

**DEPARTMENT OF EDUCATION
DIVISION OF SULTAN KUDARAT**

CITIZEN'S CHARTER



I. 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.

II. 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.

III. 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 life-long learners.

IV. Service Pledge

We commit to:

- Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
- Capacitate DepEd SK offices to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government;
- Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



List of Services

Division Office

External Services

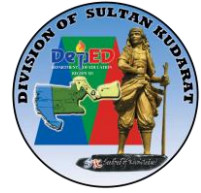
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Division Office External Services



1. Acceptance of Employment Application for Initial Evaluation-Walk-In/Online (Teaching Position)

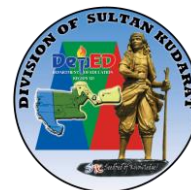
Any interested applicant in applying for a promotion or entry position to any vacant position may submit the following credentials and other requirements.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person who is qualified and has interest to the position
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A.Application letter specifying the position being applied for addressed to the Schools Division Superintendent	Applicant
B.Duly Accomplished Personal Data Sheet (CS Form 212) duly notarized with Work Experience Sheet, if applicable;	Form from CSC Website/SDO
C.Photocopy of valid and updated PRC License/ID, if applicable;	Certification from PRC/CSC
D.Photocopy of Certificate of Eligibility/ Rating, if applicable;	Emanating school
E.Photocopy 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;	Applicant
F.Photocopy of Certificate of Trainings, if available;	SDO/ Previous Employer
G.Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable;	Applicant
H.Photocopy of latest appointment, if applicable;	Applicant
I.Photocopy of Performance Ratings for the last 3 rating periods;	Annex C: DO 7, s. 2023
J.Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data	Applicant



<p>Privacy Act of 2012), using the attached form (Annex C), notarized by authorized official; and</p> <p>K. Other documents as may be required by the HRMPSB for comparative assessment, including but not limited to:</p> <p>i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and</p> <p>ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item (i) is not relevant to the position to be filled, if applicable.</p>	Applicant
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME (Under normal circumstances)	PERSON RESPONSIBLE
1. Submit the Complete pertinent Documents to the school where the vacancy (regular and/or natural) exists, and receive the owner's copy	1.1. Receive and stamp "RECEIVED" the application documents	None	5 minutes	School Head/ AO II
	1.2 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School/ District AO II
	1.3 Submit a hard copy of the result of	None	1 day	School/ District AO II



	pre-assessment at the HR Office			
	1.4 Receive and stamp the hard copy of the result of Preassessment as received and forward to HR Office	None	5 minutes	Administrative Assistant II AO II in charge
	1.5 Receive the result of the preassessment	None	10 minutes	Administrative Assistant III
2. Receive notification from HRMO	2.1 Notify applicant on the initial evaluation through posting/email	None	10 minutes	Administrative Officer IV
TOTAL:		None	1Day, 55 minutes	



2. Loan Verification and Approval

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd SDO Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan	Requesting Entity Legal Unit School Head
For Private Lending Institutions: 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Administrative Assistant III
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve /	None	15 minutes	



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



3. Issuance of Certificate of Last Payment (CLP)

This process is the issuance of clearance from money accountability and/or overpayment of salary to employees who separate from the service through retirement, resignation, transfer or death to ensure that the subject employee is cleared of money accountability or with overpayment of salary. This may also be requested by active teaching/non-teaching personnel under REGIONAL PAYROLL SERVICE UNIT (RPSU) for transfer of assignment/station; in this case, The CLP indicates that the personnel who availed this shall be deleted in the Payroll system.

Office or Division:	Payroll Services
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Retired, Transferred, Resigned employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Updated Service record (1 original copy) 2. Clearance from SDO (1 original copy)	Retired, Transferred, Resigned employees

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive and evaluate complete documents	None	1 minute	Administrative Assistant III
	1.2 Prepare and affix signature on the Certificate of Last Payment	None	5 minutes	Administrative Assistant III
2. Receive the CLP and affix signature to the receiving file/log book	2.1 Issue the CLP	None	1 minute	Administrative Assistant III
3. Proceed to the Office of Administrative Officer V (if transferred, resigned and deceased) and to the Office of	3.1 Affix the signature in the CLP	None	1 minute	Accountant III/ Administrative Officer V



Accountant (if retired)				
Total		None	8 minutes	



4. 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.

Office or Division:	Legal Office
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application indicating the entry/entries to be corrected	Requesting party
2. Certificate of Live Birth issued by Philippine Statistics Authority	PSA
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable	School
4. Affidavit of Two Disinterested Persons applicable	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
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records	1.1. Receive and record to DTS and/or logbook then forward to SDS for appropriate action	None	5 minutes	Administrative Assistant II



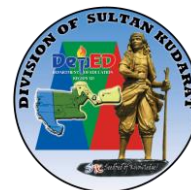
with consideration to Data Privacy Act				
2. Forward the documentary requirements to Legal Office	2.2 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Officer/ Administrative Assistant III
	2.3 Forward to SDS for signature	None	5 minutes	Schools Division Superintendent
	2.4 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.	None	1 day	Legal Officer
3. Receive a copy of the Order	3.1 Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Legal Officer
Total		None	2 days and 20 minutes	



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

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

Office or Division:	School Management, Monitoring & Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business
Who may avail:	Private Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)	School applicant
1 copy of notarized comprehensive Feasibility Study (for new/recognition)	School applicant
1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition	School applicant
1 copy of 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)	EPS/In-charge of Private Schools
School Bond (for new/recognition)	RO
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for renewal)	School applicant
Ocular Inspection Report (for new/recognition/renewal)	SMM&E (In charge of Private Schools)



Endorsement from the Schools Division Superintendent (for new/recognition/renewal)	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)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Education Program Supervisor (CID& SGOD) PSDS (CID)/ Division Engineer (if available)
2. Acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	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
	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)
TOTAL		None	10 days, 4 hours, 35 minutes	



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

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Any private school with graduating students (Grade 12)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) 2. Letter of intent addressed to the Regional Director thru the Schools Division Superintendent 3. List of Qualified Graduates (per track/strand/ specialization) 4. Accomplished Special Order Form 5. Original Form 137-A (SHS Student Permanent Record) Form IX (SHS Graduation Form) 6. Original Form 137-A (JHS Student Permanent Record) 7. Birth Certificate (PSA)	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
Note: Complete substantial and official	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



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



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

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	Any private schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A.Application for DepEd Permit to Operate/Recognition	
<ul style="list-style-type: none"> Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Superintendent Board Resolution Feasibility Study Philosophy and Goals of the course <ul style="list-style-type: none"> Demand for the graduates Prospective learners - Existing schools offering one same course within the community <ul style="list-style-type: none"> Articles of Incorporation and By-Laws Copy(ies) of Transfer Certificate(s) of Title of the school site Location of school in relation to its environment Campus development and landscaping plans Document(s) of Ownership of school building(s) Certificate of Occupancy of school building(s) Pictures of school building(s), classrooms, laboratories, 	School Applicant



<p>libraries, medical and dental facilities, canteens, etc.</p> <ul style="list-style-type: none"> • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice- president, deans, department heads) • List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head) • School bond • Copy of retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA • Proposed Curriculum • Proposed tuition and other school fees • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school head) <p>Inspection and Application Fees</p>	
B.SHS New Application or Additional Track/Strand	
<p>1.Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> oLetter of intent addressed to the Regional Director thru the Superintendent oBoard Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees 	<p>School Applicant</p>



<p>(Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</p> <ul style="list-style-type: none"> ○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) ○Proposed Tuition and other fees ○Proposed School Calendar ○Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others) •Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services • A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others •Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites 	
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under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures	
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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, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepare 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	Schools Division Superintendent
	1.5. Refer to the Records Unit and release to Regional Office for its appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	



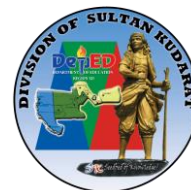
8. Application of Summer Permit for Private Schools

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

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

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

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



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



9. Application for No Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with permit to operate/recognition
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) 2. Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year 3. Xerox copy of the latest approved tuition, miscellaneous & other school fees 4. Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. 5. Copy of Government Permit to Operate/Recognition Certificate	School Applicant School Applicant School Applicant School Applicant

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



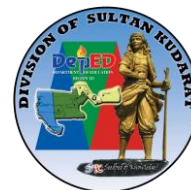
	designated/in- charge for Private School			SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepare Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the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



10. Application for Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may Avail:	Any private school with recognition
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) <ul style="list-style-type: none"> o 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; o Photo copy of the latest approved tuition, miscellaneous & other school fees; o 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; o Percentage of Increase of Tuition/Miscellaneous & other fees; o Copy of Government Recognition Certificate; and o 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): <ul style="list-style-type: none"> a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association. b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year 	School Applicant School Applicant School Applicant School Applicant School Applicant School Applicant School Applicant/PTA School Applicant 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.	
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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, stamps, and input in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepare Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/ Alternate focal SDS Admin Officer IV/ Admin Staff (Records)
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	Admin Officer IV/ Admin Staff (Records)
	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) SGOD Chief/ SGOD Staff
	TOTAL:	None	6 days and 30 minutes	



11. Accessing Available Learning Resources from LRMSD Portal

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

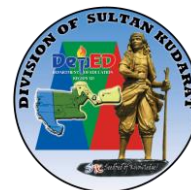
- Books - (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery – copyright-free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

Office or Division:	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Computer/Laptop and Internet Connection	Client
2.Active LRMSD Portal Account using b. DepEd Email Address for DepEd Employees a. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders	LRMSD Portal (lrmsd.deped.gov.ph) <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to LRMSD Portal (New Account)	1.1 Access https://lrmsd.deped.gov.ph	None	1 minute	Client
	2.Assist creation of LR Account 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 https://lrmds.dep.ed.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LR on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LR needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO-LR
8. Click the View button to check the details of the select LR		None	1 minute	Client
9. Click Download button to save digital copy of the select LR		None	2 minutes	Client



10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
TOTAL:		None	29 minutes	



12. Borrowing of Learning Materials from Libraries

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

Office or Division:	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Students and Teaching Related Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Form / Slip (1 Original Copy)	Client
2.Valid ID (1 Scanned/ Photocopy)	Client
3. Borrower's Form	Librarian
4. Returning Transaction Form	Librarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form/ Slip (online or face to face)	1.1. Check accomplished request form / slip and ID	None	3 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. Send the (1) list of available LMs, (2)Borrower's Form, and (3)Returning Transaction Form	None	3 minutes	Librarian/ Library Staff
3. Accomplish Borrower's and Returning Transaction Forms	3.1. Receive accomplished Borrower's Form and Returning Transaction Forms	None	2 minutes	Librarian/ Library Staff
	3.2. Check the completeness of the Forms	None	3 minutes	Librarian/ Library Staff



	3.3. Inform the borrower on the schedule of pick- up (online) or release of resources (walk- in)	None	3 minutes	Librarian/ Library Staff
4. Receive LM	4.1. Prepare and release the LM	None	10 minutes	Librarian/ Library Staff
	4.2. Sign the Borrower's Form and Returning Transaction Forms	None	1 minute	Librarian/ Library Staff
TOTAL:		None	30 Minutes	



13. Inspection and Acceptance of Procured/ Received Learning Resources, Supplies, Materials & Equipment

This service is for the inspection and acceptance of SDO procured items as well as items received from donation, SEF, and RO & CO procured to be distributed to the schools.

Office or Division:	Property & Supply Section
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipts (DR)	Supplier
2. Inspection & Acceptance Report (IAR)	Property & Supply Section / Ro/ CO
3. Property Transfer Report (PTR)	Originating Agency/ Office
4. Deed of Donation	Donor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the items/ goods together with the DR/ PTR/ IAR/ Deed of Donation	1.1. Receive the items/ goods from the client.	None	1 hour	Admin Aide VI
	1.2. Check the actual quantity of the items/ goods received by comparing the DR to the PO/PTR/IAR/Deed of donation.	None	30 minutes	
	1.3 Inspect and verifies the quantity and specifications of the items/ goods delivered and signs in the inspection portion of the IAR.	None	1 hour	Inspectorate Team
	1.3. Accept the items/goods delivered and signs the DR/PTR/ Acceptance portion of	None	30 minutes	Admin Officer IV



	the IAR/ Deed of Donation			
	1.4. Give a signed copy of the DR/PTR/ IAR/ Deed of Donation to the client.	None	2 minutes	Admin Aide VI
2. Receive a signed copy of the DR/PTR/ IAR/ Deed of Donation		None	2 minutes	Client
TOTAL:		None	3 Hours & 4 Minutes	



14. Distribution of Learning Resources, Supplies, Materials & Equipment

This service is for the distribution of SDO procured items as well as items received from donation, SEF, and RO & CO procured to be distributed to the schools.

Office or Division:	Property & Supply Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inventory Custodian Slip (ICS) or Property Acknowledgment Receipt (PAR) or Property Transfer Report (PTR)	Property & Supply Section
2. Requisition & Issue Slip (RIS)	Property & Supply Section
3. Distribution List	Property & Supply Section/ Program Holder

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gives the duly accomplished RIS.	1.1. Receive and checks the details of the RIS.	None	2 minutes	Admin Aide III
	1.2. Review and approve the RIS based on the approved distribution list.	None	3 minutes	Admin Officer IV
	1.3 Prepare ICS/ PAR/ PTR.	None	5 minutes	Admin Aide III
	1.3. Sign the ICS/PAR/PTR	None	2 minutes	Admin Officer IV
	1.3. Give the signed ICS/PAR/PTR to the client	None	2 minutes	Admin Aide III
2. Receive the items/ goods and signs the received by portion of the	2.1. Sign in the issued by portion of the RIS.	None	2 minutes	Admin Officer IV



ICS/PAR/PTR and the RIS.				
	2.2. Give 1 copy of the duly signed ICS/PAR/PTR and the RIS together with the items/ goods the to the client.	None	2 minutes	Admin Aide III
TOTAL:		None	18 Minutes	

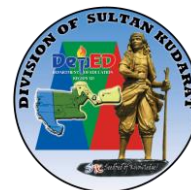


15. Request for Basic Education Data (External Stakeholders)

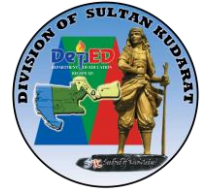
These include official requests for certification and data on enrolment, list of schools, school heads and their contact numbers, inventory of teachers, and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	Planning and Research Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	External Stakeholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Inventory Custodian Slip (ICS) or Property Acknowledgment Receipt (PAR) or Property Transfer Report (PTR)	Property & Supply Section
2. Requisition & Issue Slip (RIS)	Property & Supply Section
3. Distribution List	Property & Supply Section/ Program Holder

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Records & Receiving Section	1.1. Receive the letter of request from the client and forward it to the Office of the SDS for approval	None	10 minutes	Records & Receiving Section Personnel
	1.2 Approve the Letter of Request	None	2 minutes	SDS
	1.3 Refer the approved Letter of Request to the Planning and Research Section (PRS)	None	5 minutes	Office of the SDS Staff
	1.4. Make the necessary action for the said Letter of Request	None	1 minute	Planning Officer or PRS Staff



	1.5 If data are available at the office: Prepare the data requested	None	15 minutes	Planning Officer or PRS Staff
	1.5.1 If data are not available at the office: a. Collect/gather data from the field b. Consolidate the data c. Prepare the data requested	None	1 to 3 days	Planning Officer or PRS Staff
	1.6 Seek the approval of the SDS for the prepared data which was requested by the client	None	5 minutes	Planning Officer or PRS Staff
	1.7 Affix his/her signature to the prepared hard copy of the requested data	None	1 minute	SDS
	1.8 Receive signed report from the SDS and log in to the Outgoing Documents Logbook.	None	5 minutes	Planning Officer or PRS Staff
2. Receive the necessary documents	2.1 Release the documents to the client (for Hardcopy)	None	1 minute	Client
	2.2. Send the Documents thru email or messenger	None	1 minute	Planning Officer or PRS Staff
TOTAL:		None	a. 46 minutes (if requested are data at hand) b. 3 days and 46 minutes (if requested data are not available at the office)	



**Division Office
Internal Services**



1. Receiving of Communication and Other Documents

The procedure for proper receiving and releasing of communications and other documents.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2B – Government to Private
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official communication, other documents	SDO employees/offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1.Submit communication /documents to the Records Receiving area	1.1. Receive and check the communication/document	None	30 seconds	Administrative Aide VI
	1.2 Assign and stamp the communication/documents with control number, date and time of receipt 1.2.1 Return the stamped documents for Logbook recording	None	1-5 minutes (depending on the bulk of documents)	Administrative Aide VI
	1.3 Forward communication to concerned offices	None	5 minutes	Administrative Aide VI
TOTAL:		None	10 minutes and 30 seconds	



2. Releasing of Outgoing Documents

This service is intended for the release of official documents to DepEd Division of Sultan Kudarat.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letters 2. other documents from the Division Office	Records Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. State desire to collect documents from the school/ district data box filer	1.1 Hand in the box filer to the client; (he/she records all the documents taken from the box and affix signature over his/her printed name)	None	5 minutes	Administrative Aide VI
2. Return the data box filer to the Records staff after logbook recording.	2.1 Release the documents to the client	None	1 minute	
TOTAL:		None	6 minutes	



3. Issuance of Office Memorandum, Office Order, Division Memorandum and Advisory

This refers to the release of official issuances within DepEd Division of Sultan Kudarat.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 3 copies of Division Memorandum, Office memorandum, Office Order, and/or Advisory signed by the Schools Division Superintendent Division	Requesting Functional Division/Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 3 copies of signed Division/Office Memorandum, Office Order or Advisory	1.1 Receive signed Issuances, quality check if the memo follows the format set by the KMT	None	1 minute	Administrative Aide VI
	1.2 Assign Memo/Advisory number, stamp "RELEASED", control number, date and time released, and affix signature of the releasing officer	None	2 minutes	Administrative Aide VI
	1.3 Record the Memorandum/Advisory per functional division Logbook, then record in the Logbook for outgoing communications.	None	2 minutes	Administrative Aide VI
	1.4 Return 2 copies of the Memorandum/ advisory to the client	None	20 seconds	Administrative Aide VI



	1.5 Scan the memorandum/advisory and disseminate issuance via DepEd Division of Sultan Kudarat Facebook page and website	None	3 minutes	Administrative Aide VI
	1.6 File archive documents	None	1 minute	Administrative Aide VI
TOTAL:		None	9 minutes, 20 seconds	



4. Certification and Authentication of Documents

This service is intended for the certification and authentication of documents of DepEd Division of Sultan Kudarat teaching and nonteaching personnel

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and photocopy of documents	Own file

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the original and photocopy of documents	1.1 Check and compare the photocopy to the original document	None	1 minute (depending on the bulk of documents)	Administrative Aide VI
	1.2 stamp “certified true copy” and affix signature above the name of the	None	5 minutes (depending on the bulk of documents)	
	1.3 Return the authenticated documents to the client	None	10 seconds	
TOTAL:		None	6 minutes, 10 seconds or more	

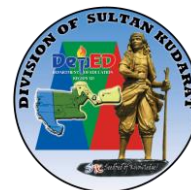


5. Issuance of Certificate of Appearance

This service is intended for the certification and authentication of documents of DepEd Division of Sultan Kudarat teaching and nonteaching personnel

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government G2B - Government to Private G2C - Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 copies Approved Authority to Travel 2. Identification card	Clients' own file

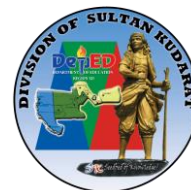
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present two (2) copies of approved Authority to Travel and Identification card	1.1 Check the name, date and signature of the approving authority	None	30 seconds	Administrative Aide VI
	1.2 Assign control number, stamp with the current date	None	30 seconds	Administrative Aide VI
	1.3 Issue Certificate of Appearance with the duplicate of Authority to Travel	None	10 seconds	Administrative Aide VI
	1.4 File , archive a copy of the Authority to travel	None	1 minute	Administrative Aide VI
TOTAL:		None	2 minutes, 10 seconds	



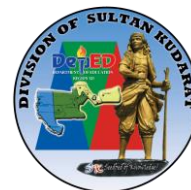
6. Application for Leave

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>A. Forced/Mandatory Leave</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 <p>B. Maternity Leave</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 Two (2) Copies Medical Certificate (Form 41) Two (2) Copies Form 7 <p>C. Parental Leave for Solo Parents</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 Two (2) Copies Medical Certificate (Form 41) (If Necessary) Two (2) Photocopies Solo Parent ID from DSWD Two (2) Photocopies Birth Certificate of the Child <p>D. Paternity Leave</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 Two (2) Photocopies Birth Certificate of the Child <p>E. Ra 9262 (Anti-Violence Against Women)</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 Two (2) Copies Medical Certificate (Form 41) <p>F. RA 9710 (Magna Carta for Women)</p> <ul style="list-style-type: none"> Two (2) Copies Form 6 Two (2) Copies Medical Certificate (Form 41) <p>G. Rehabilitation Leave</p> <ul style="list-style-type: none"> Letter of Application for Rehabilitation Privilege Two (2) Copies Form 6 Two (2) Copies Medical Certificate (Form 41) indicating the <ul style="list-style-type: none"> Nature of Injury/ies 	<p>Forms can be secured from AO II assigned in schools/ SDO/ CSC Official website</p>

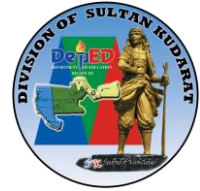


<ul style="list-style-type: none"> • The Course of Treatment Involved • The Need to Undergo Rest, Recuperation and Rehabilitation • Two (2) Copies Evidence Showing that the Wounds or Injuries were Incurred in the Performance of Duty (Police Spot Report) <p>H. Sick Leave</p> <ul style="list-style-type: none"> • Two (2) Copies Form 6 • Two (2) Copies Medical Certificate (Form 41) (for 5 Days Absences and Above) • Two (2) Copies Approved Special Order (SO) for Service Credits <p>I. Special Emergency Leave (SEL) to Government Employees Affected by Natural Calamities/Disasters</p> <ul style="list-style-type: none"> • Two (2) Copies Form 6 <p>J. Special Leave Privileges</p> <ul style="list-style-type: none"> • Two (2) Copies Form 6 <p>K. Vacation Leave</p> <ul style="list-style-type: none"> • For Below 15 Days within the Philippines <ul style="list-style-type: none"> • Two (2) Copies Form 6 • For 15 Days and Above within the Philippines <ul style="list-style-type: none"> • Two (2) Copies Form 6 • Two (2) Copies School Clearance • For Outside the Philippines <ul style="list-style-type: none"> • Two (2) Copies Form 6 • Two (2) Copies School Clearance • Two (2) Copies Division Clearance <p>L. Study Leave</p> <ul style="list-style-type: none"> • Three (3) Copies Form 6 • Three (3) Copies Letter Request • Three (3) Copies Study Permit • Three (3) Copies Certification from the Principal that the Services of the Employee can be Dispensed with • Three (3) Copies of Very Satisfactory Performance Ratings for Two (2) Periods Immediately Preceding the Application 	
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<ul style="list-style-type: none"> • Three (3) Copies Service Record • Three (3) Copies Certificate of No Pending Case • Three (3) Copies Contract/Agreement between the Agency Head or His Authorized Representative and the Employee Concerned <p>M. Compensatory Time Off (CTO)</p> <ul style="list-style-type: none"> • Two (2) Copies Form 6 • Letter Request for CTO • Memorandum • Accomplishment Report 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1.1. Receive the complete documentary requirements	None	10 minutes	Administrative Aide VI
2. Forward the complete document to the Personnel for appropriate action	2.1 Receive and check the completeness and correctness of the required documents for appropriate action	None	2 hours	Administrative Assistant III
	2.2 Record and update the following leave: 2.2.1 For Teachers (for Elementary/ Secondary) • Teacher's Leave Card (for Elementary/ Secondary Teachers) from the index card steel cabinet. 2.2.2 For Non-Teaching Personnel Employee's Leave Record	None		Administrative Assistant III
	2.3 Countersign all copies of CSC Form	None	30 minutes	Administrative Assistant III



	No. 6 and forward to AO IV for signing			
	2.4 Forward to SDS for approval	None	20 minutes	Administrative Assistant III
	2.5 Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS Secretary
	2.6 Forward the approved Form 6 to the Records Section for release	None	15 minutes	Administrative Assistant III
3. Receive the approved CSC Form No. 6	3.1 Release approved CSC Form No. 6	None	10 minutes	Administrative Aide VI
Total		None	3 hours and 55 minutes	



7. Request for Transfer from Another Region

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Teachers / Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter Request for transfer (3 Original Copies) 2.Indorsement of the School Principal (1 Original Copy) 3.Indorsement from the SDS (1 Original Copy)	From the concerned employee School Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the complete documents	1.1. Receive the complete documents and the request for Transfer from another region and stamped "RECEIVED"	None	5 minutes	Administrative Aide VI
2. Forward the complete documents and the request for Transfer from another region to Personnel Section for appropriate action	2.1 Receive documentary requirements for request for Transfer from another region with stamped "RECEIVED"	None	5 minutes	Administrative Assistant III
	2.2. Check completeness/ Prepare Indorsement addressed to the region	None		
	2.3 Forward prepared	None	5 minutes	Administrative Assistant III



	indorsement to SDS			
	2.4. Approve and Sign indorsement	None	5 minutes	SDS
3. Receive requested document/s	3.1. Release document to client	None	10 minutes	Administrative Assistant III
TOTAL:		None	30 minutes	



8. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions Both Promotion and Entry)

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS); Not Eligible Teachers for Provisional Positions (SHS only)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application letter specifying the position being applied for addressed to: Schools Division Superintendent	Applicant
B. Duly Accomplished Personal Data Sheet (CS Form 212) duly notarized with Work Experience Sheet, if applicable;	CSC Website/SDO
C. Photocopy of valid and updated PRC License/ID, if applicable;	Certification from PRC/CSC
D. Photocopy of Certificate of Eligibility/ Rating, if applicable;	Emanating school
E. Photocopy 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;	Applicant
F. Photocopy of Certificate of Trainings, if available;	SDO/ Previous Employer
G. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable;	Applicant
H. Photocopy of latest appointment, if applicable;	Applicant
I. Photocopy of Performance Rating in the last rating period(s) covering one (1) year performance in the current/ latest position to the deadline of submission, if applicable;	Annex C: DO 7, s. 2023
J. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and	Applicant
	Applicant



<p>Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the attached form (Annex C), notarized by authorized official; and</p> <p>K. Other documents as may be required by the HRMPSB for comparative assessment, including but not limited to:</p> <p>i. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment; and</p> <p>ii. Photocopy of the Performance Rating obtained from the relevant work experience, if Performance Rating in Item (i) is not relevant to the position to be filled, if applicable.</p>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent Documents to the Administrative Aide VI/ SDO email add	1.1. Receive and stamp "RECEIVED" application documents	None	5 minutes	Administrative Aide VI
2. Forward the complete document to the Personnel section	1.2 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	5 minutes	Administrative Officer IV
	1.3 Pre-evaluate the qualifications of the vis-à-vis the qualification standards of the position	None	10 minutes	Administrative Officer IV
3. Receive the result of the Initial Evaluation	3.1. Inform the applicant of the result of Initial Evaluation	None	5 minutes	Administrative Officer IV



	through memo/email			
TOTAL:		None	25 minutes	



9. 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 his/her filed leave with and without pay as well as the annual salary while serving as an employee of an organization.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Authority to Travel 2. Duly accomplished Request Slip	Forms can be secured from AO II assigned in schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Authority to Travel and Request Slip	1.1. Receive and stamp "RECEIVED" the Request Slip	None	5 minutes	Administrative Aide VI
2. Forward Request Slip to the Personnel for appropriate action	2.1 Receive Authority to Travel and Request Slip	None	25 minutes to 2 days	Administrative Assistant III
	2.2 Check and updates the record of the requesting person	None		
	2.3 Print and countersign updated service record and forward to AO IV for signing	None		
	2.4 Certify and Signs the Service Record	None		
3. Receive the signed service record	3.1 Release signed service record	None		
TOTAL:		None	30 minutes to 2 days	



10. Issuance of Certificate of Employment

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees/ Former Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Authority to Travel 2. Duly accomplished Request Slip	Forms can be secured from AO II assigned in schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Authority to Travel and Request Slip	1.1. Receive and stamp "RECEIVED" the Request Slip	None	4 minutes	Administrative Aide VI
2. Forward Request Slip to the Personnel for appropriate action	1.1 Receive Authority to Travel and Request Slip	None	10 minutes	Administrative Assistant III
	1.2 Check the service record of the requesting person	None		
	1.3 Prepare and sign the Certificate of Employment of the requesting person based on the details from the service record	None		
3. Receive signed certificate of employment	3.1 Release signed certificate of employment	None		
TOTAL:		None	14 minutes	



11. Issuance of Certificate of Employment with Compensation

Certificate of employment with compensation is issued upon request of the employee which will be used to verify employment history and compensation of a certain employee.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees/ Former Employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Authority to Travel 2. Duly accomplished Request Slip	Forms can be secured from AO II assigned in schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Authority to Travel and Request Slip	1.1. Receive and stamp "RECEIVED" the Request Slip	None	4 minutes	Administrative Aide VI
2. Forward Request Slip to the Personnel for appropriate action	1.1 Receive Authority to Travel and Request Slip	None	10 minutes	Administrative Assistant III
	1.2 Check the service record of the requesting person	None		
	1.3 Prepare and sign the Certificate Employment with Compensation with the following details from the Service Record of the Teaching/Nonteaching Personnel: <ul style="list-style-type: none"> • Annual Gross Compensation • Monthly Basic Compensation • ACA/PERA • Total Monthly Gross Income 	None		



3. Receive signed Certificate Employment with Compensation	3.1 Release signed Certificate Employment with Compensation	None		
TOTAL:		None	14 minutes	



12. Issuance of Special Order for Service Credits

Schools/Districts apply for service credits for the services rendered during weekends provided that these are supported with documents

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request 2. Approved Daily Time Record (DTR) Form 48 3. Memorandum 4. Modes of Verification 5. Accomplishment Report	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished documentary requirements	1.1. Receive and stamp "RECEIVED" the duly accomplished documentary requirements	None	5 minutes	Administrative Aide VI
2. Forward the duly accomplished documentary requirements to Personnel Section for appropriate action	2.1 Receive duly accomplished documentary requirements with stamped "RECEIVED"	None	25 minutes to 2 days	Administrative Assistant III
	2.2 Check the completeness of the submitted documentary requirements	None		
	2.3 Prepare and sign Special Order for Service Credits	None		
	2.4 Forward to SDS for approval			
3. Receive approved Special Order for Service Credits	3.1 Release approved Special Order for Service Credits	None		
TOTAL:		None	30 minutes to 2 days	



13. Issuance of Special Order for Reinstatement to Duty

It is the issuance of an appointment to a person who has been previously out from the service due to a certain reason presented in the different provisions of leave.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reinstatement Letter Sick Leave/Rehabilitation: 2.3 Copies of Form 211 Maternity Leave: 3.3 Copies of Form 211, 4.1 Photocopy of Child Birth Certificate Vacation Leave: 5.3 Copies of Reinstatement Letter Study Leave: 6.1 Photocopy of latest Transcript of Records	SDO CSC Website/SDO CSC Website/SDO Requesting party SDO Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished documentary requirements	1.1. Receive and stamp "RECEIVED" the duly accomplished documentary requirements	None	5 minutes	Administrative Aide VI
2. Forward the duly accomplished documentary requirements to Personnel Section for appropriate action	2.1 Receive duly accomplished documentary requirements with stamped "RECEIVED"	None	25 minutes to 2 days	Administrative Assistant III
	2.2 Check the completeness of the submitted documentary requirements			



	2.3 Prepare and sign Special Order for Reinstatement			
	2.4 Forward to SDS for approval			
3. Receive approved Special Order for Reinstatement	3.1 Releases approved Special Order for Reinstatement	None		
TOTAL:		None	2 days and 30 minutes maximum	



14. Issuance of Special Order for Maternity Leave

Maternity leave is described when teaching/nonteaching personnel is taking a legal separation from the Department due to childbearing.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished CSC Form No. 6 2. Duly accomplished CSC Form No. 41 (indicating full term, miscarriage, etc) 3. Duly accomplished CSC Form No. 7	Forms can be secured from AO II assigned in schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished documentary requirements	1.1. Receive and stamp "RECEIVED" the duly accomplished documentary requirements	None	5 minutes	Administrative Aide VI
2. Forward the duly accomplished documentary requirements to Personnel Section	2.1 Receive duly accomplished documentary requirements with stamped "RECEIVED"	None	25 minutes to 2 days	Administrative Assistant III
	2.2 Check the completeness, prepare, records and sign Special Order for Maternity Leave	None		
	2.3 Forward to SDS for Signature			
3. Receive approved Special Order for Maternity Leave	3.1 Release approved Special Order for Maternity Leave	None		
TOTAL:		None	2 days and 30 minutes maximum	



15. Foreign Travel Authority Request (For Personal Reason)

Travel for personal reason – the following policy shall be observed:

- Appropriate travel authorization has been obtained from the agency;
- The requisite leave forms have been duly accomplished, and
- The absence shall not hamper the operational efficiency of the agency.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Endorsement of the Schools Division Superintendent (SDO and School Officials and Personnel) Letter Request for Travel Authority Duly approved Leave Application (CSC Form 6, revised 2020) Duly accomplished CSC Form No. 7 (Clearance-ORAOHRA Form) Certificate of Substitution from Division Office; and Certificate of Substitution from the school that the classes handled by the requesting personnel shall be managed by the appointed substitute teacher. 	Forms can be secured from AO II assigned in schools/ SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	<p>1.1. Receive and check the completeness of the submitted documentary requirements and accuracy of the travel details</p> <p>If incomplete, coordinate with concerned office/personnel to request lacking documents and/ or confirm any inconsistencies</p>	None	15 minutes	Administrative Assistant III



	If complete and accurate, prepare the necessary additional requirements			
	1.2 Route the travel documents for signature of authorized officials		1 day	Administrative Assistant III
2.Receive travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd RO			Administrative Assistant III
TOTAL:		None	1 day, 15 minutes	



16. 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 Section
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	Requesting party
2. Clearance from School property custodian/school head of requesting party;	Requesting party
3. Designation of relieving teacher/ employee in their absence	Requesting party
4. Indorsement letter from school head/ agency head	SDO
5. Certificate of No Pending Case	SDO
6. Invitation	Requesting party
7. Estimated travel cost, travel is go	Requesting party
8. Endorsement of the Department Secretary;	CO
9. Endorsement of the Regional and Division Office;	RO
10. Duly Accomplished Request Form A- Official Travel;	SDO
11. Itinerary, Program, or Training Details;	SDO
12. Duly accomplished CSC Form No. 7 (Division Clearance-ORAOHRA Form)	SDO
13. Certificate of Substitution from Division Office; and	Requesting party
14. Certificate of Substitute from the school that the classes handled by the requesting personnel shall be managed by the appointed substitute teacher.	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements for Foreign Travel Authority Request on	1.1. Receive and check the completeness of the submitted documentary requirements and	None	15 minutes	Administrative Assistant III



Official Time or Official Business to Administrative Assistant III	<p>accuracy of the travel details</p> <p>If incomplete, coordinate with concerned office/personnel to request lacking documents and/ or confirm any inconsistencies</p> <p>If complete and accurate, prepare the necessary additional requirements</p>			
	1.2 Route the travel documents for signature of authorized officials		1 day	Administrative Assistant III
2.Receive travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd RO			Administrative Assistant III
TOTAL:		None	1 day, 15 minutes	



17. Processing of Study Leave Teaching Personnel & Non-Teaching Personnel

Teaching Personnel

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

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

Non- Teaching Personnel

Study Leave is a privilege enjoyed by Officials and employees with a permanent position and rendered at least two (2) years of service with at least satisfactory performance for the last two (2) rating periods immediately preceding the application.

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

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Teaching and Non-Teaching Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request endorsed by the School Head;	Requesting party
2. For teacher-Certification without substitution	Requesting party
3. Permit to Study	Requesting party
4. Accomplished Study Leave Agreement (See Annex A for the template);	Requesting party
5. Schedule of Study Leave,	Requesting party
6. Affidavit that applicant has not availed study grant under RA 4670 (for teaching personnel);	Requesting party SDO
7. Certification from the Principal that services can be dispensed with;	Requesting party
8. Certification of no pending administrative case.	Requesting party Requesting party Requesting party
9. School and/or Division Clearances;	SDO
10. Accomplished Form 6;	Requesting party
11. Accomplished Form 41;	Requesting party
12. Accomplished Form 212;	
13. Service Records;	
14. Transcript of Records (Grad and Undergrad);	



15. Performance Rating for the last three (3) rating periods.	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements for Processing of Study Leave Teaching Personnel & Non-Teaching Personnel	1.1. Receive and stamp "RECEIVED" the documentary requirements	None	5 minutes	Administrative Aide VI Personnel in charge
2. Forward the documentary requirements for Processing of Study Leave Teaching Personnel & Non-Teaching Personnel	2.1 Receive documentary requirements for Processing of Study Leave Teaching Personnel & Non-Teaching Personnel with stamped "RECEIVED"	None	45 minutes	Administrative Assistant III Personnel in charge
	2.2 Evaluate the completeness and correctness of the documentary requirements and take appropriate action	None		
	2.3 Forward to Administrative Officer V for initial	None		
	2.4 Forward the documents to SDS for approval/disapproval	None		
3. Receive approved study leave documents	3.1 Release approved study leave documents	None		
TOTAL:		None	50.minutes	



18. 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.

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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receive and check the completeness of the submitted ERF requirements	None	15 minutes	Administrative Assistant III
	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Verification of Transcript of Records to emanating school;	None	6 days	
	1.4 Forward to authorized signatories for signature on ERF Form	None	1 hour	Administrative Officer V and Schools Division Superintendent
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2.1 Indorse the ERF application to Regional Office	None	5 minutes	Administrative Assistant III
TOTAL:		None	6 days, 1 hour and 50 minutes	



19. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Requesting party
2.CSC Form No. 6 (Leave Form)	Requesting party
3.Latest Notice of Salary Adjustment (NOSA)	Requesting party/SDO
4. Certificate of Last Payment	SDO
5. CS Form No. 7 (Division Clearance)	SDO
6.Latest Appointment	Requesting party
7. Certificate of Unused Service Credits	SDO
8.GSIS Clearance	Requesting party
9. Service Record	SDO
10.Latest Payslip	Requesting party
11.Marriage Certificate	Requesting party
12.Approved Special Order for Service Credits if any	SDO
13.Certified Copies of Employees Leave Record	SDO
14.List of actual retirees to be paid Terminal Leave and Retirement Gratuity Benefits	SDO
15.List of actual retirees to support special project request for payment of TLB	SDO
For deceased employee	
16.Death Certificate	Requesting party
17.Duly notarized survivorship	Requesting party
18.Birth Certificate of children	Requesting party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receive and stamp "RECEIVED" the documentary requirements	None	5 minutes	Administrative Aide VI
2. Forward all documentary	2.1 Receive and check	None	3 hours and 50 minutes	Administrative Assistant III



requirements to personnel section for appropriate action	the completeness of the submitted documentary requirements and provide appropriate action			
	2.3 Forward to the SDS for approval	None		
	2.4 Forward to Budget Section for appropriate action	None		
TOTAL:		None	3 hours and 55 minutes	



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

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Recommendation	Appointee
2. CS Form 32 (Oath of Office)	Assigned AO II/ Administrative Assistant III/CSC Website
3. Assignment Order	Assigned AO II/ Administrative Assistant III/CSC Website
4. Certification of Assumption to Duty	Assigned AO II/ Administrative Assistant III/CSC Website
5. CSC-DBM Form 1 (Position Description Form)	Assigned AO II/ Administrative Assistant III/CSC Website
6. Photocopy of RQA / Comparative Assessment	Administrative Assistant III
7. CS Form 212, Revised 2017, (Personal Data Sheet)	Assigned AO II/ Administrative Assistant III/CSC Website
8. CS Form No. 212 Attachment (Work Experience Sheet)	Assigned AO II/ Administrative Assistant III/CSC Website
9. Authenticated Copy of Official Transcript of Records	Appointee
10. Authenticated Copy of Valid Eligibility	Appointee
11. Statement of Assets and Liabilities	Appointee
12. Authenticated Copy of NC II and TMC	TESDA
13. CS Form 211, revised 2018, (Medical Certificate) with results of Medical Exam and Laboratory test	Assigned AO II/ Administrative Assistant III/CSC Website
14. Photocopy of NBI Clearance	NBI
15. PSA Birth Certificate	PSA
16. Marriage Certificate	PSA
17. GSIS Membership Form	Administrative Assistant III
18. Omnibus Certification of Authenticity and Veracity of Documents	Appointee
19. Special Order, Indorsements and School transferee only	Administrative Assistant III
20. Division Clearance for transferee only	Appointee
21. Latest Approved Appointment	Appointee
22. Updated Service Record except for original appointment	Administrative Assistant III



23. Latest Approved IPCRF except for original appointment	Appointee
24. Appointment Form CS Form No. 33-A (Revised 2018)	Administrative Assistant III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receive and stamp "RECEIVED" the documentary requirements	None	5 minutes	Administrative Aide VI
2. Forward all documentary requirements to personnel section for appropriate action	2.1 Receive and check the completeness, veracity and authenticity of the submitted documentary requirements and provide appropriate action	None	1 hour and 5 minutes	Administrative Assistant III
	2.2 Prepare Appointment Form CS Form No. 33-A (Revised 2018) and print online publication	None		
	2.3 Forward to authorized signatories for signature	None		
	2.3 Forward to the SDS for approval	None		
3. Appointee Receive a copy of the signed Appointment Form CS Form No. 33-A (Revised 2018)	3.1 Furnish appointee with a copy of his/her appointment with acknowledge receipt of the said appointment	None	5 minutes	Administrative Assistant III
TOTAL:		None	1 hour and 15 minutes	



21. Releasing of Payslip

This service is intended for the releasing of payslip through documents in hard copies.

Office or Division:	Payroll Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request to claim payslip (Indicate which school/district or persons to be claimed. (Verbal or written) 2. Authorization Letter (if applicable)	Teaching or Non-Teaching Employees

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to claim payslip (Indicate which school/district or persons to be claimed. (Verbal or written)	1.1 Locate the payslip among the sorted payslips. (By station code/district or alphabetically) and release the payslip	None	3 to 5 minutes	Administrative Assistant II
2. Receive the payslip and affix signature in the receiving file		None		
Total		None	3 to 5 minutes	



22. GSIS Loan Verification and Approval

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

Office or Division:	Payroll Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Three (3) latest payroll slip 2. Loan Application	1. GSIS Loan Applicants 2. GSIS Wireless Automated Processing System (GWAPS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit three (3) latest payroll slip walk-in or online	Receive the document	None	3 minutes	Administrative Assistant III
	1.2 Evaluate loan application if eligible and verifies that the net take home pay is sufficient and has no administrative case	None	10 minutes	
	1.3 Approve/Disapprove loan application through e-confirmation of GSIS	None	5 minutes	
Total		None	18 minutes	

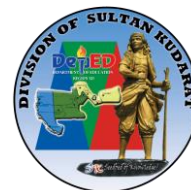


23. Agency Remittance Advice (ARA)

This service is the basis for updating the GSIS membership profile to reflect the new salary rate, employment status, position and any other important information.

Office or Division:	Payroll Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Record 2. Birth Certificate (PSA) 3. Marriage Certificate (PSA) 4. Cellular phone number 5. Membership Information Form (MIS)	Teaching and non-teaching employees

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the accuracy of the documents	None	5 minutes	Administrative Assistant III
	1.2 Encode and upload the ARA form	None	5 minutes	
Total		None	10 minutes	



	verifies that the net take home pay is sufficient and has no administrative case			
2. Secure signature from Head of Office or Authorized Signatory	2.1 Loan Verifier affix his initial signature in the Loan Application Form	None	5 minutes (depending on availability of authorized signatories)	Administrative Assistant III
3. File the Loan Application to the nearest Pag-IBIG fund branch	None	None	Pag-IBIG Office	Loan Applicant
For Application Online through Virtual Pag-IBIG				
Apply and confirm loan application through Virtual Pag-IBIG	4.1 Check the application in Virtual Pag-IBIG Employer Account online	None	5 minutes	Administrative Assistant III
	4.2 Verify that the net take home pay is sufficient and has no administrative case	None	5 minutes	
	4.3 Confirm the application through system	None	5 minutes	
Total		None	For walk-in – 15 minutes Online - 15 minutes	



25. Application for Retirement/Survivorship/Disability Benefit

This service is intended for the processing of Retirement/ Survivorship/ Disability Benefit for DepEd Personnel reaching the age of at least 60 and for those qualified to avail such benefits. This is also the process which covers the steps on the preparation of indorsement to Government Service Insurance System (GSIS) for DepEd employees who intend to apply for optional or mandatory retirement. It may also include the application for Resignation/ Separation, Disability, Survivorship and Funeral Benefits Claim.

Office or Division:	Payroll Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR RETIREMENT APPLICATION <ol style="list-style-type: none"> 1. Letter of Intent to Retire (2 months before the retirement date) – 3 copies 2. GSIS Retirement Form – 3 copies 3. Service Record – 3 copies 4. Certificate of Leave Without Pay – 3 copies 5. Certificate of Last Day of Service – 3 copies 6. Certificate of No Pending Case (Division) – 3 copies 7. Certificate of Money and Property Accountability – 3 copies 8. Certification for Property Accountability/Non-accountability (Division) – 3 copies 9. School Clearance – 3 copies 10. District Clearance – 3 copies 11. Division Clearance (Form7) – 3 copies 12. Latest payslip (Photocopy) – 1 copy 13. Latest SALN (Notarized – Within 30 days after the date of retirement) 14. Certificate of No Obligation from PLIs (if necessary) or Commitment to Pay (Notarized) 	Retiree/ Beneficiary of the Deceased Employee



FOR DISABILITY RETIREMENT

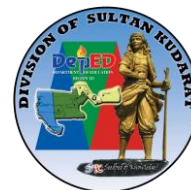
1. Retirement Disability form – 2 copies
2. Updated Service Record – 2 copies
3. School Clearance – 4 copies
4. District Clearance – 4 copies
5. Division Clearance – 4 copies
6. Latest payslip (Photocopy)
7. Latest SALN (Notarized - within 30 days after the date of retirement) – 3 copies
8. Certificate of No Obligation from PLIs (if necessary) or Commitment to Pay (Notarized)
9. Whole Body Picture – 3 copies
10. DTR (3) months before retirement date – 3 copies
11. Certification of Leave of absence three (3) months before retirement date – 3 copies
12. Certification of leave balance at the time of retirement – 3 copies
13. Certification of leave without pay (dates should exclude weekends and holiday) – 3 copies
14. All laboratory exams done pertaining to illness
15. Proofs of Disability Forms

FOR DEATH CLAIM (ELP Policy)

1. Duly accomplished Application Form for Retirement/Separation/Life Insurance Benefits – 2 copies
2. Service Record – 2 copies
3. Certificate of Leave Without Pay (indicating specific dates and time of LWOP) – 2 copies
4. Latest Payslip – 2 copies
5. Death Certificate of member issued by LCR or PSA; or authenticated by Philippine Consular Office, if died abroad – 2 copies



<ol style="list-style-type: none"> 6. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form, if with minor or incapacitated children – 2 copies 7. Court Order, or Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form supported by a Report or Certificate Issued by the DSWD Office where the minor,incapacitated dependent child is residing, if the guardian is not the natural parent – 2 copies 8. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if designated beneficiary/eis/payee/s is/are not GSIS member – 2 copies 9. Marriage Contract of female beneficiary/eis issued by LCR or PSA – 2 copies <p>FOR SURVIVORSHIP BENEFIT</p> <ol style="list-style-type: none"> 1. Duly accomplished Application Form for Survivorship Benefit – 2 copies 2. Death Certificate of member issued by LCR or PSA; or authenticated by Philippine Consular Office, if died abroad – 2 copies 3. Marriage Contract of deceased member issued by LCR or PSA – 2 copies 4. Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form, if with minor or incapacitated children – 2 copies 5. Birth Certificate/s issued by LCR or PSA or valid passport or two (2) valid government-issued IDs with date of birth and signature, if spouse is not a GSIS member – 2 copies 	
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<p>6. Court Order, or Affidavit of Surviving Legal Heirs/Surviving Spouse/Guardianship Form supported by a Report or Certificate Issued by the DSWD Office where the minor,incapacitated dependent child is residing, if the guardian is not the natural parent – 2 copies</p> <p>FOR FUNERAL BENEFIT (CLAIMANT IS THE SPOUSE)</p> <ol style="list-style-type: none"> 1. Application for Funeral Benefit – 2 copies 2. Death Certificate of member issued by Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA) – 2 copies 3. Marriage Contract of member with surviving spouse issued by LCR or PSA – 2 copies 4. If surviving spouse is not a GSIS member, Birth Certificate issued by PSA or LCR or two valid government issued IDs with date of birth and signature. – 2 copies <p>FOR FUNERAL BENEFIT (CLAIMANT IS OTHER THAN THE SPOUSE)</p> <ol style="list-style-type: none"> 1. Application for Funeral Benefit – 2 copies 2. Death Certificate of member issued by LCR or (PSA) – 2 copies 3. If claimant is not a GSIS member, Birth Certificate issued by PSA or LCR or two valid government issued IDs with date of birth and signature. – 2 copies 4. Death Certificate of legal spouse issued by LCR or PSA if married – 2 copies 5. If legal spouse is living, notarized waiver in favor of the claimant with two (2) valid IDs 	
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of the legal spouse with signature – 2 copies Official receipt of funeral expenses issued in the name of the claimant – 2 copies	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive the required documents	None	5 minutes	Administrative Assistant III
	1.2 Review and check the requirements needed for retirement/separation from Government Service	None	15 minutes	Administrative Assistant III
	1.3 Prepare Certificate of Retirement	None	5 minutes	Administrative Assistant III
	1.4 Request for Service Record and Certificate of Leave Without Pay	None	2 minutes	Administrative Assistant III
	1.5 Issue of Service Record and Certificate of Leave Without Pay	None	10 minutes	Administrative Officer IV
2. Submit Service Record and Certificate of Leave Without Pay	2.1 Encode name of retiree on the Summary of Personnel Separated from Service for deletion on payroll	None	5 minutes	Administrative Assistant III
	2.2 Prepare 1 st endorsement intended to the GSIS	None	5 minutes	Administrative Assistant III
	2.3 Approve/Sign prepared endorsement	None	10 minutes	Schools Division Superintendent
	2.4 Release the duty signed endorsement intended for GSIS	None	10 minutes	Administrative Assistant III
Total		None	1 hour	



26. Issuance of Pag-ibig/GSIS/Philhealth Certificate of Remittance

Process on the releasing of Pag-IBIG/ GSIS/ PhilHealth Certificate of Remittance as proof of the transaction.

Office or Division:	Payroll Services Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All teaching and non-teaching employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Printed Remittance Schedules from Pag-IBIG Fund Branch/ GSIS/	All teaching and non-teaching employees

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of printed remittance schedules from Pag-IBIG Fund Branch/ GSIS	1.1 Receive the documents	None	1 minute	Administrative Assistant III
	1.2 Check the record of the requesting person from monthly remittance files	None	10 minutes	Administrative Assistant III
	1.3 Prepare the Certificate of Remittance and countersigns two (2) copies of certificate and forward to Accountant III for signature	None		Administrative Assistant III
	1.4 Affix the signature in the certificate of remittance	None		Accountant III
2. Receive the Certificate of Remittance and affix the signature to the receiving file/ log book	2.1 Release the signed certificate of remittance	None		Administrative Assistant III
Total		None	11 minutes	



28. Certification of No Pending Case

This service is intended for Teaching and Non-Teaching Personnel of DepEd Division of Sultan Kudarat.

Office or Division:	Legal Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of No Pending case Request Slip 2. Issuance of No Pending Case	SDO-Legal Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Legal Officer the duly accomplished Certificate of No Pending case Request Slip	1.2.Receive the Certificate of No Pending Case Request Slip 1.1.1 If through a representative, present an authorization letter.	None	15 minutes	Legal Officer
	1.2 Verify the records of the requisitioner.	None		
	1.3 Prepare Certificate of No Pending Case	None		
	1.4 Check as to its completeness.	None		
2. Receive duly signed Certificate of No Pending Case	2. Release duly signed Certificate of No Pending Case	N69one		
Total		None	15 minutes	



29. Issuance of Official Receipt

This service is intended for the processing of request for issuance of Official Receipt to contractors/bidders and teaching and non-teaching personnel of DSK.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment 2. Approved Liquidation Report 3. Approved Letter of Intent 4. Certification/ Payslip	Accounting Staff School Heads Contractor/Bidder Personnel Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward documents from accounting office	1.1 Receive Order of Payment and check the completeness of the documents	None	1 minute	Administrative Assistant III
	1.2. Identify the nature of payment based on the remarks written in the Order payment with the corresponding attachment	None	1 minute	Administrative Assistant III
	1.3 Collect and Issue Official Receipt	None	1 minute	Administrative Assistant III
	1.4 Affix signature on the Official Receipt	None	1 minute	Administrative Office IV
2. Receive Official Receipt	1.5 Release Official Receipt	None	1 minute	Administrative Assistant III
Total		None	5 minutes	



30. Release of Check

This service is intended for the processing of request for the release of Check to contractors/suppliers of DSK.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2P – Government to Private
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government Identification Card	Claimants

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide any Government Identification Card	1. Verify the government ID	None	1 minute	Administrative Office IV
	2. Record details of check to the voucher and release book	None	1 minute	Administrative Office IV
	3. Request the claimant to sign voucher and release book	None	1 minute	Administrative Office IV
2. Receive the check	4. Release the check to the claimant	None	1 minute	Administrative Office IV
Total		None	4 minutes	



31. Disbursement through Petty Cash Fund (PCF)

This service is intended for the processing of request for payment through petty cash fund (PCF) to non-teaching personnel of DSK.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Petty Cash Voucher 2. Official Receipt	Cash Section Claimant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1. Receive and check the completeness of the documents	None	1 minute	Administrative Office IV
	2. Review the details of Petty Cash Voucher duly signed by the signatories	None	1 minute	Administrative Office IV
	3. Sign the petty cash voucher	None	1 minute	Administrative Office IV
	4. Release payment to the claimant the approved Petty Cash Voucher	None	1 minute	Administrative Office IV
	5. Sign Petty Cash Voucher on the received payment portion	None	1 minute	Administrative Office IV
Total		None	5 minutes	



32. Payment of Obligation through Cash Advance

Cash advances are drawn where payment of obligations through cash is necessary for the programs, projects and activities of the different offices. The grant of cash advances is based on the general accounting rules and regulations.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Approved Disbursement Voucher (DV) 3.Approved Obligation Slip (OS) 4.Approved Activity Request (AR) 5.Authority To Conduct Activity (ATC) with supporting documents (i.e. budget estimates, program of activities, list of participants, activity proposal) 6.Approved LDDAP-ADA	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved OS, DV, and LDDAP-ADA for cash advance to be drawn	1.1 Verify the amount from the DV of the Cash Advance	None	2 minutes	Administrative Aide III
	1.2 Receive and records processed OS, DV, LDDAP-ADA for Cash Advance	None	3 minutes	Administrative Aide III
	1.3 Encode in the system for the PRN	None	3 minutes	Administrative Aide III
	1.4 Print LDDAP-ADA for signature	None	3 minutes	Administrative Aide III
	1.5 Sign LDDAP-ADA (AO IV, Accountants & SDS)	None	1 day	Administrative Aide III



	1.6 Submit LDDAP-ADA to the Servicing Bank	None	1 day	Administrative Aide III
2. Receive Cash Advance	2.1 Record and Release the cash advance to the claimant	None	5minutes	Administrative Aide III
Total		None	2 days 16 minutes	



33. Application for Provident Loan

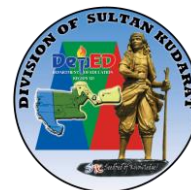
Provident Fund Loan is a savings scheme consisting of contributions from both the employees and the employer (in monetary form from members/ employees, in monetary or non-monetary form from the employers) which serves as a loan facility and provider of supplementary welfare to employees.

Office or Division:	Budget Section
Classification:	Complex
Type of Transaction:	7 days
Who may avail:	All DSK Teaching/Nonteaching personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original copies of Letter of Intent – 2 copies 2. Checklist of Requirements – 1 copy 3. Loan application Form (LAF) (Completely filled-out) – 2 copies 4. Authority to Deduct – 2 copies 5. Copy of latest original available pay slip – Add 1 Xerox copy 6. Photocopy of DepEd latest Identification Card with 3 affixed signatures - 2 copies 7. Approved Appointment (for First Time borrowers) – 2 copies Additional Requirements for Additional Loans <ol style="list-style-type: none"> 1. Hospitalization/Medical Expenses/Medical Abstract/Certificate/Prescription/Diagnosis 2. Death Certificate of the deceased family member of the loan applicant within the third civil degree of consanguinity/affinity, as applicable 3. Barangay/LGU Certificate/Resolution declaring the borrower's place under State of Calamity 4. Certification or any proof of evidence from the Bureau of Fire Protection that the employee borrower's house or property was raze by fire 	Employee borrower Budget Section Budget Section Budget Section Employee borrower Employee borrower Employee borrower

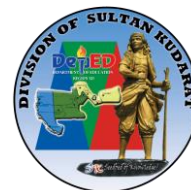
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete set of documents	1. Check and verify submitted documents	None	8 hours	Administrative Assistant I



	vis-a-vis checklist of requirements.			(Budget Section)
	2. If documents submitted are complete, acknowledge receipt of checklist of requirements and give One (1) copy to the borrower.	None		Administrative Assistant I (Budget Section)
	3. Forward documents to Personnel Section for verification.	None		Administrative Assistant I (Budget Section)
	4. Verify borrower's payroll status if there are pending loans or undeducted amortizations or loan repayments.	None	4 hours	Loan Verifier (PSU)
	5. If found in order, forward documents to the Office of the Legal Officer for verification on no pending administrative case.	None	4 hours	Legal Officer III
	6. If found no pending administrative case, forward documents to Personnel Section for checking of status of appointment and capacity to pay of the borrower.	None	8 hours	Administrative Officer IV (Personnel Section)
	7. If borrower found no remaining unpaid previous provident loan and has capacity to pay, forward documents to the Office of the Accountant III for review of	None	4 hours	Accountant III



	computation of loan proceeds.			
	8. After review of computation, forward documents to the Provident Loan Secretariat for recommending approval.	None	4 hours	Head, Provident Fund Secretariat
	9. Forward documents to the Office of the SDS for approval.	None	4 hours	Schools Division Superintendent
	10. Retrieve documents from the Office of the SDS for preparation of payroll and disbursement voucher.	None	4 hours	Administrative Assistant I (Budget Section)
	11. Forward payroll and disbursement voucher to Accounting Section for processing and forward to Cashier's Office for withdrawal of cash from government servicing bank.	None		Administrative Assistant III/Accountant III
	12. Withdraw cash from GSB and inform PL Secretariat to notify borrowers.	None	8 hours	Administrative Officer IV (Cashier's Section)
	13. Text or call PL borrowers to proceed to Cashier's Office to withdraw cash.	None	4 hours	Administrative Assistant I (Budget Section)
2. Appear to the Cashier's Section to withdraw cash and sign payroll.	2. Release cash to the PL borrower.	None	4 hours	Administrative Officer IV (Cashier's Section)
Total		None	56 hours	



34. Posting/Updating of Disbursement

Updating of status of disbursement request.

Office or Division:	Budget Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Reports of Check Issued (RCI) 2. Report of Advice to Debit Account Issued (RADAI)	Cashier office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Administrative Assistant III
	1.2. Encode/post the data on the BMS	None	5 minutes	Administrative Assistant III
Total		None	8 minutes	



35. Processing of Obligation Request and Status (ORS)

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

Office or Division:	Budget Unit
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For All Types of Claims 1. Disbursement Voucher (1 Original Copies, 2 Photocopy)	1. Accounting Unit
Purchased Order (Pre-Audited) 1. AR/ATC (1 Original Copies, 2 Photocopy) 2. Other supporting documents (1 Original Copies, 2 Photocopy)	1. Requesting Unit 2. Requesting Unit
Bidding 1. Notice of Award (1 Original Copies, 2 Photocopy) 2. Signed Contract (1 Original Copies, 2 Photocopy) 3. Sub-AROs (1 Original Copies, 2 Photocopy) 4. AR/ATC (1 Original Copies, 2 Photocopy)	1. BAC Secretariat 2. Requesting Unit 3. Requesting Unit/Budget 4. Requesting Unit
Cash Advances for Travels 1. Approved Travel Order (1 Original Copies, 2 Photocopy) 2. Memorandum (1 Original Copies, 2 Photocopy) 3. Itinerary of Travel (1 Original Copies, 2 Photocopy) 4. AR/ATC (1 Original Copies, 2 Photocopy)	1. Requesting Unit 2. Requesting Unit 3. Requesting Unit 4. Requesting Unit
Reimbursement of Travels 1. Approved Travel Order (1 Original Copies, 2 Photocopy)	1. Requesting Unit

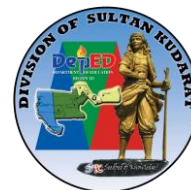


2. Memorandum (1 Original Copies, 2 Photocopy) 3. Itinerary of Travel (1 Original Copies, 2 Photocopy) 4. Certificate of Appearance/ Participation/Attendance (1 Original Copies, 2 Photocopy) 5. Certification of Travel Completed (1 Original Copies, 2 Photocopy) 6. AR/ATC (1 Original Copies, 2 Photocopy)	2. Requesting Unit 3. Requesting Unit 4. Requesting Unit 5. Requesting Unit 6. Requesting Unit
Cash Advances for School MOOE 1. Purpose of cash advance (1 Original Copies, 2 Photocopy) 2. Letter request (1 Original Copies, 2 Photocopy) 3. WFP (1 Original Copies, 2 Photocopy)	1. Requesting Unit 2. Requesting Unit 3. Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1.Receive the documents from the requesting party	None	2 minutes	Administrative Assistant III
	1.2.Review, analyze and verify the documents	None	5 minutes	Administrative Assistant III/ 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	Administrative Assistant III
	1.5.Generate printout of ORS	None	2 minutes	Administrative Assistant III
	1.6.Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Administrative Assistant III
	1.7.Certification by the Head of the Requesting	None	5 minutes	Requesting Party



	Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his/her direct supervision (Box A)			
	1.8.Forward to Accounting Division	None	3 minutes	Administrative Assistant III
Total		None	30 Minutes	



36. Requisition & Issuance of Supplies

This service pertains to the requisition and issuance of the supplies by the division office personnel for the day to day operation.

Office or Division:	Property & Supply Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd SDO Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. System generated Requisition & Issue Slip (RIS) 3 copies- 1 original	DepEd Division of Sultan Kudarat Inventory Management System (DSKIMS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed RIS to the property & Supply Section	1.1 Receive and check the details in the Duly signed RIS.	None	3 minutes	Admin Aide I
	1.2 Check the availability of stock.	None	10 minutes	
	1.3 Forward the RIS to the Division Supply Officer	None	3 minutes	
2. Receive the supplies and sign in the received by portion of the RIS	2.1 Release the supplies and sign the Issue by portion of the RIS. Give 1 copy of RIS to the requesting employee.	None	5 minutes	
Total		None	21 minutes	



37. Clearance Signing of Property Accountability

This service pertains to the signing of the clearance of an employee retiring from the service or seeking a transfer from his/her station.

Office or Division:	Property & Supply Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd-SK Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance Form (3 copies- 1 original)	Property & Supply Section
Property Transfer Report (PTR)	Official Station
Duly accomplished School & District Clearance- for Elementary	Official Station
Duly accomplished School Clearance- for Secondary	Official Station

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Property & Supply Section	1.1 Receive and check the details in the required documents. a. If an employee has no accountability, supply officer sign the clearance part on property accountability. b. If an employee has an accountability, request the employee to settle all the accountabilities.	None	10 minutes	Administrative Officer IV
2. Receive the duly signed Clearance on property accountability	2.1 Give the signed clearance form to the client	None	5 minutes	
Total		None	15 minutes	



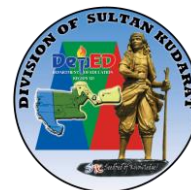
38. Preparation, Creation, Modification and Password Resetting of Deped Email Accounts

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.

DepEd Email Address is issued upon request of the employee which they can use as their official Email Address in all their Official Online Transactions.

Office or Division:	Information and Communication Technology Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Email Address Request Form	ICT Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Email Request form onsite or online emailed to: richard.fernandez@deped.gov.ph	1.1. Receive and evaluate the duly accomplished Email Address Request Form (Creation, Modification and Resetting of Password).	None	10 minutes	ICTO/ICT Staff
	1.2 Create/ Modify/ Reset DepEd Email Address at Google Admin Console	None	15 minutes	ICTO/ICT Staff
2. Receive new/ modified email address and password	1.3 Issue Email Address and	None	5 minutes	ICTO/ICT Staff



	Default Password			
Total		None	30 minutes	

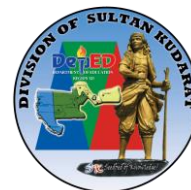


39. Troubleshooting of ICT Equipment

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

Office or Division:	Information and Communication Technology Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	SDO Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for IT Equipment Repair Form	ICT Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for IT Equipment Repair Form	1.1. Receive and evaluates the duly accomplished Request for IT Equipment Repair Form.	None	5 minutes	ICTO/ICT Staff
	1.2. Evaluate the document and Interview client	None	15 minutes	ICTO/ICT Staff
	1.3 Evaluate and analyze the ICT equipment	None	1 hour	ICTO/ICT Staff
	1.4 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 to 1 day	ICTO/ICT Staff
	1.5 Give recommendation to the client on what to do	None	20 minutes	ICTO/ICT Staff



	1.6 Return the equipment to client	None	5 minutes	ICTO/ICT Staff
Total		None	2 hours and 45 minutes to 1 day	



40. Checking of Learning and Development Program Design

This service is intended to check and review the submitted Learning and Development Program Design to be approved by the Schools Division Superintendent for the implementation of various Human Resource Development Programs, Projects and Activities.

Office or Division:	Human Resource Development Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DepEd DSK Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Learning and Development Program Design (3 original copies)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Learning and Development Program Design	1.1. Receive Learning and Development Program Design	None	10 minutes	EPS II Human Resource Development Section
	1.2 Check and reviews the content of the Program Design including the amount and schedule of the activity. Encode details of the Program Design the HRD Online Training Tracking System (HOTTs)	None		EPS II Human Resource Development Section
	1.3. Countersign and forwards to SEPS-HRDS for signing	None		EPS II Human Resource Development Section
	1.4. Sign Learning and Development Program Design	None		EPS II Human Resource Development Section
2. Receive the signed	2.1. Release signed Learning and	None		EPS II



Learning and Development Program Design	Development Program Design			Human Resource Development Section
Total		None	10 minutes	



41. Request for the Approval of the Letter of Intent and Contract for Professional Development Program/Course

This service is intended to check and review the submitted Learning and Development Program Design to be approved by the Schools Division Superintendent for the implementation of various Human Resource Development Programs, Projects and Activities.

Office or Division:	Human Resource Development Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DepEd DSK Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent and Contract (Original Copy)	Station assignment (to be secured by the concerned employee)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for the approval of Letter of Intent and Contract	1.1. Receive request for the approval of Letter of Intent and Contract	None	1 minute	EPS II Human Resource Development Section
	1.2. Check the information and data of the request for the approval of the Letter of Intent and Contract	None	1 minute	EPS II Human Resource Development Section
	1.3 Prepare indorsement/ transmittal for the request for the approval of the Letter of Intent and Contract.	None	5 minutes	EPS II Human Resource Development Section
	1.4. Sign request for the approval of Letter of Intent and Contract.	None	3 minutes	SDS
	1.3. Indorse request for the approval of Letter of Intent and Contract.	None	1 day	SEPS Human Resource Development Section
Total		None	1 day and 10 minutes	



42. Giving of Technical Assistance on Rewards and Recognition

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

Office or Division:	Human Resource Development Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Guidelines and Criteria	PRAISE Committee
2.Nomination Form	PRAISE/HRDS
3.Profile of the Applicant	Applicant
4.Indorsement of the SDS/School Principal	Principal/SDS/RD
5.Other Required Documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conduct meeting (Headed by PRAISE Committee) 2. Prepare and Issue memo for the activity	None	4 hours	PRAISE Committee
1. Submit application	1. Accept and check the completeness of all the documents submitted for the different categories and transmit to PRAISE Secretariat	None	1 hour	PRAISE Secretariat
	2. Validate and evaluate document applications	None	2 hours	Records
2. Receive notice for an interview and undergoes the interview process	2.1. Conduct field validation	None	1 day	PRAISE Committee
	2.2. Convene and deliberate the results	None	4 hours	PRAISE Committee



3. Receive a memorandum on the results of the Search and notice for the awarding ceremony	3.1 Prepare and issue a Memorandum for the awarding	None	1 hour	HRDS
	3.2. Prepare logistics for the awarding	None	2 days	HRDS
4. Receive the award	4.1 Conduct awarding	None	4 hours	HRDS
Total		None	5 days	

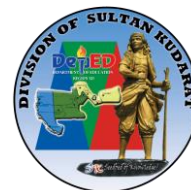


43. Issuance of Medical Certificate

This service is intended for the processing of requests of Issuance of Medical Certificate for newly appointed applicants, employed personnel and reinstatement of personnel.

Office or Division:	School Health Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate	Secure the Medical Certificate form from the School Health Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Division Clinic	1.1 Ask the client the purpose of visit to the clinic	None	1 minute	Nurse on Duty
2. Client tell NOD needs of a Medical Certificate	2.1. Hand in a blank medical Certificate attached with necessary documents as stated in the form and request client to fill in the name, address, sex as indicated in the Medical Certificate.	None	2 minutes	Nurse on Duty
3. Hand in the filled out medical certificate to NOD	3.1 Receive the filled out Medical Certificate and gets vital signs of the client, Ht. Wt, BP.	None	3 minutes	Nurse on Duty
	3.2 Hand to MO the filled out Medical Certificate with vital signs.	None		Nurse on Duty
	3.3 Instruct client to proceed to the MO's Office.	None		Nurse on Duty
	3.4. Do physical assessment after interviewing the	None	1 day to 2 days depending on	Medical Officer III



	client. Additional Laboratory request or referral to specialist may be done depending on diagnosis. Write down result of assessment in the Medical Certificate.		laboratory results	
	3.5 Affix signature on the medical certificate and instruct the client to hand in the signed Medical Certificate to NOD	None	1 minute	Medical Officer III
4. Hand in the signed Medical Certificate to NOD	4.1. Log the medical certificate to be released on the Logbook.	None	1 minute	Nurse on Duty
5. Receive Medical Certificate	5.1 Release the Medical Certificate to client	None	1 minute	Nurse on Duty
Total		None	1 to 3 days	



44. Medical/Dental Examination for walk in clients

This service is intended for the processing of requests of Medical/Dental Examination and treatment of learner, employed personnel including issuance of prescription, laboratory request and referral form.

Office or Division:	School Health Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Certificate	Secure the Medical Certificate form from the School Health Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Division Clinic	1.1. Brief History taking of Learner/Personnel presenting health problem.	None	1 minute	Nurse on Duty
2. Undergo triage	2.1. Notify the physician/dentist, emergency cases shall be directly assessed.	None	1 minute	Nurse on Duty
3. Fill out Daily Consultation form/Health Card.	3.1 Hand in the client's health card/Daily Consultation form and explain and request client to fill in the name, address, sex, designation and school.	None	1 minute	Nurse on Duty
4. Client Hand to NOD the filled-out form.	4.1 Receive and check completeness of the filled-out form.	None		
	3.4. Take brief history, Nursing assessment including vital signs	None	2 minutes	Nurse on Duty



	taking, weight, height and BMI taking to client.			
5. Receive Nursing intervention and health education	3.5 Conduct nursing Intervention/s and health education counselling.	None	1 minute	Nurse on Duty
6. Ask referral to Physician/Dentist	6.1 Give referral to Physician/Dentist for treatment.	None	5-10 minutes	Nurse on Duty
7. Wait for queue	7.1 Ensure stabilization of patient while waiting.	None	10-15 minutes	Nurse on Duty
8. Consult with the physician/ dentist.	8.1 Do Physician/Dentist physical assessment and treatment after interviewing the client. Recommend follow up treatment as needed.	None		Nurse on Duty/ Medical Officer III
9. Receive initial treatment, prescription, laboratory request, referral as needed.	9.1 Fill out the Health card/Daily treatment card, Hand in prescription, additional laboratory request to client recommended referral to specialist depending on diagnosis.	None		Nurse on Duty/ Medical Officer III
10. Receive prescribed medicines if available and follow recommendations.	10.1 Hand in prescribed medicines to client and explain thoroughly the prescription and any recommendations.	None	2 minutes	Nurse on Duty/ Medical Officer III



11. Affix signature to your health card/Daily treatment card and Submit to NOD for filing.	11.1 Affix signature on Health Card/Daily treatment card and file in the clinic office with utmost confidentiality.	None	1 minute	Nurse on Duty/ Medical Officer III
12. Sign Logbook.	12.1 Ensure logbooks and forms are completely filled up.	None	1 minute	Nurse on Duty/ Medical Officer III
Total		None	25-35 minutes	



45. Submission of Contextualized Learning Resources Program Work Flow

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered)	1.1. Review School's Needs Analysis and LR Situational for capability building	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor,



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



Resources Menu b. Filter Menu				
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	PDO/ Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
Total		None	29 minutes	



46. Request for EBEIS/LIS Technical Assistance

This service is intended for the processing of requests of EBEIS/LIS Data Management (i.e. reset LIS password, change of School Head or System Administration) and technical assistance (for learner's enrollment, transfer in/out, system errors, merging of learner's records, etc.).

Office or Division:	Planning and Research Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request (original)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter of Request to email add: dskplanning.research@gmail.com	1.1 Receive the Letter of Request	None	1 minute	Planning and Research Section
	1.2 Review the requested technical assistance if this can be done right away or if needs technical assistance of the Central Office	None	5 minutes	
	1.3. If the issue can be solved at the SDO level	None	5 minutes	
	1.3.1 If the requested TA cannot be solved at the SDO level, check the documents presented (attachments) are complete	None	11 minutes	



	<p>1.3.1a If complete, forward the request to the Regional Office through email add: pprd.region12@deped.gov.ph</p> <p>1.3.1b If not complete, return the request and advise to the sender to comply the needed</p>			
Total		None	22 minutes	



47. Permit Letter for the Conduct of Action Research Studies

This service is intended for the processing of the approval of the request for the conduct of research studies. Requests from the teaching and non-teaching personnel shall be officially communicated through proper channels indicating the purpose of the conduct, respondents and other data to be needed in the conduct of the study.

Office or Division:	SGOD – Planning and Research Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DepEd DSK Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request for the approval of Permit Letter to Conduct of the research studies address to SDS (3 Original Copy).	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit permit letter to conduct to the Records & Receiving Section	1.1. Receive the Permit Letter from the client and forward it to the Planning and Research Section (PRS) office	None	10 minutes	Records & Receiving Section Personnel
	1.2. Refer the Permit Letter to Conduct to Planning and Research Section for signature	None	5 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff
	1.3. Review and checks the Permit Letter to Conduct (check the data box if the client has submitted already the action research proposal based on the DepEd Format) (If no one found submitted research proposal in the data	None	15 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff



	box, signature is not possible) Clients need to secure and show copy of approved/ signed research proposals			
	. Forward the Permit Letter for approval to be signed by ASDS/ SDRC Chairperson & SDS/ SDRC Adviser	None	10 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff
	1.5. Receive a signed Permit Letter from the SDS/ SDRC Adviser and Log in to the Outgoing Documents logbook.	None	5 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff
2. Receive the Permit Letter	2.1 Release the document to the client (for Hardcopy)	None	2 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff
Total		None	47 minutes	

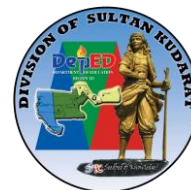


48. Checking and Submission of School's Activity Design and Accomplishment Report

This service is intended to check and review the submitted Project Proposals and Program of Works of schools to be approved by the Schools Division Superintendent for the minor repair and improvement of school buildings, facilities, grounds and structures.

Office or Division:	SGOD – Planning and Research Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	PSDSs/PICs, School Heads/TIC, School/District Research Coordinators, Program Proponents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Activity Design/Accomplishment Report (3 copies)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Activity Design /Accomplishment Report	1.1. Receive Activity Design/ Accomplishment Report	None	10 minutes	SEPS-PRS and Division Research Coordinator or PRS Staff
	1.2. Check and review the details of the content of the Activity Design/ Accomplishment Report (with Mode of Verifications (MOVs))	None		
	1.3. Countersign and forwards to SEPS-PRS and Division Research Coordinator for signing	None		
	1.4. Sign the Activity Design /Accomplishment Report	None	5 minutes	SEPS-PRS and Division Research



2. Receive the signed Activity Design /Accomplishment Report	2.1. Release signed Activity Design /Accomplishment Report	None		Coordinator or PRS Staff
Total		None	15 minutes	



49. Issuance of Certificate of Recognition

This service is intended for the processing of requests of Certificate of Recognition and Performance Indicators.

Office or Division:	SGOD – Planning and Research Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DSK Teaching/Nonteaching personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Action/ Basic Research Proposal or Completed Action/ Basic Research	Research Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Planning and Research Section Office	1.1 Ask the client the purpose of visit to the PRS	None	1 minute	SEPS-PRS and Division Research Coordinator or PRS Staff
2. Ask for the need of a Certificate of Recognition (hand in with his/her approved/signed research proposal/full research proposal)	2.1. Hand in a Certificate of Recognition by checking first his/her action/basic research proposal/ full research paper from the data box and request client for his/her name, school, district, title of the research study and date of conduct/ implementation indicated in the Certificate of Recognition. 2.2. Countersign the Certificate of Recognition	None	5 minutes	
3. Hand in the Certificate of Recognition to the Office of the SDS	3.1. Affix signature on the Certificate of Recognition	None	5 minutes	PRS Staff and SDS



	3.2. Log the Recognition Certificate to be released with name and signature on the Logbook	None	2 minutes	Client
4. Receive Certificate of Recognition	5.1 Release the Recognition Certificate to the client	None	2 minutes	Client
Total		None	15 minutes	

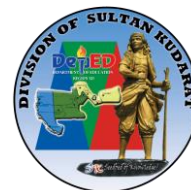


50. Issuance of Compliance Certificate

This service is intended for the processing of requests for Compliance Certificate and Performance Indicators.

Office or Division:	SGOD – Planning and Research Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DSK School Heads/ Teacher-In-Charge
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved School Improvement Plan (SIP)	School Heads

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Planning and Research Section Office	1.1. Ask the client the purpose of visit to the PRS	None	1 minute	EPS-PRS and Division Research Coordinator or PRS Staff
2. Ask for the need of a Certificate of Compliance	2.1. Hand in a Certificate of Compliance by checking first his/her School Improvement Plan (SIP) from the data box and request client for his/her name, school, district. 2.2. Prepare and print the Certificate of Compliance 2.3. Countersigns the Compliance Certificate	None	10 minutes	
3. Hand in the Certificate of Compliance to the office of the SDS	3.1. Affix signature on the Compliance Certificate of Compliance	None	3 minutes	SDS and SDS Staff
	3.2. Log the Compliance Certificate to be released with name	None	2 minutes	Client



	and signature on the Logbook			
4. Receive Signed Compliance Certificate	5.1 Release the Compliance Certificate to the client	None	2 minutes	Client
Total		None	18 minutes	



Feedback and Complaints Mechanisms

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in the building lobby.</p> <p>Contact info: 064-471-1007 depedsk.r12@deped.gov.ph</p>
How feedback is processed?	<p>Every end of the month, the Legal Officer/ Person in charge opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers is forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 064-471-1007 or depedsk.r12@deped.gov.ph</p>
How to file complaints?	<p>Answer the client Complaint Form and drop it at the designated drop box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 064-471-1007 or depedsk.r12@deped.gov.ph</p>
How complaints are processed?	The Complaints Officer opens



	<p>the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 064-471-1007 or depedsk.r12@deped.gov.ph</p>
Contact Information	<p>Telephone number: 064-471-1007 E-mail: depedsk.r12@deped.gov.ph or through Project I-Smile platform using the link provided: https://rb.gy/dhslq</p> <div data-bbox="943 1364 1203 1630" data-label="Image"> </div> <p>https://rb.gy/dhslq</p>



List of Offices

Office	Address	Contact Information
Records Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Personnel Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Payroll Services Unit	Kenram, Isulan, Sultan Kudarat	064-471-1007
Property And Supply Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Information Communication Technology Office	Kenram, Isulan, Sultan Kudarat	064-471-1007
Cash Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Budget Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Legal Office	Kenram, Isulan, Sultan Kudarat	064-471-1007
School Monitoring and Evaluation Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Human Resource Development Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Planning And Research Section	Kenram, Isulan, Sultan Kudarat	064-471-1007
Learning Resources Management and Development System	Kenram, Isulan, Sultan Kudarat	064-471-1007