooks and/or equipment from suppliers	None	1 day	Property and Supply Personnel
	1.2. Check the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	
	1.3. Inspect, verify, and approve the receipt of textbooks and/or equipment	None	3 hours	



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	1.4. Prepare Inventory Custodian Slip (ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	1 day	
	1.5. Review and approve the ICS/RIS	None	1 day	
	1.6. Inform the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	
	1.7. Prepare the distribution list and in coordination with district/schools	None	3 hours	
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Distribute the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	1 day	
TOTAL		None	<b>6 days and 6 hours</b>	

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



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## CURRICULUM IMPLEMENTATION DIVISION

### A. Accessing Available Learning Resources from LRMDs Portal

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

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

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders		LRMDs Portal ( <a href="http://lrmds.deped.gov.ph">lrmds.deped.gov.ph</a> )  <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to LRMDs Portal (New Account)	1.1 Access <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	None	1 minute	Client



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	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS-LR/PDO
2. Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client
	2.2. Receive request for resetting of password	None	1 minute	EPS-LR/PDO
	2.3. Reset password in LRMDS Portal Dashboard	None	3 minutes	
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client



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9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
<b>TOTAL:</b>		<b>None</b>	<b>29 minutes</b>	



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### B. Alternative Learning System (ALS) Enrollment

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client		
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy				
3. Valid ID ( Driver's License, Postal ID, Voters ID) - 1 photocopy				
4. Functional Literacy Test (FLT)		CID		
5. Assessment for Basic Literacy (ABL)		CID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Division ALS LIS Coordinator
	1.2. Conduct assessment / screening : ABL and FLT	None	3 hours	
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	Instructional Managers/ Learning Facilitators/ ALS Teachers
TOTAL		None	4 hours, 15 minutes	



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**SCHOOL GOVERNANCE AND OPERATION DIVISION**

**A. Planning and Research Section**

**1. Request for Basic Education Data (External Stakeholders)**

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

<b>Office or Division:</b>	Planning and Research			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/ ITO
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS



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	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary	None	2 days	Clerk/Planning Officer
	action undertaken to the said letter request			
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 37 minutes</b>	



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**B. School Management, Monitoring and Evaluation Section**

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

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

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



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Copy of the Updated Government PTO (for renewal)	School applicant
Ocular Inspection Report (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools)

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



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				Division Engineer (if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)/  PSDS (CID)/
				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)  PSDS (CID)  Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E)  Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS



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	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E)  Senior Education Program Specialist (SMM&E)
<b>TOTAL</b>			<b>10 days, 4 hours, 35 minutes</b>	



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

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

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent</li> <li>• List of Qualified Graduates (per track/strand/specialization)</li> <li>• Accomplished Special Order Form</li> <li>• Original Form 137-A (SHS Student Permanent Record)</li> <li>• Form IX (SHS Graduation Form)</li> <li>• Original Form 137-A (JHS Student Permanent Record)</li> <li>• Birth Certificate (PSA)</li> </ul>			School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, in the Document Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



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

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



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

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

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B - Government To Business
<b>Who may avail:</b>	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>A. Application for DepEd Permit to Operate/Recognition</b>	
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution</li> <li>• Feasibility Study               <ul style="list-style-type: none"> <li>Philosophy and Goals of the course                   <ul style="list-style-type: none"> <li>- Demand for the graduates</li> <li>- Prospective learners</li> <li>- Existing schools offering one same course within the community</li> </ul> </li> </ul> </li> <li>• Articles of Incorporation and By- Laws</li> <li>• Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>• Location of school in relation to its environment</li> <li>• Campus development and landscaping plans</li> <li>• Document(s) of Ownership of school building(s)</li> <li>• Certificate of Occupancy of school building(s)</li> <li>• Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>• Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>• List of school administrators (president, vice-president, deans, department heads)</li> <li>• List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> </ul>	School Applicant



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<ul style="list-style-type: none"> <li>• List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> <li>• School bond</li> <li>• Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>• Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>• Proposed Curriculum</li> <li>• Proposed tuition and other school fees</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> </ul> <p>Inspection and Application Fees</p>		
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**B. SHS New Application or Additional Track/Strand**

<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</li> <li>• Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</li> <li>• Proposed Tuition and other fees</li> <li>• Proposed School Calendar</li> <li>• Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)</li> </ul>	School Applicant	
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<ul style="list-style-type: none"> <li>Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</li> <li>A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others</li> <li>Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures</li> </ul>		
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive in the Document Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff



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



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#### 4. Application of Summer Permit for Private Schools

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

<b>Office or Division:</b>	School Management, Monitoring and Evaluation
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with summer enrollees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent</li> <li>• School Calendar for Summer – 35 days</li> <li>• List of teachers who intent to teach during summer classes</li> <li>• General class program for summer</li> <li>• Tuition and other school fees</li> <li>• Tentative list of summer enrollees with learning areas to be taken written opposite each name</li> <li>• A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student.</li> <li>• Written consent of parents whose children will attend student summer classes</li> <li>• Post summer activities</li> </ul>	School Applicant  School Applicant  School Applicant  Teachers/School Applicant  School Applicant  PTA/PTCA   Parents   School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1.Receive in the Document Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



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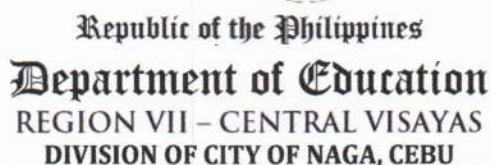
	1.2. Forward documents to SGOD Chief and route to	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	designated/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate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





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



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

<b>Office or Division:</b>	School Management, Monitoring and Evaluation	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may Avail:</b>	Any private school with recognition	

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



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



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**SCHOOLS DIVISION OFFICE  
 (INTERNAL SERVICES)**

**OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT**

**A. Legal Unit**

**1. Issuance of Certificate of No Pending Case**

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance (If the purpose of the request is travel to foreign countries, vacation leave for more than thirty (30) days, transfer, resignation or retirement)				
3. Authorization letter/ Special Power of Attorney (If the person other than the employee requesting the certificate makes the claim)				
4. Accomplished request form through this link: <a href="http://www.tinyurl.com/ToledoCertNPAC">www.tinyurl.com/ToledoCertNPAC</a>				
5. Notarized Declaration of No Pending Administrative and Criminal Case (If the purpose of the request is resignation or retirement)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	



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2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance			Legal Officer
	If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL		None	<b>15 minutes</b>	



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**B. Information and Communications Technology Unit**

**1. User Account Management for Centrally Managed Systems**

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

<b>Office or Division:</b>	ICT Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				• ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ICT technical assistance form	1.1. Receive the document using the Document Tracking System	None	1 minute	Records Section
	1.2. Forward the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive Tracking Slip	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit



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	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
2. Check the email sent	2.1. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.2. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	2.3. Give the credentials to the sender	None	5 minutes	ICT Unit
<b>Total</b>		<b>None</b>	<b>1 hour and 7 minutes</b>	



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## 2. Troubleshooting of ICT Equipment

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

<b>Office or Division:</b>		ICT Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished ICT technical assistance form	1.1. Receive the document using the Document Tracking System	None	1 minute	Records Section
	1.2. Forward the document to the ICT Unit	None	5 minutes	
	1.3. Receive document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit



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	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give Recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to the client	None	5 minutes	ICT Unit
<b>TOTAL</b>		<b>NONE</b>	<b>2 hours and 7 minutes</b>	



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### 3. Uploading of Publications

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

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



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## C. Budget Unit

### 1. Processing of ORS

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

<b>Office or Division:</b>	Budget Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd Employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. ORS (1 Original Copies, 2 Photocopy)		Budget Unit
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)		Accounting Unit
<b>Purchase Orders (pre-audited)</b>		
1. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)		Requesting Unit
<b>Biddings</b>		
1. Notice of Award (1 Original Copies, 2 Photocopy)		BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)		Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)		Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit
<b>Cash Advances for Travels</b>		
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit



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3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit	
4. AR/ATC (1 Original Copies, 2 Photocopy)		

<b>Reimbursement of Travels</b>		
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit	
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit	
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit	
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)	Requesting Unit	
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)	Requesting Unit	
6. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit	

<b>Cash Advances for school MOOE</b>		
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)	Requesting Unit	
2. Letter request (1 Original Copies, 2 Photocopy)	Requesting Unit	
3. WFP (1 Original Copies, 2 Photocopy)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS/Budget Officer



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	1.5. Generate print-out of ORS	None	2 minutes	ADAS/ Budget Officer
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III
	available appropriation (Box B)			
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/ allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



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## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests

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



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## D. Cash Unit

### 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

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



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3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare prooflist	None	2 hours	Cash Personnel
	3.4 Prepare check	None	20 minutes	Cash Personnel
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Prepare Advice to Debit Account (ADA)	None	20 minutes	Cashier
	3.7 Sign the ADA, and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA and ACIC	None	10 minutes	Cash Personnel



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	3.11 Submit the ADA and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
<b>TOTAL</b>		<b>None</b>	<b>1 day, 6 hours</b>	



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## E. Personnel Unit

### 1. Application for ERF (Equivalent Record Form)

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Deped Licensed Public School Teachers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement signed by the Head of Office	Personnel Unit
2. Duly Accomplished Equivalent Record Form (ERF) (5 original copies)	Applicant / SDO website
3. Original copy of Certification from School Registrar for MA Units/CAR (1 original copy)	Emanating Graduate School
4. TOR with Certification, Authentication and Verification (CAV) from CHED (1 original copy)	Emanating Graduate School
5. Updated Service Record (3 original copies)	Applicant
6. Performance Rating (IPCRF) for at least 3 years (1 certified true copy per rating)	Applicant
7. Civil Service Form 212, Revised 2017 (Personal Data Sheet) (3 original copies)	Applicant
8. Sworn Statement that ALL Documents submitted are true and correct with documentary stamp (1 original copy)	Applicant
9. Latest Approved Appointment (3 certified true copy)	Applicant
10. Latest Plantilla (PSIPOP) (1 certified true copy)	Applicant
11. Latest Payslip or Payroll (1 certified true copy)	Applicant
12. Certificates or Training, Seminars, Workshop, Awards for the last three years <b>NOT</b> credited to the previous promotion <sub>62</sub>	Applicant



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(1 certified true copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessary documents	None	30 minutes to 1 hour	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV, ASDS and SDS
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application with PAL to Regional Office	None	15 minutes	Personnel Unit
<b>TOTAL</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	

## 2. Application for Leave

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

<b>Office or Division:</b>	Records Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	DepEd Employees
<div style="display: flex; justify-content: space-between;"> <span><b>CHECKLIST OF REQUIREMENTS</b></span> <span><b>WHERE TO SECURE</b></span> </div>	



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<b>Vacation Leave (3 copies)</b> 1. Endorsement 2. Letter of Intent 3. CSC Form 6 4. School Clearance 5. Division Clearance 6. Travel Authority for Personal Leave		School Head Client Client School Head / AO-II SDO website Client		
<b>Sick Leave (3 copies)</b> 1. Endorsement 2. Letter of Intent 3. CSC Form 6 4. Medical Certificate 5. School Clearance 6. Division Clearance		School Head Client SDO Website Issued by the physician School Head / AO-II SDO website		
<b>Paternity Leave</b> 1. Letter of Intent 2. CSC Form 6 <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Marriage Contract/Certificate</li> <li>• Birth Certificate of Child or Medical Certificate of Wife if Miscarriage</li> </ul>		Client Client		
<b>Maternity Leave (3 copies)</b> 1. Endorsement 2. Letter of Intent 3. CSC Form 6 4. Medical Certificate 5. School Clearance 6. Division Clearance		School Head Client SDO Website Issued by the physician School Head / AO-II SDO website Head		
<b>Solo Parent Leave</b> 1. Letter of Intent 2. CSC Form 6 3. Solo Parent I.D.		Client SDO Website Client		
<b>Special Privilege Leave</b> <ul style="list-style-type: none"> <li>• CS Form 6 (1 original copy)</li> </ul>		SDO Website		
<b>Magna Carta Leave for Women (3 copies)</b> 1. Endorsement 2. Letter of Intent 3. CSC Form 6 4. Medical Certificate 5. School Clearance 6. Division Clearance		School Head Client SDO Website Issued by the physician School Head / AO-II SDO website		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



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1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the in-charge for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	AO IV/ AO V
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Records Unit
	1.6. Approve Form 6 and forward to the Records Section	None	30 minutes	SDS/ SDS staff
	1.7. Check and receive approved Form 6	None	15 minutes	Records Section
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 45 minutes</b>	

### 3. Application for Retirement

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government



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<b>Who may avail:</b>	DepEd employees that reached the retiring age requirement	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Endorsement	Personnel Section	
2. Retirement Letter	Client	
3. Form 48 (DTR) for the last 2 months and/or Approved Form 6 if on Leave prior to the effectivity of retirement	Client	
4. Two (2) copies of Summary of Absences for the current school year	School Head / AO-II	
5. Updated Service Record		
6. Provident Loan Clearance		
7. GSIS Clearance		
8. School Clearance		
9. CSC Form No. 7, Revised 2018 (Division Clearance)		
10. Latest IPCRF		
11. SALN		
1. Endorsement	Personnel Section	
2. Service Record (1 Original Copy)		
3. Clearance for money & property Accountabilities District & Division (4 Original Copies)		
4. Statement of Assets & Liabilities (1 Original Copy)		
5. Certificate of No Pending Administrative Case (1 Original Copy)		
6. Certificate of Last Day of Service (1 Original Copy)		
7. Certificate of Last Salary Received (1 Original Copy)		
8. Certification of Leave with or without pay (1 Original Copy)		
10. GSIS Application for retirement benefits form (1 original copy)	Concerned Retiree	
11. Provident Clearance (1 original copy)		



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource Management Officer	None	30 minutes	Human Resource Unit - Person in charge
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>5 days, 1 hour</b>	



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#### 4. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Intent (1 original copy)		Requesting Party		
2.Clearance from School property custodian/school head of requesting party (3 original copies)		Requesting party		
3.Designation of relieving teacher/ employee in their absence (1 original copy)		Requesting party		
4.Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5.Certificate of No pending case (1 original copy)		SDO/ DO		
6.Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)		SDO		
7.Invitation (1 Original /photocopy)		Event Organizer		
8.Estimated Travel Cost, travel is go (1 Copy)		Requesting party		
9.Complete Staff Work (1 Copy)		Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details	None	15 minutes	Records Section



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	<ul style="list-style-type: none"> <li>➤ If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies</li> <li>➤ If complete and accurate, prepare the necessary additional requirements</li> </ul>	None		Personnel Unit - Person in charge
	1.2. Route the travel documents for signature of authorized officials	None	1 day	Personnel Unit - Person in charge
2. Receive travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd RO	None		Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 15 minutes</b>	



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### 5. Issuance of Certificate of Employment

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

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	DepEd Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		SDO Website		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request form from the website	1.1. Receive and forward submitted complete documents	None	2 minutes	HR In-Charge
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	HR In-charge/ Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	HR In-Charge
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	



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## 6. Issuance of Service Record

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

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Accomplished Transaction/Request Form (2 copies)		Records		
2.Previous copy of Service Record from previous employment (2 copies)		Client		
3.Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish Logsheet	1.1. Receive and review entries in logsheet	None	30 minutes – 1 days	Records Unit Person-in-charge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes to 1 day</b>	



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### 7. Loan Approval and Verification

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

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
For GSIS/ PAG-IBIG Loans				
1. Recent Pay slip (one (1) photocopy)				Requesting Entity
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Agency Authorized Officer
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
TOTAL:		None	55 inutes	



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

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

<b>Office or Division:</b>	Personnel Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	New entrants SDO employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)	Personnel Unit	
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit	
3. Appointment Form CS Form No. 33-A (Revised 2018) (3 original)	Personnel Unit	
4. Duly accomplished CSC Form 212 (Revised 2017) Personal Data Sheet (3 original copies)	SDO Website	
5. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original copies)	Personnel Unit	
6. Authenticated copy of PRC Board Rating/ CSC Eligibility (3 original copies)	Appointee	
7. Authenticated copy of PRC I.D. Card/ CSC Eligibility (3 original copies)	Appointee	
8. Authenticated copy of PRC Certificate of Registration (3 original copies)	Appointee	
7. Oath of Office –CS Form No. 32 (Revised 2018) (3 original)	Personnel Unit	
8. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original copies)	Personnel Unit	
9. Authenticated of Transcript of Records (2 original copies)	Appointee	
10. Clearance from previous employee	Appointee	
11. Medical Certificate –CS Form No. 211 (Revised 2017) with Medical Results (1 original copy and 1 photocopy)	SDO Website / Applicant	
12. Authenticated copy of NBI Clearance (2 original copies)	NBI	
13. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee	



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14. PSA Birth Certificate (3 original copies)		PSA		
15. Marriage Certificate (3 original copies)		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receive and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items	None	30 minutes	
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	



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	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes
2. Receive a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	10 minutes
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 20 minutes</b>

### 9. Processing of Terminal Leave Benefits

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

<b>Office or Division:</b>	Personnel Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	DepEd employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request (1 original copy)	Concerned Retiree	
2. Service Record (1 original copy)	Records Unit	
3. GSIS Retirement Voucher (1 original copy)	Concerned Retiree	
4. GSIS Retirement Clearance (1 original copy)	Concerned Retiree	
5. Certificate of Last Payment (1 original copy)	RPSU	



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



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	1.3. Review the submitted complete documents and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.4. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.5. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person- In-Charge
	1.6. Forward the approved documents to Accounting Unit for processing	None	15 minutes	Personnel Section - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 45 minutes</b>	



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### 10. Request for Correction of Name and Change of Status

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

<b>Office or Division:</b>		Personnel Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		DepEd SDO employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
<b>TOTAL</b>		<b>None</b>	<b>1 day and 3 minutes</b>	



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## F. Property and Supply Unit

### 1. Requisition and Issuance of Supplies

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

<b>Office or Division:</b>		Property and Supply Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government To Government		
<b>Who may avail:</b>		DepEd employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
<b>TOTAL</b>		None	<b>21 minutes</b>	



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## 2. Property and Equipment Clearance Signing

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

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



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## CURRICULUM IMPLEMENTATION DIVISION

### 3. Program Work Flow of Submission of Contextualized Learning Resources

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

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR
	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication	5.1 Accept endorsement			



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on to District/Division Quality Assurance Team	communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor
revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor



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	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LR	None	1 day	Regional/ Division LR Supervisor
<b>TOTAL:</b>		<b>None</b>	<b>45 days<sup>5</sup></b>	

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



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#### 4. Quality Assurance of Supplementary Learning Resource

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

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



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3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
<b>TOTAL</b>		None	<b>7 days and 15 minutes</b>	



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**C. Schools Governance and Operations Division - Planning and Research Section**

**1. Request for Basic Education Data (Internal Stakeholder)**

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

<b>Office or Division:</b>	Planning Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADAS III
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADAS III
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 32 minutes</b>	



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

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

<b>Office or Division:</b>		SGOD – Planning Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receive letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approve letter request & refer to the Planning Unit	None	15 minutes	
	1.3 To take action & provide data/ information needed by clients	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

Prepared by:

**JUNELIZZA C. ALGUNO**  
Administrative Officer IV – Records Officer

Recommending Approval:

**LEVITICUS M. BARAZON, Jr. PhD, CESE**  
Assistant Schools Division Superintendent

**FAROLITO R. ACLAN, CPA, JD**  
Administrative Officer V, Legal Officer

Noted and Approved by:

**RONALD G. GUTAY**  
Schools Division Superintendent