



CITIZEN'S CHARTER HANDBOOK

2022 (1st Edition)



DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER 2022 (1st Edition)

I. Brief History of the Philippine Education System

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

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

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

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

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

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

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

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

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

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

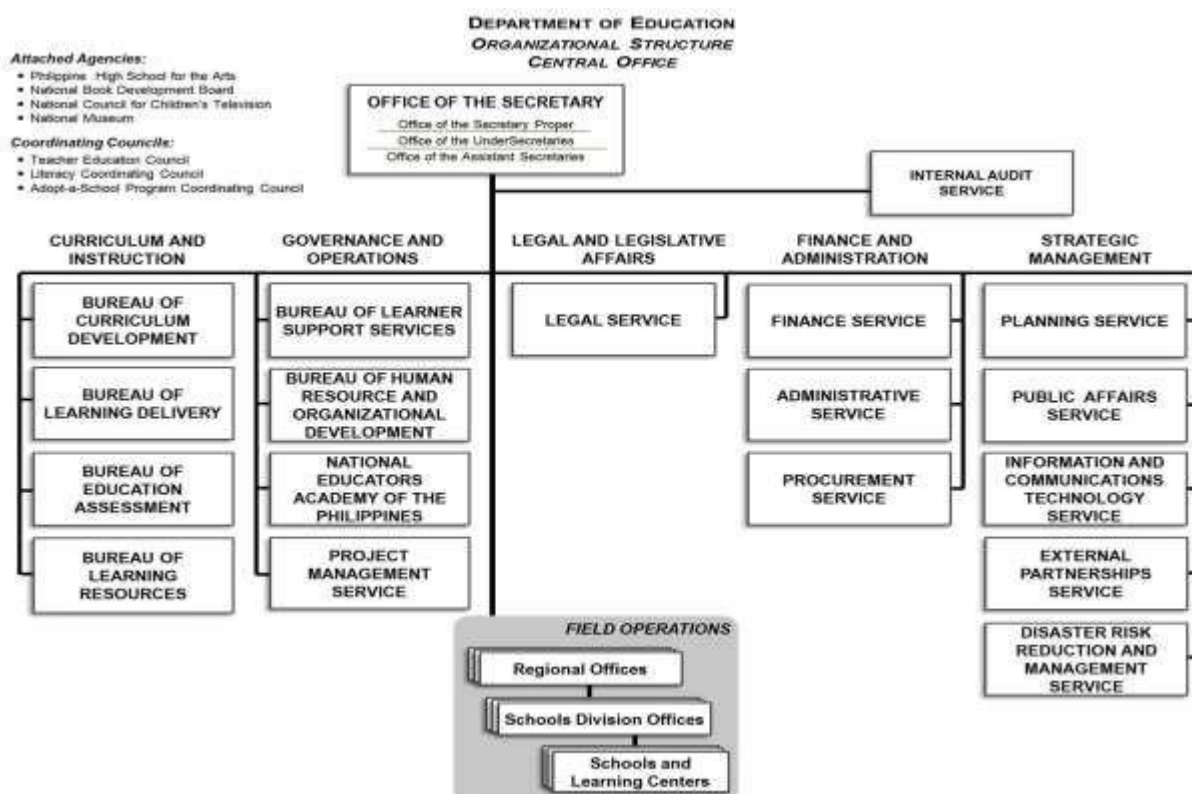
offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school-based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young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

DepEd Management Structure

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

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

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



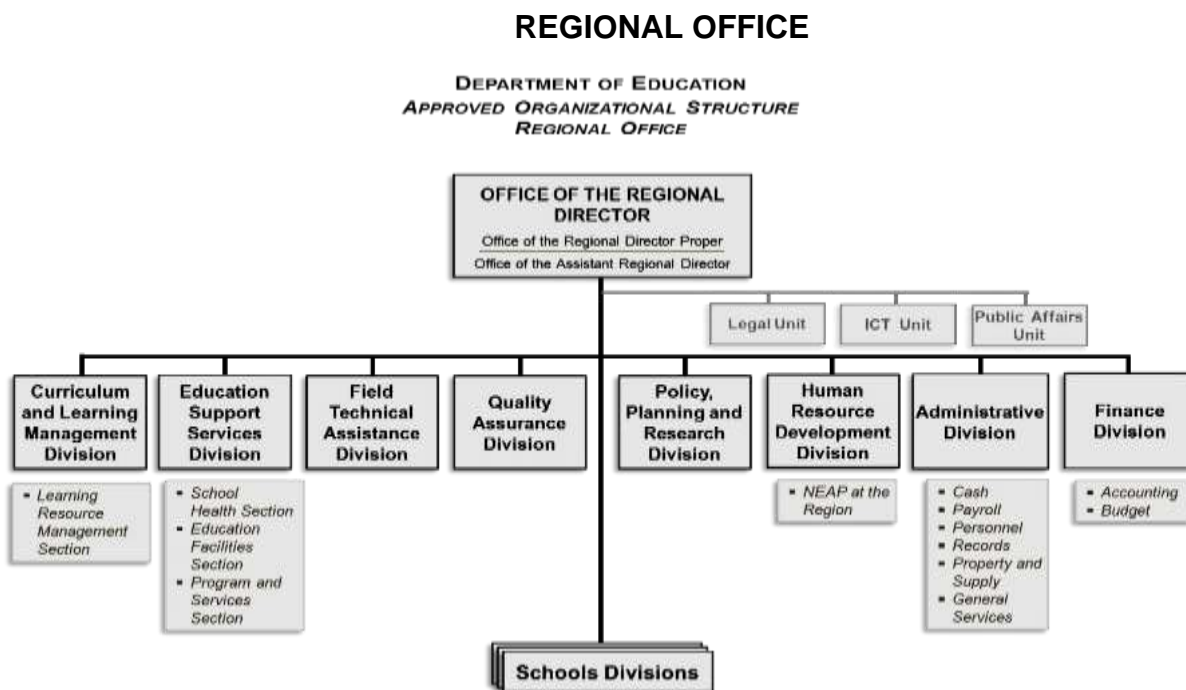
Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9) Undersecretaries and five (5) Assistant Secretaries in the following areas:

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

Five (5) attached agencies:

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

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

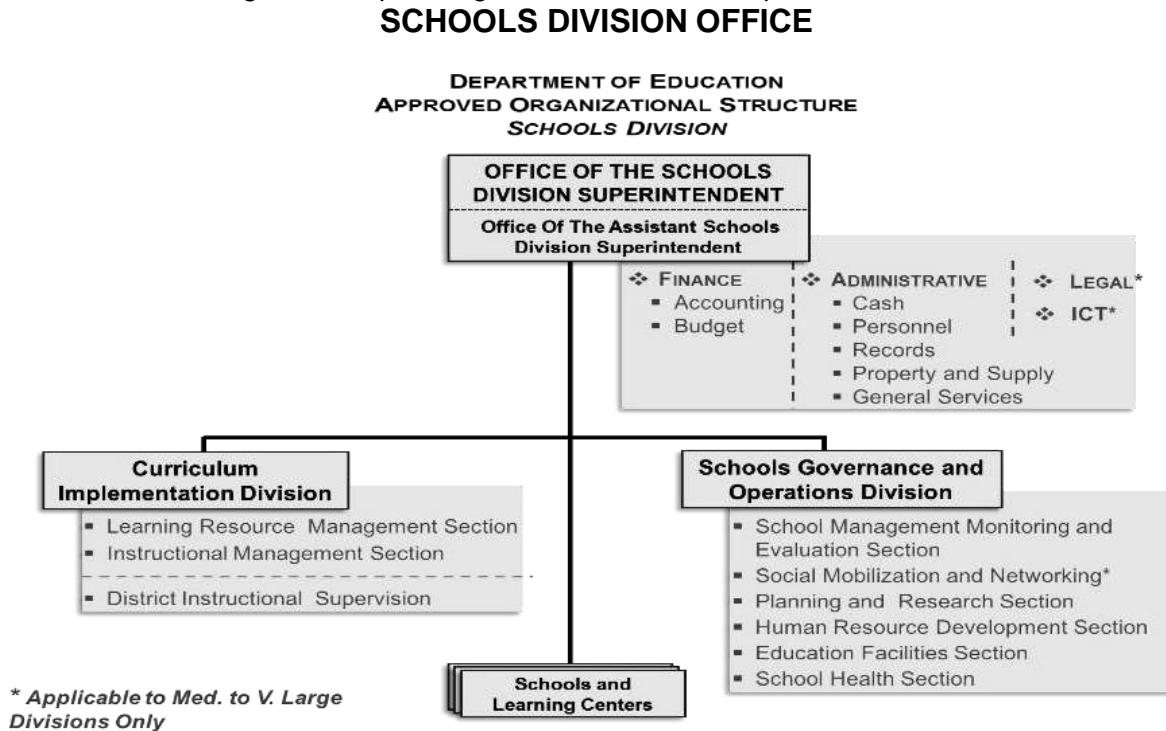


At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices including the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM*), each headed by a Regional Director (a Regional Secretary in the case of BARMM).

- Two hundred twenty-six (226) Schools Divisions Offices headed by a Schools Division Superintendent, and two thousand six hundred forty-five (2,645) schools districts.

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



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

II. Mandate

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

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

III. Vision

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

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

IV. Mission

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

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

V. Service Pledge:

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

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

VI. Definition of Acronyms

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

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

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

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Central Office
External Services

A. Bureau of Education Assessment – Education Assessment Division (BEA-EAD)

1. Philippine Educational Placement Test (PEPT)

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

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

The test must not be used for grade-level acceleration but for the purposes only.

To avail of the PEPT, learners may register either (1.1) Onsite via a physical visit to the BEA at the DepEd Central Office (CO) or (1.2) Online via a Google link. The PEPT is administered either Onsite at the DepEd CO or (1.3) through a Computer-Based (CB) Test – (examinee shall take the test online via Live Remote Proctoring).

1.1 PEPT Onsite Registration

This process shows the end-to-end process for the PEPT from registration to taking the exam and claiming the Certificate of Rating at the DepEd Central Office. A separate process for the Computer-Based PEPT can be found on item 1.3.

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	<ul style="list-style-type: none"> a. Learners from schools without a government permit b. Learners from non-formal and informal education programs c. Learners who have incomplete or no record of formal schooling d. Learners with back subjects e. Learners who need grade level standards assessment f. Learners who are overage for their grade levels 		
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		

For new applicants: a. Original and one (1) photocopy of the permanent school record (e.g., SF10/Form 137) signed by the School Principal/Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) b. Original and one (1) photocopy of the birth certificate duly authenticated and issued by the PSA or by Local Civil Registrar c. Two (2) pieces Identical and recently taken 1x1 colored ID pictures with name tags d. One (1) copy Accomplished PEPT Registration Form e. Registration fee		<ul style="list-style-type: none"> - School last attended - Philippine Statistics Authority (formerly National Statistics Office) or Local Civil Registrar - Examinee - BEA Registration Room (Rm 210, Bonifacio Bldg.) - Examinee 		
For retakers and PEPT passers only: a. Copy of Certificate of Ratings b. Two (2) pieces Identical and recently taken 1x1 colored ID pictures with name tags c. One (1) copy Accomplished PEPT Registration Form d. Registration Fee		<ul style="list-style-type: none"> - Examinee, claimed from BEA prior to registration for PEPT - Examinee - BEA Registration Room (Rm 210, Bonifacio Bldg.) - Examinee 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to BEA–EAD Registration Room at the Bonifacio Bldg, Rm 210, DepEd Complex, Pasig City	1.1 Evaluate the validity and authenticity of the documents	None	15 minutes	Education Program Specialist (EPS) II
2. Fill out the registration form	2.1 Issue the Registration Form and order of payment for registration fee	None	5 minutes	EPS II
3. Pay the registration fee at the Cash	3.1 Cash Division to Issue Official	Php200 Registration Fee <i>(DepEd Order</i>	10 minutes	Cashier

Division, Ground Floor, Alonzo Bldg.	receipt (OR) upon payment	No. 56, s. 2022)		
4. Submit the accomplished Registration Form and present OR to Registration Room	4.1 Check the entries and write the last level completed and schedule of examination	None	10 minutes	EPS II
5. Examination Proper Onsite Examination at the BEA Testing Room, DepEd Central Office: Take the Exam, Submit the Answer Sheet and Test Booklet, and get the examination stub (stub to be presented in claiming test result) Or Computer- Based (refer to 1.3 for the process)	5.1 Orient the examinee 5.2 Distribute, retrieve and inspect the Answer Sheet and Test Booklet 5.3 Detach the examinee stub and give to the examinee 5.4 Submit the Answer Sheet to the Processing Unit	None	Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: <u>https://bit.ly/DepEdPEPT</u> <i>*The duration of the test is the same for onsite and computer- based</i>	EPS II
	5.5. Process the results	None	5 days	EPS II
6. Present the exam stub and claim the Certificate of Rating (COR)	6.1 Verify and release the COR	None	15 mins	EPS
Total		PHP 200.00	6 days, 55 minutes	

1.2 PEPT Online Registration

This process shows the end-to-end process for the PEPT from online registration to taking the exam onsite and claiming the Certificate of Rating at the DepEd Central Office. A separate process for the Computer-Based PEPT can be found on item 1.3.

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	<ul style="list-style-type: none"> a. Learners from schools without a government permit b. Learners from non-formal and informal education programs c. Learners who have incomplete or no record of formal schooling d. Learners with back subjects e. Learners who need grade level standards assessment f. Learners who are overage for their grade levels
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>PEPT applicants who intends to submit their application online must prepare a scanned copy of the following documentary requirements:</p> <p>For new applicants:</p> <ul style="list-style-type: none"> a. Original copy of the permanent school record (e.g., SF10/Form 137) signed by the School Principal/Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) b. Original copy of the birth certificate duly authenticated and issued by the PSA or by Local Civil Registrar c. Identical and recently taken 1x1 colored ID pictures with name tags d. Proof of Payment of registration fee e. Accomplished PEPT Registration Form <p><i>Note: PEPT applicants should bring the original hard copy of the documents on the day of exam.</i></p>	<ul style="list-style-type: none"> - School last attended - PSA (formerly NSO) or Local Civil Registrar - Examinee - Examinee - BEA Registration Room (Rm 210, Bonifacio Bldg.)
<p>For retakers and PEPT passers only:</p> <ul style="list-style-type: none"> a. Copy of Certificate of Ratings b. Identical and recently taken 1x1 colored ID pictures with name tags (two pieces for walk-in registrants) 	<ul style="list-style-type: none"> - Examinee, claimed from BEA prior to registration for PEPT - Examinee - Google link

c. Accomplished online PEPT Registration For			(Downloadable)	
d. Proof of Payment of registration fee			- Examinee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Download and completely fill out PEPT Registration Form at http://bit.ly/PEPTForm;</p> <p>upload the complete scanned documentary requirements by filling out the online form through http://bit.ly/PEPTOnlineReg and</p> <p>wait for an email from BEA about the payment details and eligibility to take the exam</p>	<p>1.1 Receive the registration form.</p> <p>1.2 Check and print the entries on the registration form received online</p> <p>1.3 Evaluate the documents</p> <p>1.4 Email the payment details for the eligible applicant and disapproval notice for the ineligible applicant</p>	None	1 hour	Education Program Specialist (EPS) II
<p>2. Settle a non-refundable payment through a door-to-door money remittance system (e.g., LBC Peso Pak, LBC Prepaid Pouch, JRS Prepaid Pouch, or any preferred courier services) and email the proof of payment to BEA</p>	<p>2.1 Receive the payment through a door-to-door money remittance system</p>	Php200 Registration Fee (<i>DepEd Order No. 56, s. 2022</i>)	5 mins	EPS II
<p>3. Wait for an email regarding the schedule of exam</p>	<p>3.1 Email the schedule of examination</p>	None	15 mins	EPS II

<p>4. Examination Proper</p> <p>Onsite Examination at the BEA Testing Room, DepEd Central Office: Take the Exam, Submit the Answer Sheet and Test Booklet, and get the examination stub (to be presented in claiming test result)</p> <p>Or</p> <p>Computer-Based (refer to item 1.3 for the process)</p>	<p>4.1 Orient the Examinee</p> <p>4.2 Distribute, retrieve and inspect the Answer Sheet and Test Booklet</p> <p>4.3 Detach the examinee stub and give to the examinee</p> <p>4.4 Submit the Answer Sheet to the Processing Unit</p>	None	<p>Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: https://bit.ly/DepEdPEPT</p> <p><i>*The duration of the test is the same for onsite and computer-based</i></p>	EPS II
	4.5 Process the results	None	5 days	EPS II
5. Present the exam stub and claim the Certificate of Rating (COR)	5.1 Verify and release the COR	None	15 mins	EPS II
Total		Php200	6 days, 1hr., 35 minutes	

1.3 Computer-Based Test

The CB-PEPT is an online or internet-dependent platform. It shall be administered by BEA via live remote proctoring. The test is taken by the client in their location provided that all requirements are met (refer to the checklist below).

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>The CB–PEPT is only offered by BEA–EAD to the following clients:</p> <ol style="list-style-type: none"> Clients aged 6 to 9 years old who reside outside Metro Manila, Bulacan, Cavite, Laguna, and Rizal; Clients with a current medical condition (supported by a medical certificate) who are not capable to take the exam onsite; and Clients with exceptional cases. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Aside from the documents required during onsite/online registration, PEPT applicants who are qualified to take the CB–PEPT must have the following requirements:</p> <ol style="list-style-type: none"> Laptop/Desktop Computer with working camera & microphone Stable Internet Connection Safe Exam Browser http://bit.ly/SEBPEPT Notice of Examination (<i>provided by BEA–EAD via email</i>) <p>System Requirements:</p> <ul style="list-style-type: none"> Windows 8/10 At least 2 GB Ram At least 30 GB Hard Disk <p><i>Note: BEA will send a reminder and guidelines prior to the schedule of exam via email.</i></p>		<ul style="list-style-type: none"> Examinee BEA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download and install the Safe Exam Browser (SEB) Installer and SebClientSettings from http://bit.ly/SEBP EPT prior to examination day	1.1. Send the Notice of Examination with meeting link and guidelines on the CB-PEPT	None	15 mins	Education Program Specialist (EPS) II

2. On the day of exam, click the meeting link, attend the orientation, and take the test	2.1. Conduct an orientation to the examinee 2.2. Administer the test via live remote proctoring 2.3. Generate the test results from online platform and submit to processing unit	None	Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: <u>https://bit.ly/DepEdPEPT</u> <i>*The duration of the test is the same for onsite and computer-based</i>	EPS II
	2.4. Process the result	None	5 days	EPS II
3. Present the exam stub and claim the Certificate of Rating (COR)	3.1 Verify and release the COR	None	15 mins	EPS II
Total		None	6 days, 30 minutes	

2. Verification and Re-issuance of Certificate of Rating (COR) via Online Platform

This is an online platform for verifying test results of an individual or learner after taking an examination at the DepEd-Division Testing Center or DepEd-BEA Office and wishes to be re-issued with the following Certificate of Rating (COR) and/or Certification of Authentication & Verification (CAV):

- a. Philippine Educational Placement Test (PEPT)
- b. Accreditation and Equivalency (A&E) Test
- c. National Career Assessment Examination (NCAE)
- d. Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)
- e. Educational Management Test (EMT)

Office or Division:	Bureau of Education Assessment – Education Assessment Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individuals / learners who were takers of any of the national assessments and requests to secure another copy of their certificates of ratings (COR) or those who wish to verify test results.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Personal information 2. Date and venue where the test was taken. 3. Payment: Php50 for the issuance of COR: Php50 for CAV, Php150 for the shipping fee (price may vary depending on the location of the receiver) 		Individual/ Learner Door-to-door money remittance provider		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fill out the online request form completely using the following link: https://bit.ly/DepEdVerification 	<ol style="list-style-type: none"> 1.1 Verify the records of the client 1.2 Send acknowledgment email that contains request reference number and payment details 	None	15 minutes	Education Program Specialist II
<ol style="list-style-type: none"> 2. Settle a non-refundable payment thru door-to-door money remittance system (e.g. LBC Peso Pak/ Prepaid Pouch, JRS Prepaid Pouch, or any preferred courier services). 	<ol style="list-style-type: none"> 2.1 Receive the payment through a door-to-door money remittance system 2.2 Acknowledge the payment via email 	Php50 for Copy of COR and/or CAV and Php150 for the shipping fee	5 minutes	Cash Officer/s

<p>3. Wait for an email about the availability of the COR and/or CAV</p>	<p>3.1 Process / generate the COR and/or CAV. 3.2 Print the COR and/or CAV and wait for the initials and signatories</p>	<p>None</p>	<p>5 days</p>	<p>Education Program Specialist II Signatories: - Chief - Director IV</p>
<p>4. Clients who opt to pick up the document must visit the BEA Verification Office. They should bring a valid ID (or an authorization letter from the examinee), exam stub or a printed copy of their acknowledgement email from BEA. Clients who opt to receive the documents via delivery must wait for their COR/ and/or CAV. They may track the delivery thru the link provided by BEA.</p>	<p>4.1 Releasing of COR and/or CAV 4.2 Send the COR and/or CAV to mailing address through the courier 4.3 Send the shipping details or proof of delivery to the client via email</p>	<p>None</p>	<p>10 minutes *Shipping time is not included in the processing time: Within NCR – 3 days Luzon area – 5 days Visayas & Mindanao area – 7 days</p>	<p>Education Program Specialist II</p>
	<p>Total:</p>	<p>PHP50 and PHP150 shipping fee</p>	<p>5 days, 30 minutes</p>	

B. Cash Division

1. Payment of Obligation through Cash Advance (including Petty Cash)

Cash advances are drawn where payment of obligations through cash is necessary for the programs, projects and activities of the different offices/services/bureaus. This includes the petty cash which is used for the day to day operations of the concerned office. The grant of cash advances is based on the general accounting rules and regulations.

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All DepEd employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Approved Authority to Cash Advance – Original copy • Approved Activity Request (AR) / Authority To Conduct Activity (ATC) with supporting documents (i.e. budget estimates, program of activities, list of participants, activity proposal) • Statement of Unliquidated Cash Advance (SUCA) – Original copy 			<ul style="list-style-type: none"> • Proponent office/bureau/service • Accounting Division. 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request RDO for cash advance to be drawn	1.1 Assign RDO, recommend approval of request	None	15 minutes	Proponent Office
2. Prepare ORS and DV with supporting documents – approved authority to cash advance; authority to conduct activity; budget estimates, for processing of Budget and Accounting	2.1. Receive and record processed ORS and DV	None	5 minutes	Proponent office
	2.2. Determine type of fund and issue corresponding check	None	5 minutes	Division Chief
	2.3. Control check number, prepare and encode in the database system and print check and ACIC	None	10 minutes	Cash personnel

Divisions	2.4 Review accuracy of data on check and ACIC based on processed DV and sign/initial	None	10 minutes	Division Chief
	2.5 Record and transmit check and ACIC to authorized signatories	None	10 minutes	Cash personee;
	2.6 Sign check and ACIC	None	2 days	Authorized signatories
	2.7 Return signed check and ACIC	None	10 minutes	Staff of authorized signatories
	2.8 Receive and check if all documents were duly signed and record accordingly Create and approve for clearing check payment thru eMDS	None	20 minutes	Cash personnel Cash / Division Chief
	2.9. Encash check and review budget estimate	None	30 minutes	Cash personnel assigned as disbursing officer
3. Receive payment in cash and sign disbursement voucher, payroll, RER, whichever is applicable, and issues OR when necessary	3.1 Review and check completeness and sufficiency of supporting documents and disburse payment accordingly Prepare and segregate cash for each payee in case of payroll account	None	30 minutes 1 hour	Cash personnel assigned as disbursing officer
	Total	None	2 days, 2 hours and 55 minutes	

2. Payment of Obligation through Checks or LDDAP-ADA

Payment of obligations of the Central Office are paid either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA). The Advice of Checks Issued and Cancelled (ACIC) are forwarded to the bank to confirm the validity of the checks and to credit the payment to the payee’s account in the case of LDDAP-ADA..

Office or Division:	Cash Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All internal and external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Processed Disbursement Vouchers / LDDAP-ADA • Supporting Documentary Requirements 		<ul style="list-style-type: none"> • Accounting Division • Concerned office/bureau/service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Receives and records processed DV and LDDAP- ADA duly signed by Chief Accountant	None	5 minutes	Cash personnel
IN CASE OF CHECK PAYMENT				
	1.2. Determines type of fund and issues the corresponding check	None	5 minutes	Division Chief
	1.3. Controls check and advice number, prepares and encodes in the database system and prints check and ACIC	None	10 minutes	Cash Personnel
	1.4. Reviews accuracy of data on check and ACIC	None	10 minutes	Division Chief

	based on the processed DV and signs/initials			
IN CASE OF LDDAP-ADA				
	1.5. Imports from the database system to generate the hash totals in the FINDES (online LBP system); controls and assigns check number and prepares WINACIC	None	15 minutes	Cash Personnel
	1.6. Reviews hash totals, WINACIC, based on the processed LDDAP-ADA and signs initials	None	10 minutes	Division Chief
FOR BOTH CHECK AND LDDAP-ADA				
	1.7. Records and transmits check and ACIC or LDDAP-ADA with the necessary documents to authorized signatories	None	10 minutes	Cash personnel
	1.8. Authorized signatories sign check and ACIC or LDDAP-ADA with necessary supporting documents	None	1- 2 days	Authorized signatories

	1.9. Returns signed check and ACIC or LDDAP-ADA with the necessary documents to the CD	None	10 minutes	Staff of authorized signatories
	1.10. Receives and checks if all documents were duly signed and records accordingly In case of LDDAP-ADA, photocopies, segregates and prepares for submission to AGDB; In case of check, creates and approves for clearing check payments thru eMDS	None	20 minutes	Cash personnel Cash personnel Cash personnel /Division Chief
	1.11. Informs payee of availability of check for release	None	5 minutes	Cash personnel
2. Proceeds to CD and presents necessary documents to claim the check (ID, authority to claim, OR in case of external creditors)	2.1. Checks ID of claimant and receives the documents submitted to claim check	None	10 minutes	Cash personnel

3. Signs the check releasing logbook and DV	3.1. Checks signature against the ID presented	None	5 minutes	Cash personnel
4. Receives check and validates correctness of data (name of payee and amount)	4.1. Releases check	None	5 minutes	Cash Personnel
		TOTAL	2 days, 1 hour and 35 minutes	
<i>Receipt of official receipt (or) for payments thru LDDAP-ADA - external</i>				
5. Proceeds to CD and informs the CD staff of details of payment credited to their account (date and amount)	5.1. Searches database for LDDAP-ADA number and locates among the files submitted to the bank the LDDAP-ADA involved in the transaction	None	15 minutes	Cash personnel
6. Issues OR for the payment received thru LDDAP-ADA	6.1. Attaches the OR to the DV and advises the client to proceed to Accounting Division for issuance of tax certificate, when applicable	None	10 minutes	Cash personnel

<i>Inquiry on status of payment of obligation – internal and external</i>				
<p>7. Client inquires on status of payment thru check or LDDAP-ADA, thru personal follow up, text message, landline call, Viber, Messenger, email, Workplace/ Workchat</p>	<p>7.1. Searches the Cash Receipts and Disbursement Database System and informs the client of search result and/or furnishes copy of LDDAP- ADA, DV, when requested</p>	<p>None</p>	<p>10 minutes</p>	<p>Cash personnel</p>

C. Education Facilities Division

1. Evaluation of New Technology/Construction Materials for School Buildings

The Education Facilities Division receives unsolicited proposals from contractors/manufacturers/fabricators introducing the use of new technology or construction materials in the design and construction of school buildings. The proposals are evaluated by EFD technical personnel to determine its viability in the design and construction of school buildings prior to the approval of the Undersecretary for Administration.

Office or Division:	Administrative Service - Education Facilities Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Contractors/Manufacturers/Fabricators offering new technology in the construction of school buildings			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Letter request for evaluation of new technology/construction material Complete technical description of product offered Sample of product being offered Advantages of product being offered Certificate of Registration with the Bureau of Research and Standard (BRS) of the Department of Public works and Highways (DPWH) 			Contractor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter request for evaluation with supporting documents	1.1. Receive and check the completeness of documents	None	5 minutes	Receiving personnel of EFD
2. Request evaluation of technical specifications of new technology/construction materials	2.1. Conduct evaluation of technical specifications (with product demonstration)	None	4 days	Engineer/Architect and Chief of EFD
3. Request evaluation of mock-up (if presented)	3.1. Evaluation of mock-up	None	1 day	Chief and Engineer/Architect
Total:			5 days, 5 minutes	

2. Project Design of DepEd School Building Programs and Projects

The actual design of the school building projects in conformity with the National Building Code, Bureau of Fire and Protection, Mining and Geosciences Bureau, and the DepEd School Building Projects standards. The EFD-Project Design Unit (PDU) reviews and evaluates the Program of Works (POWs) submitted by field engineers/architects, and the joint validation of DepEd engineers with the DPWH engineers.

Office or Division:	Education Facilities Division – Project Design Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Division Engineers/Architects DPWH Engineers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Program of Works (POWs) 2. Soil Exploration Certificates 3. Building Permits 4. Bureau of Fire Permits 5. Land Titles (TCT), Usufruct Agreement 6. Materials Price data 7. Architectural plans 8. Site Development plans 		<ul style="list-style-type: none"> • Office of the Undersecretary for Administration • Education Facilities Division • DepEd Regional Offices • Schools Division Offices • Local Government Units • Bureau of Fire and Protection 		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to check, review and evaluate Program of Works (POW) of school buildings damaged by recent typhoons, regular school buildings, Electrification Programs, Gabaldon Restoration Program, repair of Schools Division Offices, Group Handwashing Facilities, School Clinics and other related DepEd infrastructure projects.	1.1. Evaluation	None	10 minutes (per Program of Works)	Technical Staff of EFD-PDU

² EFD follows other laws prescribed by other implementing agencies for design and building of constructions, thus the office exceeds to the prescribe processing time of ARTA

2. Request to review, update and manage cost of construction material price/data on a quarterly basis	2.1.Consolidation	None	15 minutes (per Division)	Technical Staff of EFD-PDU
3. Request standardization on the preparation of Program of Works (POW)	3.1. Preparation of standard template for POW	None	3 days	Technical Staff of EFD-PDU
4. Request for the preparation of complete working drawings consisting of architectural, structural, electrical, sanitary and plumbing, mechanical and electronics (if needed) designs for the construction of Schools Division Office Buildings, School Buildings, Group Handwashing Facilities, Gabaldon School Buildings, Last Mile School Building Facilities and other related DepEd infrastructure projects.	4.1.Drafting	None	30 days	Technical Staff of EFD-PDU
5. Request for the preparation of Terms of Reference, budgetary estimates, conduct market survey, coordination to DepEd and PS-DBM Bids and Awards Committees and to attend procurement conferences and meetings for EFD projects under procurement.	5.1. Preparation of procurement documents (including conduct of market survey)	None	5 days	Technical Staff of EFD-PDU

6. Request to provide technical assistance to Service Providers/Suppliers for EFD projects under implementation.	6.1.Coordination and evaluation	None	1 day	Technical Staff of EFD-PDU
7. Request to review and evaluation of the submitted final deliverables of Service Providers/Suppliers for the Preparation of School Site Development Plan	7.1.Evaluation	None	15 minutes (per school)	Technical Staff of EFD-PDU
8. Request for the assessment and recommendation on the damaged school buildings, Schools Division Offices and other facilities especially on its structural stability	8.1. Evaluation and validation (including on-site inspection)	None	3 days	Technical Staff of EFD-PDU
9. Request for management of Special Projects - CO improvement projects	9.1.Assessment and evaluation (including on-site inspection)	None	2 days	Technical Staff of EFD-PDU
10. Request for procurement, supply and delivery of School Furniture	10.1. Validation (including preparation of documents, detailed drawings and Program of Works)	None	5 days	Technical Staff of EFD-PDU
Total:		None	49 days, 40 minutes	

*EFD follows other laws prescribed by other implementing agencies for design and building of constructions, thus the office exceeds to the prescribe processing time of ARTA.

3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office

The EFD processes the request for billing of Contractors that have existing infrastructure contracts with DepEd Central Office. The Contractor submitted Statement of Work Accomplishment and request for its payment subject to the evaluation of the Education Facilities Division technical personnel before submission to the Office of the Undersecretary for Administration and to the Accounting Division.

Office or Division:	Education Facilities Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Contractors w/ existing infrastructure contracts w/ DepEd			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request for payment 2. Original copy (for 1 st billing) or Photocopy(for succeeding billings) of Contract Documents			Supplier	
3. ORS and Disbursement Voucher 4. Certificate of Payment (COP) 5. Certificate of 100% Completion (COC) -forfinal billing 6. Certificate of Final Acceptance (for the release of retention money)			EFD	
7. Warranty Security (for the release of retention money) 8. Duly signed Statement of Work Accomplishment (SWA)			Contractor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter request for payment with required documents	1.1. Receiving	None	5 minutes	Receiving personnel of EFD
2. Request evaluation and preparation of Statement of Work Accomplishment	2.1 Evaluation and preparation of SWA	None	3 days (with onsite inspection)	Engineer and Chief of EFD conformed by contractor

3. Request preparation of COP	3.1. Preparation of documents	None	2 hours	EFD Engineer and Chief
4. Request preparation of Disbursement Voucher	4.1. Preparation of documents	None	1 hour	EFD Engineer and Chief
Total:		None	3 days, 3 hours, 5 minutes	

4. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture

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

Office or Division:	Education Facilities Division	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business	
Who may avail:	Suppliers of School Furniture w/ existing contracts w/ DepEd	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request for payment 2. Original copy (for 1 st billing) or Photocopy (for succeeding billings) of Contract Documents		Supplier
3. 4 copies of duly signed Inspection and Acceptance Report (IAR) 4. 2 copies of duly signed Property Transfer Report (PTR)		Submitted by Supplier after signing of authorized inspectors and receiving officer
5. ORS and Disbursement Voucher 6. Summary of Deliveries 7. Copy of the Pre-Delivery Inspection Report 8. Certificate of Completion and Acceptance 9. Copy of Post-Delivery Inspection Report (for the release of retention money) 10. Certificate of Contract Compliance		EFD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter request for payment with required documents	1.1. Receive and check the completeness of submitted documents	None	5 minutes	Receiving personnel of EFD
2. Request evaluation of submitted documents	2.1. Evaluate submitted documents	None	2 days per region	EFD Engineer
3. Request preparation of Certificate of Completion	3.1. Preparation of documents	None	2 hours	EFD Engineer, Chief of EFD
4. Request preparation of Summary of Deliveries	4.1. Preparation of Documents	None	1 day	EFD Engineer, Asst Chief and Chief of EFD
5. Request preparation of Disbursement Voucher	5.1. Preparation and signing of documents	None	1 hour	EFD Engineer and Chief of EFD
	Total	None	2 days, 3 hours, 5 minutes	

D. Employee Accounts Management Division (EAMD)

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

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

Office or Division:	Employee Accounts Management Division (EAMD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Lending Institutions/ Private Entities / Cooperatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Private Entities
2. Amended Articles of Incorporation/Cooperation	
3. By-Laws	
4. General Information Sheet/Cooperative Annual Progress Report	
5. Updated Certification from SEC that the entity has not been dissolved nor has the Commission received any information derogatory to said entity that would prevent it from exercising its primary franchise/BSP Certificate of Authority/IC Certificate of Authority/CDA Certificate of Registration	
6. PDIC Certificate of Good Standing/ CDA Certificate of Compliance	
7. Organizational Profile	
8. Ownership Structure/percentage of share ownership of the stockholders/members	
9. Curriculum Vitae/Bio Data of Officers	
10. List of all products/services offered to DepEd personnel	
11. Certification from Chairman/ President that the organization is duly operating under existing laws which are managed by and/or for the benefit of government employees	
12. Audited Financial Statements for (2) immediately preceding years stamped received by BIR	
13. Income Tax Returns for (2) immediately preceding years with proof of payments	
14. BIR certificate of Registration	
15. List of main and all field offices/branches, including the names of its managers, with complete address, landline telephone numbers and official email addresses, with a corresponding certification that	

the said offices/branches can sufficiently render all the services mentioned in par. 21 of Enclosure 1 of DO No. 18, s. 2018				
15. Sample amortization schedules for each type and term of loan showing the rates of interest, non-interest and other charges				
16. Subscribed statement attesting to the Truth in Lending Act with attached expanded Disclosure Statement on loan/credit transaction				
17. Business permits of all offices/branches				
18. Contracts of Lease or proof of ownership of offices/branches				
19. For affiliate banks, certification executed by both the private entity and the affiliate bank stating that the latter can sufficiently render all the services mentioned in par. 21 in the province				
20. Universal listing of all borrowers				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request duly supported with the complete set of documentary requirements under Item 29.1 of DepEd Order (DO) No. 18, s. 2018 Submission can also be sent via email at fs.eamd@deped.gov.ph	1.1. Receives, acknowledge email submission and record requests and forward the same to In-Charge, for evaluation	None	5 minutes	Administrative Assistant II (AA II)
	1.2. Receives, checks the completeness and evaluates submitted requirements (Refer to Item 29.1 of DO No.18, s. 2018), and prepares Evaluation Report	None	2 days	AO II/IV/V
	1.3. Reviews and notes findings on Evaluation Report prepared by in-charge	None	4 hours	SAO and CAO
	1.4. Prepares action document/s depending on the result of evaluation, whether to return to requesting entity due to lack of requirements or to approve the application, and emails the same to EAMD Supervising AO (SAO) and Chief AO (CAO); In case of new applicants for accreditation, prepares Memorandum to the Regional APDS Task Force, requesting validation of the reported offices of the entity	None	3 hours	AO II/IV/V
			Depends	

			on the availability of the Validation Report from the Regional Office concerned	
	1.5. Reviews/edits draft action document/s and mail corrected file to in-charge	None	3 hours	SAO and CAO
	1.6. Fill-out necessary information, as required by SAO and/or CAO, if any, and re-send updated file through e-mail to SAO and CAO	None	1 hour	AO II/AO IV/AO V
	1.7. Revisit/edit draft action document/s, incorporates corrections, if any, and advise through e-mail the in-charge to finalize if no more edits	None	30 minutes	SAO and CAO
	1.8. Print in final form and affix initials	None	15 minutes	AO II/AO IV/AO V
	1.9. Reviews and affix initials	None	10 minutes	SAO and CAO
	1.10 Records and releases action document/s to Office of Director IV for Finance Service/ Assistant Secretary for Finance, for initial/signature	None	20 minutes	AA II
	1.11. Receives and records action documents and handed over to the Office of Director IV Service/ASec for initials/signature	None	10 minutes	AA of the Office of the Director IV, Finance Service/ASec for Finance
	1.12. Reviews and affixes initials/signature	None	1 hour	
	1.13. Records and releases signed action document/s to EAMD	None	15 minutes	

	1.14. Receives, photocopies, maintains, files, records, and releases to Records Division	None	1 hour	AA II
	1.15. Sends advance copies to concerned office/s via telefax/e-mail	None	30 minutes	AA II/AOII/IV/V
	1.16. Prepares Terms and Conditions of the APDS Accreditation (TCAA) and coordinate with the Applicant Entity on the completion of the annexes of the said TCAA	None	2 days	AA II/AOII/IV/V
	1.17. Reviews TCAA prepared, note corrections, if any, and return to in-charge for finalization	None	2 hours	CAO/SAO
	1.18. Finalizes TCAA and coordinate with the representative of Applicant Entity for signature of the authorized representative and notarization	None	1 day	AA II/AOII/IV/V
	1.19. Records, maintains file, and releases TCAA to Undersecretary for Finance	None	2 hours	AA, Records Division
	1.20. Receives, records and refers the same to EAMD for appropriate action	None	2 hours	OUF- AA and Undersecretary
	1.21. Receive and record TCAA and forward the same to in-charge	None	10 minutes	OUFDA AA
	1.22. Maintains file, prepares acknowledgment letter as well as the list of authorized Verifiers per province in accordance with the letter of approval signed by the Undersecretary for Finance and forwards the same to EAMD SAO and CAO for initial	None	1 day	AO II/ AO IV/AO V
	1.23. Review and affix initial	None	10 minutes	EAMD SAO and CAO

	1.24. Record and release acknowledgment letter to Office of Director IV for Finance Service/ Assistant Secretary for Finance, for initial	None	20 minutes	EAMD AA II
	1.25. Receives and records acknowledgement letter and hands over to the Director IV, Finance Service/ ASec for Finance for initial/signature	None	10 minutes	AA of the Office of the Director IV, Finance Service/ ASec for Finance
	1.26. Review and affix initials	None	15 minutes	Finance Service, Director IV/ ASec for Finance
	1.27. Record and release acknowledgement letter to EAMD	None	15 minutes	AA of the Office of the Director IV, Finance Service/ ASec for Finance
	1.28. Receive, photocopy/maintain files, record and release to Records Division	None	30 minutes	EAMD AA II
	1.29. Send advance copies to concerned office/s via telefax/email	None	30 minutes	EAMD AA II/AO II/IV/V
TOTAL		None	9 days, 1 hour, 45 minutes	

¹ The evaluation/processing of applications for APDS accreditation is highly technical. Coordination with the regional offices, evaluation, decision making and communication writing are necessary. It should be completed within 20 days prescribed processing time of RA11032

E. Information and Communications Technology – User Support Division

1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in

To update their records, active and retired DepEd teaching and non-teaching personnel in the Regional Offices, SDOs, and Schools request GSIS and Pag-IBIG remittance list and certification from 2000 until the scheduled rolled out to Regional Payroll Services Unit (RPSU).

Office or Division:	User Support Division, ICT Service ICTS-USD			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Current and former DepEd RO/SDO/School employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) copy Remittance Request Form			USD Front Desk	
Optional Requirements (if not in the Database)			RO, SDO, or School	
<ul style="list-style-type: none"> One (1) Photocopy of Authenticated Payroll One (1) Original Authorization Letter with copy of ID of original requestor and representative (if authorized representative) 			Client	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements.	1.1. Review submitted requirements.	None	20 minutes	Computer Programmer II
	1.2. Process client request. (Extract the data from the database to prepare and print the remittance list, and affix signature.)	None	1 hour	Computer Programmer II
2. Receive requested document and proceed to Accounting Division for further processing	2.1. Release signed Remittance List and Certification document to the Client.	None	5 Minutes	Computer Programmer II
TOTAL:		None	1 hour, 25 Minutes	

2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online

Due to the COVID-19 pandemic, clients requesting GSIS and Pag-IBIG remittance list and certification from 2000 until the scheduled rollout to RPSU may now make such requests by filling out the online remittance request form.

Office or Division:	User Support Division, ICT Service			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Current and former DepEd RO/SDO/School employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Remittance Request Form		https://bit.ly/DepEdRemittanceRequest		
2. Scanned copy of the following <ul style="list-style-type: none"> One (1) Photocopy of Authenticated Payroll One (1) Original Authorization Letter with copy of ID of original requestor and representative (if authorized representative) 		RO, SDO, or School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the online form with complete information.	1.1 Check submitted requirements and acknowledge client request.	None	20 minutes	Computer Programmer II
	1.2. Process client request.	None	1 hour	Computer Programmer II
	1.3. Extract the data from the database to prepare and print the remittance list, then affix signature.	None	20 minutes	Computer Programmer II
2. Inform client through email of the status of request from USD.	2.1 Forward the signed Remittance List and Certification documents to the Accounting Division.	None	30 minutes	Computer Programmer II
TOTAL:		None	2 hours, 10 minutes	

F. Legal Service – Investigation Division

1. Filing of Administrative Complaint

An administrative complaint may be filed by any person against a DepEd third-level official or DepEd Central employee, for alleged administrative offenses, in accordance with the requirements under Sections 4 and 5 of DepEd Order (DO) No. 49, s. 2006 or the “Revised Rules of Procedures of the Department of Education in Administrative Cases.”

Office or Division:	Legal Service - Investigation Division			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All, especially those whose complaints are against the DepEd third-level Officials or DepEd Central Office employees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. Three (3) original copies + one (1) additional copy per additional person complained of, of the Formal Complaint under oath containing a certification/ statement on non-forum shopping	Complainant			
2. Three (3) original copies + one (1) copy per additional person complained of, of Certified True Copies of documentary evidence and affidavits of witness, if any	Complainant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the formal complaint with supporting evidence, if available	1.a Receive the complaint if requirements are complete, based on DO 49, s. 2006, otherwise, return the documents for compliance	None	20 minutes	ADAS III/ LeAHD Staff
a. Walk-in Client				
b. Via email through ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.b Receive and acknowledge receipt of the complaint if requirements are complete based on DO 49 s. 2006, otherwise, return the documents for compliance	None	2 days	Admin Staff
c. Via Post Office/ Private Courier	1.c.i Receive the complaint	None	20 minutes	ADAS III/ LeAHD
	1.c.ii Forward to the Office of the Director of Legal Service for referral/ instruction to the Investigation Division	None	2 days	ODir-Legal Service
TOTAL		None	Walk-in: 20 minutes Email: 2 days Post office/ courier: 2 days	

G. Legal Service – Legal Division

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

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

Office or Division:	Legal Division, Legal Service	
Classification:	Complex	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Duly Authorized Representative of private basic education schools.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-application by a duly authorized representative of the institution indicating that the requesting school is a non-stock corporation, and specifying therein the items being imported (Notarized)	Client	
2. Supporting documents: <ul style="list-style-type: none"> a. Bill of Lading/Air Waybill, Invoice or Importation documents such as placement orders b. Deed of Understanding duly notarized, which must state categorically that the imported articles shall be used actually, directly and exclusively for educational purposes and shall not be resold, or transferred for a material consideration c. Certified True Copy of the School's DepEd Permit/Recognition; d. Certified true copy of the Articles of Incorporation e. If a University or College, Commission on Higher Education (CHED), Certification/Indorsement regarding the importation/requesting school f. In case of Donations - Deed of Donation and the corresponding Deed of Acceptance 	Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or via official email leahd@deped.gov.ph	1.1 Evaluate the completeness of the submitted documents. If the submitted documents are complete, they are received. Otherwise, they are returned.	None	1 Hour	Legal Affairs Helpdesk ADAS III or Technical Assistants
	1.2 After recording and scanning the documents, the LeAHD/Admin Staff forwards the request for indorsement to the Office of the Undersecretary for Legal Affairs (OULA) and/or to the Office of the Assistant Secretary for Legal Affairs (OASLA), as the case may be, which will refer the same to the Legal Division for appropriate action.	None	20 Minutes	OULA or OASLA
	1.3 The Chief of the LD will assign to an Action Officer.	None	20 Minutes	Chief, Legal Division
	1.4 The Action Officer assigned will evaluate and prepare the draft indorsement for duty free tax exception. The Action Officer will submit the draft to the Chief of the LD via electronic mail or in printed form for initial review.	None	3 days	Action Officer assigned
	1.5 The Chief of the LD will submit the draft indorsement to the OULA or the OASLA, as the case may be, for review and approval.	None	1 day	Chief of the Legal Division
	1.6 The signed and approved indorsement of recommendation for duty-free tax exception will be forwarded to LeAHD for release to the requesting party.	None	1 day	Undersecretary for Legal Affairs/Assistant Secretary for Legal Affairs/LeAHD
TOTAL:		None	5 days, 1 hour and 40 Minutes	

2. Filing of Appeal

Decisions of the Regional Directors imposing a penalty exceeding thirty (30) days suspension or fine in an amount exceeding thirty (30) days salary, may be appealed to the Secretary of Education within a period of fifteen (15) days from receipt thereof, pursuant to DepEd Order 49, s. 2006 or the “Revised Rules of Procedures of the Department of Education in Administrative Cases.”

Office or Division:	Legal Division, Legal Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)
Who may avail:	Parties adversely affected in cases where the penalty imposed is suspension exceeding thirty days or a fine in an amount exceeding thirty (30) days salary.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of Appeal which shall specifically state the date of the decision appealed from and the date of receipt thereof	Client
2. Appeal Memorandum containing the grounds relied upon for the appeal, together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence, if any (3 copies)	Client
3. Proof of Service a Copy of the Appeal Memorandum to the Disciplining Office	Client
4. Proof of payment of the appeal fee	Cash Division
5. A statement or certificate of non-forum shopping	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD).	1.1 Evaluate the completeness of the documents submitted. If the submitted documents are complete, the same shall be received. Otherwise, the submitted documents are returned to the client with the advice to submit the complete	Php 300.00 (Filing Fee) plus Php 10.00 (Legal Research Fee)	1 hour	Client/Legal Affairs Help Desk/ ADAS III or Technical Assistants

	documents. 1.2 Refer the complete documents to the Office of the Assistant Secretary for Legal Affairs for instruction to or action of Legal Division.			
2. Receive client's copy of the Appeal.	2.1 Return the Client's receiving copy of the Appeal.	None	5 Minutes	Client/Legal Affairs Help Desk/ ADAS III or Technical Assistants
TOTAL		PHP 300.00 (Filing Fee) plus PHP 10.00 (Legal Research Fee)¹ to Cash Division	1 hour 5 Minutes	

¹ Collection of the Legal Research Fee Pursuant to Presidential Decree No. 1856, OCA Circular No. 189-2020, November 26, 2020.

3. Filing for Motion for Reconsideration

A party adversely affected by or assailing a decision, resolution or order of the disciplining authority may file a Motion for Reconsideration within fifteen (15) days from receipt thereof, pursuant to DepEd Order 49, s. 2006 or the “Revised Rules of Procedures of the Department of Education in Administrative Cases.”

Office or Division:	Legal Division, Legal Service			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	Party adversely affected by the decision rendered by the Central Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Motion for Reconsideration (1 Original Copy and 1 Certified True Copy)		Client		
2. Copy of Decision, Resolution, or Order Assailed (1 CTC)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or via official email or through a designated email address.	1.1 Evaluate the completeness of the submitted documents. 1.2 If the submitted documents are complete, the same will be received. Otherwise, the submitted documents are returned to the client with the advice to submit the complete documents.	None	20 Minutes	Legal Affairs Helpdesk/ ADAS III or Technical Assistants
2. Receive a Client's Copy of the Motion for Reconsideration.	2.1 Received the complete documents, and return the client's receiving copy of the Motion for Reconsideration.	None	3 Minutes	Legal Affairs Helpdesk/ ADAS III or Technical Assistants
TOTAL:		None	23 Minutes	

H. National Educators Academy of the Philippines – Quality Assurance Division

1. Online Orientation for Learning Service Providers*

All interested non-DepEd Learning Service Providers (LSPs) shall attend an Online Orientation Briefing, which shall be provided by, or requested from NEAP Central Office (NEAP-CO).

Office or Division:	Quality Assurance Division – National Educators Academy of the Philippines (QAD – NEAP)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All interested non-DepEd Learning Service Providers (LSPs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Interest addressed to John Arnold Siena, Director IV, National Educators Academy of the Philippines			Learning Service Providers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Interest to NEAP Helpdesk through askneap@deped.gov.ph	1. Schedule Online Orientation Briefing for Learning Service Providers	None	20 minutes	EPS II for NEAP Helpdesk through askneap@deped.gov.ph
2. Attend Online Orientation Briefing for LSPs where Form A.1 and other documents will be accessible.	2.1 Facilitate Online Orientation Briefing for Learning Service Providers	None	1 day, 4 hours	EPS II for NEAP Helpdesk
	2.2 Sign Certificate of Participation	None	1 day	Director IV
	2.3 Release Certificate of Online Orientation Briefing for Learning Service Provider	None	10 minutes	EPS II for NEAP Helpdesk through askneap@deped.gov.ph
TOTAL:		None	2 days, 4 hours, 30 minutes	

*DepEd Order No. 001, s. 202, Item 28 states that All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP. No call for submissions was made in 2022.

2. Authorization of Learning Service Providers*

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

Office or Division	Quality Assurance Division – National Educators Academy of the Philippines (QAD – NEAP)	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government	
Who may avail:	All non-DepEd Learning Service Providers (LSPs) who have attended the Authorization and Recognition Online Orientation for Learning Service Providers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Omnibus Certification of Authenticity and Veracity of Documents		A template can be accessed during Online Orientation of LSPs
2. Copy of the Certificate of Participation from the Online Orientation		The certificate will be given after attending the Online Orientation for LSPs
3. Form A.1 LSP Authorization Application Form		The Form A.1 can be accessed during the Online Orientation of Learning Service Providers
4. Scanned Copy of Original Legal Documents <ul style="list-style-type: none"> a. for Individual/Sole Proprietorship, <ul style="list-style-type: none"> - BIR 2303 OCN - Business Permit valid within calendar year - DTI Registration - NBI Clearance valid within calendar year b. for Firm/Partnership/Corporation, <ul style="list-style-type: none"> - SEC Registration and with its date of incorporation - BIR 2303 OCN - Business Permit valid within calendar year c. for Government Institution <ul style="list-style-type: none"> - Charter or Republic Act and the date of establishment d. Foreign Entity/Firm/Association <ul style="list-style-type: none"> - A duly registered entity, firm, or association in the country/state of the applicant who intends to provide professional development - Articles of Incorporation/Partnership/ Creation or its equivalent, which includes as one of its purposes, the training, and development of professionals - Accredited CPD Provider of the country of origin 		Learning Service Providers

- Duly authenticated by the Philippine Embassy/Consulate/Legation in the country/state of the applicant and accompanied by an official English translation				
5. Scanned Copy of Curriculum Vitae of Executive Director or its equivalent		Learning Service Providers		
6. Scanned Copy of Curriculum Vitae of Officers and Resource Speakers		Learning Service Providers		
7. Scanned Copy of Curriculum Vitae of the key person involved in the financial process.		Learning Service Providers		
8. Scanned Copy of List of Employees (with their roles and responsibilities signed by the executive director or its equivalent)		Learning Service Providers		
9. Scanned Copy of 5 Completion Reports of the PD programs/courses implemented		Learning Service Providers		
10. Scanned Copy of notarized Proof of ownership/rental of LSP's Office and training facilities, or notarized Contract with training facilities partner with Pictures		Learning Service Providers		
11. Scanned Copy of 3 notarized MOA, Contracts, or any binding documents with partner organizations		Learning Service Providers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Form A.1 with the complete required attachments. All requirements shall be submitted in a pdf file.	1.1 Receives and acknowledges receipt of application through NEAP Helpdesk email (askneap) to LSP that Form A.1 with the Complete required attachments is being checked for completeness. EPS II for NEAP Helpdesk will email within 2 days about the completeness of the application for Authorization.	None	10 minutes	EPS II for Authorization
	1.2 Checks if Form A.1 with the complete required attachments has deficiencies. If deficiencies have been found in the application, LSP repeats Step 1.* If complete, Authorization Secretariat forwards	None	2 days	SEPS and EPS II for Authorization

	Form A.1 with the complete required attachments to the Authorization Evaluation Committee.			
	1.3 Selects and assigns members of the Authorization Evaluation Committee	None	1 day	SEPS and EPS II for Authorization
2. Waits for the evaluation of the application for Authorization	2.1 Evaluates Form A.1 with the complete required attachments using Form A.2 Evaluation Form for Authorization	None	2 days	Authorization Evaluation Committee (AEC)
	2.2 Deliberates Form A.2 Evaluation Form for Authorization	None	2 days	Authorization Evaluation Committee (AEC)
	2.3 Consolidates Form A.2 Evaluation Form for Authorization using Form A.3 Consolidation Form for Authorization if evaluation result is for approval while Form A.4 Recommendation Form if the evaluation declares failure of the application.	None		
	2.4 Prepares Memo with Form A.3/A.4 as an attachment to SEPS for Program Recognition Team	None	2 hours	SEPS and EPS II for Authorization
	2.5 Validates and endorses the Form A.5 with Form A.3 if application is for approval, and Form A.6 with A.4 if application is for disapproval.	None	1 day	PDO V PDO IV
3. Waits for the approval of the evaluation results for the Application for Authorization	3.1 Recommends approval of the evaluation results for the Application for Authorization.	None	2 days	Director IV

	3.2 Approves the evaluation/ results for the Application for Authorization.	None	3 days	Use for NEAP
4. Submits notarized Certificate of Undertaking	4.1 Informs LSP that the Application for Authorization is approved and is required to accomplish Affidavit of Undertaking. <i>Note: The processing time shall continue after the submission of the Notarized Certificate of Undertaking.</i>	None	10 minutes	SEPS and EPS II for Authorization
5. Waits for the release of Certificate of Authorization if successful. Notice if unsuccessful.	5.1 Prepares Certificate of Authorization if successful. Notice if unsuccessful.	None	1 hour	SEPS and EPS II for Authorization
	5.2 Signs Certificate of Authorization if successful. Notice if unsuccessful.	None	1 day	Director IV
6.1 Receives the Certificate of Authorization if successful. OR Receives Notice from NEAP, if unsuccessful. <i>If received Notice, comply with the deficiencies. (wait for the next Call for Authorization)</i>	6.1 Sends signed Certificate of Authorization if successful. Signed notice if unsuccessful. OR Informs unsuccessful application for Authorization of Learning Service Provider	None	10 minutes	SEPS and EPS II for Authorization
	TOTAL:	None	14 days, 3 hours, 30 minutes	

Note: If the Learning Service Provider (LSP) repeats Step 1 due to deficiencies in their application, the processing time of the application for Authorization shall also cease. The Authorization Secretariat shall inform the LSP thru email (NEAP Helpdesk - askneap@deped.gov.ph) regarding the deficiencies. The new processing time shall begin once the LSP resubmits the revised Form A.1 and its complete required attachments for Authorization through NEAP Helpdesk at askneap@deped.gov.ph, compliant with the deficiencies.

*DepEd Order No. 001, s. 202, Item 28 states that *All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP. No call for submissions was made in 2022.*

3. Recognition of Professional Development at the NEAP Central Office

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

Proposals of DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) shall be submitted to the NEAP-CO. Proposals by Schools Division Offices shall be submitted to their respective NEAP-RO.

Office or Division:	Quality Assurance Division – National Educators Academy of the Philippines (QAD – NEAP)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	NEAP - Authorized Learning Service Providers (LSPs) DepEd Service Providers (DSPs)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Scanned Form R.1 PD Course Recognition Application			NEAP-QAD Drive	
2. Soft copy of Learning Resources (Modules, Worksheets, Slide Deck)			Learning Service Providers	
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick’s Model - Level 2)			Learning Service Providers	
4. Soft copy of Feedback Form or end of the day evaluation (Kirk Patrick’s Model - Level 1)			Learning Service Providers	
5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator			Learning Service Providers	
6. Soft copy of Budget Estimate			Learning Service Providers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Form R.1 with the complete required attachments. All requirements shall be submitted in a pdf file.	1.1 Receives and acknowledges receipt of application through NEAP Helpdesk email (askneap) to LSP that Form R.1 (Recognition Application Form) with the required attachments is being checked for completeness. EPS II for NEAP Helpdesk will email within 3 days	None	10 minutes	EPS II for Recognition

	about the completeness of the application for Recognition.			
	1.2 Checks if Form R.1 with the complete required attachments has deficiencies. If deficiencies have been found in the application, LSP repeats Step 1.*	None	3 days	SEPS and EPS II for Recognition
	1.3 Selects and assigns specific content experts as a member of the Recognition Evaluation Committee	None	2 days	SEPS and EPS II for Recognition
2. Waits for the evaluation of the application for Recognition	2.1 Evaluates Form R.1 with the complete required attachments using Form R.2 Evaluation Form for Recognition. <i>Note: ++++Evaluation is based on the criteria stated on page 7 in DepEd Order No. 001 s. 2020</i>	None	5 days	Recognition Evaluation Committee (REC)
	2.2 Deliberates Form R.2 Evaluation Form for Recognition	None	2 days	REC
	2.3 Consolidates Form R.2 Evaluation Form for Recognition using Form R.3 Consolidation Form for Recognition if evaluation result is for approval while R.4 if application is disapproved on the first submission and first resubmission, and R.4.1 if application is disapproved on the 2nd resubmission. <i>* Note: Only 2 resubmissions of an application shall be entertained.</i>	None		REC Head
	2.4 Prepares Form R.5 if application is for approval, and	None	2 hours	SEPS and EPS II for Recognition

	Form R.6 if application is for disapproval.			
	2.5 Validates and endorses the Form R.5 with Form R.3 if application is for approval, Form R.6 with R.4.1 if application is for disapproval. Compute appropriate PD credit units for successful programs and courses.	None	1 day	PDO V PDO IV
	2.6 Validates and returns Form R.4 for communication to the concerned LSP/s	None		
3. Waits for the approval of the evaluation results for the Application for Recognition	3.1 Recommends approval of the evaluation results for the Application for Recognition	None	2 days	Director IV
	3.2 Approves the evaluation results for the Application for Recognition.	None	3 days	Use for NEAP
4. Waits for the release of Certificate of Recognition if successful. Notice if unsuccessful.	4.1 Drafts Recognition Certificate with Recognition Number (if successful) or Recognition Letter of Notice to the LSP (if unsuccessful)	None	1 hour	SEPS and EPS II for Recognition
	4.2 Signs Recognition Certificate with Recognition Number or Recognition Letter of Notice to the LSP.	None	1 day	Director IV PDO V PDO IV
5. Receives the Certificate of Recognition if successful. Notice from NEAP if unsuccessful. . <i>If received Notice, wait for the next Call for Recognition</i>	5. Sends the e-copies and hard copies of the signed Recognition Certificate with Recognition Number to the DSPs / LSPs or Recognition Letter of Notice to the LSP	None	10 minutes	SEPS and EPS II for Recognition

<i>next Call for Authorization).</i>				
TOTAL:		None	19 days, 3 hours, 20 minutes ³	

Note: If the Authorized Learning Service Provider (LSP) and DepEd Service Provider repeats Step 1 due to deficiencies on their application or failed evaluation result, the processing time of the application for Recognition shall also cease. The Recognition Secretariat shall inform the LSP thru email (NEAP Helpdesk - askneap@deped.gov.ph) regarding the result, which contains evaluation findings and the notice on the extension of the evaluation cycle. The new processing time shall begin once the LSP resubmits the revised application for Recognition through NEAP Helpdesk at askneap@deped.gov.ph, compliant with the findings of the initial evaluation results.

*DepEd Order No. 001, s. 202, Item 28 states that *All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP.* No call for submissions was made in 2022.

³ The National Educators Academy of the Philippines (NEAP) is committed to the professional growth and lifelong learning of its teachers and school leaders. The quality of professional development programs and courses shall be assured through a Recognition System that requires alignment to professional standards for teachers and school leaders, responsiveness to identified professional development priorities, promotion of dynamism, innovation and application at the classroom level, and transparency and consistency.

Hence, the evaluation is not a ministerial function. It does not simply look at the presence or absence of a document but requires a closer examination of the details of the documents. It necessitates appropriate knowledge and skills across different contents as well as leadership and managerial concepts to undertake Authorization and Recognition processes. Evaluation of programs in particular requires domain knowledge as well as knowledge and understanding of PD program/course design and development.

I. Office of the Secretary

1. External Document Service

This service covers the processing of documents addressed to the Office of the Secretary.

Office or Division:	Office of the Secretary			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 Copy)		Client		
2. Invitation (1 Copy)				
3. Memorandum of Agreement (MOA, MOU) (1 Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements to the Records Division	1.1. Receive documents addressed to the Secretary and transmit to OSEC	None	1 day	Records Division
	1.2. Receive and encode request to Document tracking System and scan attached documents forwarded to Policy Operation Unit			OSEC-Records Keeping Management Unit
	1.3. Review request details	None	1 day	OSEC - Policy Operation unit
	1.4. Receive Invitation - for calendar of Secretary	None	1 day	OSEC - Direct Support Staff Unit
	1.5. Route field request to concerned offices	None	1 day	ExeCom Office, SDO/RO/CO
TOTAL:		None	2 days	

J. Public Affairs Service – Public Assistance Action Center

1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA)

The Department recognizes concerns and complaints of its clients for the improvement of its services. These can be submitted through the official email address (action@deped.gov.ph), hotline 8888, and through referrals from other government agencies such as CSC, PCC, and ARTA.

Office or Division:	Public Assistance Action Center			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details of the concern: <ul style="list-style-type: none"> • school's exact name and location • name and position of the person/s involved • any documents or evidence, • specific DepEd programs, projects, and/or activities (PPAs) needing further clarifications (case-to-case) 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern/ complaint through action@deped.gov.ph	1.1. Read and review client's concern/s (queries, complaints, requests for assistance, suggestions) through email	None	5 minutes	AdAs / AO / Technical Staff
2. Send reply to action@deped.gov.ph	2.1. Clarify the concern/s in terms of information completeness (location, person being complained of, client's details)	None	2 days	

	2.2. Prepare appropriate Request for Action (RFA) form/s and forward to concerned offices	None	10 minutes	AdAs / AO Technical Staff
	2.3. Monitor the response/ action taken through email and/or phone call	None	1 day	
3. Receive feedback or update regarding the concern/ complaint	3.1. Receive the response/ action taken from the concerned DepEd Offices and update the database	None	5 minutes	
TOTAL:		None	3 days, 20 minutes	

2. Hotline and Walk-in Facilities

The Department recognizes the concerns and complaints of its clients for the improvement of its services. These can be submitted through the official hotline 8888, and through personal submission at the walk-in facilities of the Department.

Office or Division:	Public Assistance Action Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PAAC Form 1 (1 copy)		PAAC Office		
2. Complete details of the concern, e.g. <ul style="list-style-type: none"> school's exact name and location name and position of the person/s involved any document or evidence specific program, project, and/or activity needing further clarification 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call/visit PAAC, fill out PAAC Form 1	1.1 Provide PACC Form 1/ note down client concern	None	3 minutes	AdAs / AO / Technical Staff
2. Discuss concern/s	2.1. Ask for further details of concern/s	None	10 minutes	
3. Receive feedback on the concern	3.1 Facilitate the concern through DepEd Issuances/ Policies as bases and/or endorse to concerned DepEd Office	None	15 minutes	
	3.2 End the transaction, encode the concern on database	None	2 minutes	
TOTAL:		None	30 minutes	

3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online

Government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy – privacy and matters of national security, divided into:

- Standard through walk-in facility and action@deped.gov.ph
- Online through the electronic Freedom of Information (eFOI)

Office or Division:	Public Assistance Action Center			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request letter (1 copy)		Client		
2. Filled-out FOI request form (1 copy)		PAAC		
3. Abstract of the study		Client		
4. Government-Issues/Valid ID (1 Photocopy)		Concerned government agency/ies, school, organization		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete FOI requirements	1.1 Receive and check the submitted FOI requirements	None	5 minutes	AdAs / AO / Technical Staff
2. Fill-out the FOI request form and submit to personnel in-charge	2.1. Provide generic reply / refer to the concerned DepEd Office/s and encode the concern on the database	None	10 minutes	
3. Accept receiving copy / acknowledge email	3.1 Prepare Request for Action (RFA) forms and forward to concerned office	None	5 minutes	
	3.2. Monitor the status of the request	None	3 days	
	3.3 Receive response/ action taken and update the database	None	5 minutes	
4. Receive requested document	4.1. Release requested document to the client	None	20 minutes	
	TOTAL	None	3 days, 50 minutes	

K. Public Affairs Service – Publications Division

1. Issuance of Advisory

An Advisory announces the conduct of programs, projects, and activities requested by individuals and organizations external to DepEd. However, in compliance with DO 28, s. 2001 and DO 8, s. 2013, an Advisory is issued not for endorsement but only for the information of DepEd officials and personnel, as well as the general public. Note that the Publications Division only receives and screen the documents submitted and forwards these to the appropriate DepEd CO unit for final evaluation. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Government agencies, private organizations, general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client		
2. General Information of the Company/Association		Client		
3. SEC Registration/CSC Accreditation/BIR Registration/ Certification from the Dean's Office		SEC/CSC/BIR/Dean's Office for school organizations		
4. Program, Project, Activity (PPA)Profile		Client		
5. Three-Year Development Plan		Client		
6. End of Activity and Summary of Evaluation Report – if similar activity has been conducted before		Client		
7. For Movie/Stage Play: -MTRCB Approval Rating (forMovie) -E-copy of the movie -Synopsis of the story -Rationale of the play that links to the curriculum -Cast of Characters		MTRCB Client		
8. Other Documents as may be required by the reviewing DepEd CO unit, e.g., activity matrix, detailed description of the activity if registration fee will be charged		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email requirements	1.1 Acknowledge request via email and check attachments	None	2 hours	TA / AO / AA

	1.2 Log request on tracker, assign tracking number and task, check documents using Screening Form	None	3 hours	TA / AO
	1.3 Draft letter of compliance/regret depending on submitted requirements, route to Office of the Undersecretary for Field Operations for signature	None	2 days	TA / AO / AA
	1.4 Forward letter to client	None	2 hours upon receipt of signed letter	TA / AO / AA
2. Receive letter, submit additional requirements as applicable. Note that the time waiting for the client to submit document/s is not included in the processing time.	2.1 Review submitted documents using Form 1A, route to reviewing DepEd CO unit	None	2 hours	TA / AO / AA
	2.2 If reviewing unit requests additional requirements, inform client via email. Upon receipt of documents, fill out Form 1B and return to reviewing unit	None	2 hours	TA / AO / AA
	2.3 Evaluate request based on submitted documents	None	10 days	Reviewing DepEd CO unit
	2.4 Draft Advisory upon receipt of evaluation results	None	1 day	TA / AO / AA
	2.5 Edit Advisory	None	4 hours	AO V SAO
	2.6 Recommend/endorse draft for approval	None	1 day	CAO Director IV
	2.7 Approve Advisory	None	3 days	Office of the Undersecretary for Field Operations
	2.8 Assign number to approved Advisory	None	1 hour	TA / AO / AA

	2.9 Quality check and upload Advisory on the DepEd website	None	2 hours	AO
	2.10 File and archive	None	1 hour	TA / AO / AA
3. Receive update on request and answer Feedback Form	3.1 Inform client that request has been completed, send Client Feedback Form	None	10 minutes	TA / AO / AA
TOTAL:		None	19 days, 3 hours, 10 minutes	

2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary

DepEd-wide or nationwide official issuances are released by the DepEd Central Office to help make the DepEd community and its clients make informed decisions and take appropriate action on education-related matters. A DepEd Memorandum (DM) disseminates instructions, information or related matters including creation of committees, announcement of celebrations, conferences/seminars, and reiteration of regulations or laws issued by DepEd. On the other hand, a DepEd Order contains policies promulgated by the Central Office and is usually long term in nature unless rescinded or amended by another DO. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Government agencies, partner institutions, DepEd CO
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter request (external clients) or Routing Slip for DM/DO (CO clients only)	Client Requesting office
2. Draft DM/DO and Enclosure (if applicable)	Requesting office
3. DepEd Memorandum Evaluation Form (DMEF)/Policy Proposal Request Form (PPRF) (CO clients only)	Planning Service-Policy Research Development Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email complete requirements	1.1 Acknowledge request via email	None	15 minutes	TA / AO / AA
	1.2 Log request on tracker, assign tracking number and task	None	20 minutes	TA / AO
	1.3 Draft/reformat, proofread issuance	None	1 day	TA / AO / AA
	1.4 Edit issuance	None	1 day	AO V SAO
	1.5 Review issuance	None	2 days	CAO
	1.6 Recommend approval	None	3 hours	Director IV
	1.7 Return issuance for further checking	None	1 day	Requesting office (Director/Usec/ ASec)
	1.8 Forward endorsed issuance to OSEC	None	1 hour	CAO
	1.9 Review and approve issuance	None	14 days	OSEC
	1.10 Document authentication and quality check	None	1 hour	OSEC CAO
	1.11 Upload approved issuance on the DepEd website	None	1 hour	AO
	1.12 Update Perpetual Index	None	10 minutes	AA
	1.13 File, release, and archive hardcopy	None	10 minutes	TA / AO / AA
2. Receive update on request and answer Feedback Form	2.1 Inform client that request has been completed, send Client Feedback Form	None	10 minutes	Assigned staff
	2.2 File hard copy of issuance with the UP-ONAR	None	At least once per quarter	CAO Assigned staff
TOTAL:		None	19 days, 7 hours, 35 minutes	

3. Provision of Copies of DepEd Issuances

This service covers the processing of requests for copies of issuances not available on the DepEd website.

Office or Division:	Public Affairs Service-Publications Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/email		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for copy of issuance	1.1 Acknowledge request via email/stamp receiving copy of letter	None	1 hour	TA / AO / AA
	1.2 Locate copy of requested issuance and download/print	None	2 days	TA / AO / AA
2. Receive requested issuance and answer Feedback Form	2.1 Provide requested issuance (email/hard copy) and Feedback Form to client	None	10 minutes	TA / AO / AA
TOTAL:		None	2 days, 1 hour, 10minutes	

L. Records Division

1. Issuance of Requested Documents

Clients may request the issuance of the following documents that originated from the DepEd Central Office (CO) and that are in the custody of the Records Division by visiting the CO:

- **Original Documents**
- **Certified True Copy (CTC)**
- **Photocopy**

Office or Division:	Records Division			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1 Copy) Request Slip			Records Division	
2. One (1) original and one (1) photocopy of valid ID			Client/s	
<ul style="list-style-type: none"> • Additional for authorized representative <ol style="list-style-type: none"> 1. One (1) original copy of authorization letter 2. One (1) original ID of authorizing person 3. One (1) original ID of authorized person 			Authorized Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and check the submitted requirements	None	2 minutes	Administrative Assistant / Officer
	1.2. Search from Records file and verify the requested document; advise client of next steps	None	1 day	
	1.3. Review, verify, indicate action to be taken in the request slip and recommend for approval.	None	26 minutes	Administrative Officer
	1.4. Approve and release the requested documents and Request Slip	None	3 minutes	CAO
	1.5. Prepared the requested documents. <ul style="list-style-type: none"> • Original copy - stamp released with control numbers • Photocopy the request documents • Certified true copy-photocopy and stamp certified true copy. 	None	30 minutes	Administrative Assistant / Officer
2. Receive requested document	2.1 Release the requested document/s	None	2 minutes	Administrative Assistant / Officer
TOTAL:		None	1 day and 1 hour	

2. Issuance of Requested Document (ONLINE)

In consideration of clients unable to make walk-in requests, issuance of scan copy documents that originated from the Central Office and are in custody of the Records Division may be requested via the following channels:

- **Google Form**
- **Email**

Office or Division:	Records Division	
Classification:	Simple	
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)	
Who may avail:	<ul style="list-style-type: none"> • Via email - All • Via Google Form - Current DepEd employees in (Schools, Schools Division Offices (SDOs), Regional Offices (ROs) and the Central Office (CO) with DepEd email address 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>For requests via email:</p> <ol style="list-style-type: none"> 1. Email containing complete details of the specific document requested, e.g. <ul style="list-style-type: none"> • Subject matter of document • Types of document • date of issuance • date of document • full name of requesting person • reason for request • Request for Legal and Personnel Documents as.rd.legal@deped.gov.ph as.rd@deped.gov.ph • Request for other documents as.rd.mics@deped.gov.ph <ol style="list-style-type: none"> 2. Copy of ID of requesting person <p>Additional for authorized representative:</p> <ol style="list-style-type: none"> 1. Copy of Authorization letter 2. Copy of ID of authorize representative 		Requesting Person/Authorized Representative
<p>For requests via Google Form:</p> <ol style="list-style-type: none"> 1. Completely filled out Google Form using an active DepEd email address 		Requesting Person/Authorized Representative

<ul style="list-style-type: none"> • Request for Legal and Personnel Documents https://bit.ly/ORF-LegalandPersonnelFiles • Request for other documents - https://bit.ly/ORFGeneralFiles <p>2. Copy of ID of requesting person</p> <p>Additional for authorized representative:</p> <ol style="list-style-type: none"> 1. Copy of Authorization letter 2. Copy of ID of authorized representative 				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email or Google Form:	1.1. Check the submitted requirements and acknowledge receipt of request; request for additional information or requirements as applicable	None	4 minutes	Administrative Assistant / Officer
	1.2. Process request: <ul style="list-style-type: none"> • search from Records file • verify requested document. • fill-out and print the Records Division Action Form (RDAF) 	None	2 days, 6 hours, 40 minutes	Administrative Assistant / Officer
	1.3. Review and recommend approval of requested document/s and RDAF	None	5 minutes	Administrative Officer
	1.4. Approve the requested document/s and RDAF	None	5 minutes	Chief Administrative Officer
	1.5. Scan the requested documents and the RDAF	None	10 minutes	Administrative Assistant / Officer
2. Receive the requested document	2.1. Email the requested scanned copy of documents and RDAF	None	4 minutes	Administrative Assistant / Officer
TOTAL:		None	2 days, 8 hours and 44 minutes	

3. Issuance of Requested Documents – walk-in

Clients may request the issuance of the following documents that originated from the DepEd Central Office (CO) and that are in the custody of the Records Division by visiting the CO.

- Original Documents
- Certified True Copy (CTC)
- Photocopy

Office or Division:		Records Division		
Classification:		Simple		
Type of Transaction:		Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1 Copy) Request Slip		Records Division		
2. One (1) original and one (1) photocopy of valid ID		Client/s		
<ul style="list-style-type: none"> • Additional requirement for authorized representative <ol style="list-style-type: none"> 1. One (1) original copy of authorization letter 2. One (1) original ID of authorizing person 3. One (1) original ID of authorized person 		Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and check the submitted requirements	None	2 minutes	Administrative Assistant / Administrative Officer (AdAs / AO)
	1.2. Search from Records file and verify the requested document; advise client of next steps	None	1 day	
	1.3. Review, verify, indicate action to be taken in the request slip and recommend for approval	None	26 minutes	AO
	1.4. Approve and release the requested documents and Request Slip	None	3 minutes	Chief Administrative Officer
	1.5. Prepare the requested documents. Original copy - stamp released with control numbers Photocopy requested documents CTC - photocopy and stamp CTC	None	30 minutes	AdAs/AO
2. Receive the requested document	2.1 Release the requested document/s	None	2 minutes	AdAs/AO
TOTAL		None	1 day and 1 hour	

4. Issuance of Requested Documents – online

In consideration of clients unable to make walk-in requests, issuance of scan copy documents that originated from the Central Office and are in custody of the Records Division may be requested via the following channels:

- Google Form
- Email

Office or Division:	Records Division
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	<ul style="list-style-type: none"> • Via email - All • Via Google Form - Current DepEd employees in (Schools, Schools Division Offices (SDOs), Regional Offices (ROs) and the Central Office (CO) with DepEd email address
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>For requests via email:</p> <ol style="list-style-type: none"> 1. Email containing complete details of the specific document requested, e.g. <ul style="list-style-type: none"> • Subject matter of document • Types of document • date of issuance • date of document • full name of requesting person • reason for request • Request for Legal and Personnel Documents as.rd.legal@deped.gov.ph as.rd@deped.gov.ph • Request for other documents as.rd.mics@deped.gov.ph <ol style="list-style-type: none"> 2. Copy of ID of requesting person <p>Additional for authorized representative:</p> <ol style="list-style-type: none"> 3. Copy of Authorization letter 4. Copy of ID of authorized representative 	<p>Requesting Person/Authorized Representative</p>
<p>For requests via Google Form:</p> <ol style="list-style-type: none"> 1. Completely filled out Google Form using an active 	<p>Requesting Person/Authorized Representative</p>

<p>DepEd email address</p> <ul style="list-style-type: none"> Request for Legal and Personnel Documents https://bit.ly/ORF-LegalandPersonnelFiles Request for other documents - https://bit.ly/ORFGeneralFiles <p>2. Copy of ID of requesting person</p> <p>Additional for authorized representative:</p> <p>3. Copy of Authorization letter</p> <p>4. Copy of ID of authorized representative</p>	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request via email or Google Form	1.1 Check the submitted requirements and acknowledge receipt of request; request for additional information or requirements as applicable	None	4 minutes	Administrative Assistant / Administrative Officer (AdAs / AO)
	1.2 Process request: search from Records file verify requested document. fill-out and print the Records Division Action Form (RDAF	None	2 days, 6 hours, 40 minutes	AdAs / AO
	1.3. Review and recommend approval of requested document/s and RDAF	None	5 minutes	AO
	1.4. Approve the requested document/s and RDAF	None	5 minutes	CAO
	1.5. Scan the requested documents and the RDAF	None	10 minutes	AdAs / AO
2. Receive the requested document	2.1. Email the requested scanned copy of documents and RDAF	None	4 minutes	AdAs/AO
TOTAL		None	2 days, 8 hours, and 44 minutes	

Central Office
Internal Services

A. Accounting Division

1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)

All big-ticket items, supplies, materials, equipment, and motor vehicles which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 	Proponent

Accounting Services are applicable to Central, Region and Schools Division Offices.

<p>9184 which includes a complete technical description of the equipment and accessories, scope of works, if applicable</p> <ul style="list-style-type: none"> • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 2 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	
<p>2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184</p>	<p>Proponent</p>

2.5. Minutes of pre-procurement conference for project costing 2 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Post Qualification Evaluation Report	Proponent
2.8. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.9. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184	Proponent
2.10. Approved request for purchase or requisition of supplies, materials and equipment	Proponent
2.11. Additional documents required to be submitted 5 days upon execution of contract: <ul style="list-style-type: none"> • Certificate of Exclusive Distributorship, if applicable • Samples and brochures/photographs, if applicable • For imported items: <ul style="list-style-type: none"> - Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details - Home Consumption Value of the items - Breakdown of the expenses incurred in the Importation 	Proponent
2.12. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer, and indicating receipt by the proper agency official of items delivered	Proponent
2.13. Results of Test Analysis, if applicable	Proponent
2.14. Tax receipts from the Bureau of Customs or the BIR	Proponent
2.15. Duly approved Inspection and Acceptance Report prepared by the Department property inspector	Proponent
2.16. For equipment, Property Acknowledgement Report	Proponent
2.17. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance	Proponent

2.18. Request for purchase of supplies, materials, and equipment	Proponent
2.19. In case of motor vehicles, authority to purchase from Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided	Proponent
2.20. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Modes	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	Proponent

3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5. Duly approved Inspection and acceptance report	Proponent
3.6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted within 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	Proponent
b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
c. Other documents peculiar to the contract and/or to the mode of	Proponent

procurement and considered necessary in the auditorial review and in the technical evaluation thereof	
d. Bid security (required under Section 5.4 IRR-A RA No. 9184)	Proponent
3.10. Additional Requirements for <i>Direct Contracting</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of letter to selected manufacturer/supplier/ distributor to submit a price quotation and conditions of sale • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	Proponent
b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.11. Additional Requirements for <i>Repeat Order</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled 	Proponent

with all the requirements under the original contract	
3.12. Additional Requirements for <i>Shopping</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable manufacturers/suppliers/ distributors • Abstract of canvass 	Proponent
3.13. Additional Requirements for <i>Negotiated Procurement</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	Proponent
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	Proponent
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation 	Proponent

<p>still fails, invitation to at least three eligible contractors</p> <ul style="list-style-type: none"> • Approval to negotiate contract for projects under exceptional cases 	
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	Proponent
<p>3.14. Additional Requirements for Advance Payment</p>	
<p>a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee</p>	Supplier
<p>b. Request for Payment</p>	Supplier
<p>c. Bank details</p>	Supplier
<p>d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	Proponent
<p>e. Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012)</p>	BAC
<p>4. Release of Retention Fee</p>	
<p>4.1. SBLC/Bank Guaranty - for retention fee substitution</p>	Supplier
<p>4.2. Request for Payment</p>	Supplier
<p>4.3. Bank details</p>	Supplier
<p>4.4. Certification from the End User that the project is completed and inspected</p>	Proponent
<p>4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)</p>	Proponent
<p><i>Such other pertinent supporting documents as required by the nature of expense such as but not limited to:</i></p>	
<ul style="list-style-type: none"> • Billing Statements/Statement of Account 	Supplier

• Plans and Specifications (bidding documents, SCC, GCC)	Proponent			
• Inspection & Acceptance Reports	Proponent			
• Letter Request for Payment (progress billing, Retention, etc)	Supplier			
• Bank Certificate - Valid Account no. Bank details for LDDAP-ADA	Supplier			
• Sales Invoices/Delivery Receipts	Supplier			
• Photographs / Picture of Accomplishment	Supplier			
• Summary of DRs/IARs	Supplier/Proponent			
• Delivery/Acceptance Receipts	Proponent			
• Computation of Applicable Liquidated Damages	Proponent			
• Bid Allocation List	Proponent			
• Training Checklist	Proponent			
• Approved Request for Re-Allocation, if any	Proponent			
• Approved Extension, if any	Proponent			
• Approved Variation/Change Order, if any	Proponent			
• Performance Bond / Copy of Transmittal Letter to Cash Division	Proponent			
• Certificate of Acceptance	Proponent			
• Certificate of Completion of Deliveries (from CO)	Proponent			
• Certificate of Final Acceptance (From CO)	Proponent			
• Certificate of Acceptance (Division Office/RO)	Proponent			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Staff & Receiving Staff
	1.1. Review of documentation requirements	None	56 days	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff

	<p>1.3. Final Review of DV and Supporting Documents</p> <p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>	None	2 days and 4 hours	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	60 days	

*Note: For transactions on CO, the entire turnaround time for big ticket items will be 60 days as agreed on the QMS. These are the centrally procured projects directly delivered to Schools, DO, RO (Textbooks, DepEd Computerization Program, Technical Vocational Livelihood, Science and Mathematics Equipment).

2. Processing of Disbursement Vouchers – Consultancy

Services of consultants may be engaged by any procuring entity for agency projects or related activities of such magnitude as would require a level of expertise beyond the optimum in-house capacity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A& box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening 	Proponent

<ul style="list-style-type: none"> • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 which includes a complete technical description of the equipment and accessories, scope of works, if applicable • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract • Detailed Breakdown of the Contract Cost including detailed breakdown of estimates and/or 	
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<ul style="list-style-type: none"> - schedule of basic rates certified by the consultant with a sworn statement; - derivation of the billing factor/multiplier certified by the consultant with a sworn statement; - detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 1 million or 4 months and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	Proponent
<p>2.4. Documentary requirements under Section 25.2c of the Revised IRR of RA No. 9184</p>	Proponent
<p>2.5. Minutes of pre-procurement conference for project costing 1 million and above</p>	Proponent
<p>2.6. Bid Evaluation Report</p>	Proponent
<p>2.7. Ranking of short-listed bidders</p>	Proponent
<p>2.8. Post Qualification Evaluation Report</p>	Proponent
<p>2.9. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS</p>	Proponent
<p>2.10. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of</p>	Proponent

the Revised IRR of RA 9184	
<p>2.11. Additional documents required to be submitted 5 days upon execution of contract:</p> <ul style="list-style-type: none"> • If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables • Copy of the approved manning schedule indicating the named and positions of the consultants and staff and the extent of their participation in the project • Copy of the curriculum Vitae of the consultant and staff 	Proponent
2.12. Letter request for payment from the consultant	Proponent
2.13. Approved consultancy progress/final reports, and/or output required under the contract	Proponent
2.14. Progress/Final Billing	Proponent
2.15. Contract of infrastructure projects subject of Project Management Consultancy Services	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Mode	

<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	Proponent
3.2. Approved Procurement Plan	Proponent
3.3. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.4. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.5. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.6. Additional Requirements for Limited Source Bidding	

<p>a. Specific requirements to be submitted within 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	<p>Proponent</p>
<p>b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184</p>	<p>Proponent</p>
<p>c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	<p>Proponent</p>
<p>d. Bid security (required under Section 5.4 IRR-A RA No. 9184)</p>	<p>Proponent</p>
<p>3.7. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract</p>	<p>Proponent</p>

<p>and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	
<p>b.Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency’s offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	Proponent
<p>c.Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d.Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors 	Proponent

<ul style="list-style-type: none"> • Approval to negotiate contract for projects under exceptional cases 				
e. Additional requirements in case of small value procurement: <ul style="list-style-type: none"> • Letter/invitation to submit proposals 		Proponent		
f. Additional requirements for adjacent or contiguous projects: <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 		Proponent		
<i>Such other pertinent supporting documents as required by the nature of expense such as but not limited to:</i>				
<ul style="list-style-type: none"> • Approved authority to hire 		Proponent		
<ul style="list-style-type: none"> • Duly approved accomplishment for the scope of payment 		Supplier/Proponent		
<ul style="list-style-type: none"> • PhilGEPS registration for first payment 		Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward	None	4 hours	Designated Staff & Receiving Staff

	Disbursement Vouchers (DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	TOTAL:	None	7 days	

3. Processing of Disbursement Vouchers - Infrastructure

Appropriations authorized under the GAA for the construction of buildings shall be implemented only in accordance with the appropriate standards and specification as prescribed by the DPWH or other appropriate government agencies, as the case maybe.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening 	Proponent

<ul style="list-style-type: none"> • Bidding Documents enumerated under Section 17.1 of the Revised IRR of RA 9184 which includes a complete set of approved plans/drawings and technical specifications • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost including detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump/sum/lot 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 5 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	Proponent
<p>2.4. Documentary requirements under Sections 23.1 and 25.2b of the Revised IRR of RA No. 9184</p>	Proponent
<p>2.5. Minutes of pre-procurement conference for project costing 5 million and above</p>	Proponent
<p>2.6. Bid Evaluation Report</p>	Proponent
<p>2.7. Post Qualification Evaluation Report</p>	Proponent
<p>2.8. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS</p>	Proponent
<p>2.9. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184</p>	Proponent

2.10. Approved request for purchase or requisition of supplies, materials, and equipment	Proponent
<p>2.11. Additional documentary requirements common to all infrastructure transactions:</p> <ul style="list-style-type: none"> • Letter request from contractors for advance/progress/final payment or for substitution in case of release of retention money • <i>Common to progress/final payment</i> <ul style="list-style-type: none"> - Statement of work accomplished/progress billing - Inspection report by the agency's authorized Engineer - Result of test analysis, if applicable - Statement of time elapsed - Monthly certificate of payment - Contractor's affidavit on payment of laborers and materials - Pictures, before, during and after construction of items of work especially the embedded items - Photocopy of vouchers of all previous payments Certificate of completion 	Proponent
2.12 Additional Requirements for <i>Advance Payment</i>	
a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee	Supplier
b. Request for Payment	Supplier
c. Bank details	Supplier
d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
e. Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012)	BAC
2.13. Additional Requirements for <i>Variation Order / Change Order / Extra Work Order</i>	

a. Copy of approved changeorder/extra work order	Supplier
b. Copy of approved original plans indicating the affected portion/s of the project and duly revised plans and specifications, if applicable, indicating the changes made which shall be color coded	Supplier
<p>c. Copy of the agency's report establishing the necessity/justification/s for the need of such CO and or EWO which shall include:</p> <ul style="list-style-type: none"> • the computation as to the quantities of the additional works involved per item indicating the specific stations where such works are needed • the date of inspection conducted and the results of such inspection • a detailed estimate of the unit cost of such items of work for new unit costs including those expressed in in volume/area/length-sum/lot 	Supplier
d. Copy of the approved/revised PERT/CPM network diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period and the corresponding detailed computations for the additional/deductive time for the subject changeorder/extra work order	Supplier
e. Copy of the approved detailed breakdown of contract cost for the variation order	Supplier

f. Copy of the COA technical evaluation report for the original contract	Supplier
g. If the variation order to be reviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, it not yet reviewed, otherwise, copy of the COA technical evaluation report for the previously approved variation orders	Supplier
h. Additional performance security in the prescribed form and amount if variation order exceeds 10 percent of the original contract cost	Supplier
i. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
2.14. Additional Documentary Requirements for <i>Progress Payment</i>	
a. Contractor may submit a statement of work accomplished (SWA) or progress billing (note: the SWA should show the amounts which the contractor considers itself to be entitled to, up to the end of the month, to cover the cumulative value of the works executed to date based on the items in the Bill of Qualities and adjustments made for approved variation order executed	Supplier
b. Request for progress payment for work accomplished	Supplier

2.15. Additional Documentary Requirements for <i>Final Payment</i>	
a.As-built plans	Supplier
b.Clearance from the provincial treasurer that the corresponding sand and gravel fees have been paid	Supplier
c. Copy of turn over documents/transfer of project and facilities to concerned government agency	Supplier
2.16. Additional Documentary Requirements for <i>Release of Retention Fee</i>	
a.Any security in the form of cash, bank guarantee, irrevocable standby letter of credit form commercial bank, GSIS or surety nond callable on demand	Supplier
b.Request for Payment	Supplier
c. Certification from the End User that the project is completed and inspected	Proponent
d.Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent
3. Basic Requirements for All Purchases Under Procurement Through Alternative Modes	
3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001 dated February 12, 2009: <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the 	Proponent

<p>PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement</p> <ul style="list-style-type: none"> • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5. Duly signed Inspection and acceptance report	Proponent

<p>3.6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC</p>	<p>Proponent</p>
<p>3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs</p>	<p>Proponent</p>
<p>3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree</p>	<p>Proponent</p>
<p>3.9. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (<i>in case of two failed biddings, emergency cases, take-over of contract and small value procurement</i>):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	<p>Proponent</p>
<p>b. In case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation 	<p>Proponent</p>

<ul style="list-style-type: none"> • Eligibility documents in case of infrastructure projects 	
<p>c. In emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. In case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	Proponent
<p>e. In case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. For adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	Proponent
<p><i>Such other pertinent supporting documents as required by the nature of expense</i></p>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Staff & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	Total	None	7 days	

4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)

All general support services, except consulting services and infrastructure projects, which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening 	Proponent

<ul style="list-style-type: none"> • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost indicating cost and dates of acquisition of the equipment, quantities and cost of materials, spare parts and supplies furnished by the contractor for 	
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janitorial/security/maintenance services	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 2 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	Proponent
2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stages of the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Proponent
2.10. Accomplishment Report	Proponent
2.11. Request for payment	Proponent
2.12. Contractor's Bill	Proponent
2.13. Certificate of Acceptance	Proponent
2.14. Record of Attendance/Service	Proponent
2.15. Proof of remittance to concerned government	Proponent

agency and/or GOCCs (BIR, SSS, Pag-IBIG)	
2.16. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review in the technical evaluation thereof	Proponent
2.17. Additional documents required to be submitted 5 days upon execution of contract: For Janitorial/security/maintenance services: <ul style="list-style-type: none"> • Appropriate approved documents indicating the following: <ul style="list-style-type: none"> - Number of personnel involved and their corresponding rates/salary - Schedule of work and places of assignment or station/visits indicating among others, the number of hours per visit - Type and number of equipment to be served (in case of visitorial maintenance service) • Group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate • <i>For janitorial services only:</i> <ul style="list-style-type: none"> - Scaled floor plans of the building and other area/s covered by the service contract (for janitorial services) • <i>For security service contract only:</i> <ul style="list-style-type: none"> - Approved documents indicating the minimum requirements of the Agency on the number of security personnel to be involved in the project 	Proponent

<ul style="list-style-type: none"> - Population of the agency where the services are rendered • <i>For maintenance service contracts:</i> <ul style="list-style-type: none"> - Detailed description of the maintenance services to be rendered or activities to be performed <p>For Garbage Collection and Disposal:</p> <ul style="list-style-type: none"> • Complete description/ specification and number of units of dump trucks to be used • Complete descriptions/ specifications and number of units of all other equipment to be rented/used • Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment, whether per trip or package deal; and other relevant condition • Designated dumpsite/location of dumpsite (if provided in a separate document) • Measurement in kilometers of the total distance covered by one complete route for all the required routes to be traveled • Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basis for such estimates • In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic triptype of contract 	
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<p>For forwarding/shipping/hauling contract:</p> <ul style="list-style-type: none"> • Type/kind and technical description of the mode of transportation used • Point of origin and destination including the estimated distance/s if transported by land • Estimated weight and volume of cargoes involved 	
<p>3. Basic Requirements for All Types of Procurement Through Alternative Modes</p>	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement 	<p>Proponent</p>

<ul style="list-style-type: none"> • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Duly approved Inspection and acceptance report	Proponent
3.5. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.6. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.7. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.8. Additional Requirements for Repeat Order	
a. Specific requirements to be submitted w/in 5 days from the execution of the contract:	Proponent

<ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has complied with all the requirements under the original contract 	
<p>3.9. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (<i>in case of two failed biddings, emergency cases, take-over of contract and small value procurement</i>):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	Proponent
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers, contractors or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	Proponent
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the 	Proponent

necessity of purchase	
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<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	<p>Proponent</p>
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	<p>Proponent</p>
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar scope of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	<p>Proponent</p>
<p>3.10. Additional Requirements for Advance Payment</p>	
<p>a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee</p>	<p>Supplier</p>
<p>b. Request for Payment</p>	<p>Supplier</p>

c. Bank details	Supplier			
d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent			
e. Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012)	BAC			
4. Release of Retention Fee				
4.1. SBLC/Bank Guaranty - for retention fee substitution	Supplier			
4.2. Request for Payment	Supplier			
4.3. Bank details	Supplier			
4.4. Certification from the End User that the project is completed and inspected	Proponent			
4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent			
<i>Such other pertinent supporting documents as required by the nature of expense such as but not limited to:</i>				
<ul style="list-style-type: none"> • DTR and Summary of DTR 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and login the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff

	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

5. Processing of Disbursement Vouchers – Rental Contract

Rental services for buildings, offices, equipment or other related property that are paid in rent which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening • Bidding Documents enumerated under Section 	Proponent

<p>17.1 of Revised IRR of RA 9184</p> <ul style="list-style-type: none"> • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 2 million and above) 	<p>Proponent</p>

<ul style="list-style-type: none"> • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	
2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stages of the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Proponent
2.10. List of prevailing comparable property within the vicinity	Proponent
2.11. Vicinity map	Proponent
2.12. Request for payment	Proponent
2.13. Bill/Invoices	Proponent
2.14. Certificate of occupancy (space/Building)	Proponent
2.15. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
2.16. Additional documents required to be submitted 5 days upon execution of contract:	Proponent

<p>For privately-owned office/building:</p> <ul style="list-style-type: none"> • Complete copy of the building floor plans indicating in shaded colors the rentable space • Copy of the certificate of occupancy of the building or appropriate approved documents showing the date the building was constructed or age of the building • Complete description of the building as to type, kind and class including its component parts and equipment facilities such as but not limited to areas, elevators, air-conditioning systems, firefighting equipment etc. • Copy of master deed of declaration and restrictions in case of lease/rental of office condominiums <p>For equipment rental/lease/purchase contract:</p> <ul style="list-style-type: none"> • Agency evaluation of equipment utilization • Pertinent data of area of operation 	
<p>3. Basic Requirements for All Types of Procurement Through Alternative Modes</p>	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of 	<p>Proponent</p>

<p>price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement</p> <ul style="list-style-type: none"> • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
<p>3.2. Approved Procurement Plan</p>	<p>Proponent</p>
<p>3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities</p>	<p>Proponent</p>
<p>3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered</p>	<p>Proponent</p>

3.5. Duly approved Inspection and acceptance report	Proponent
3.6. Approval by the HOPE on the use of the alternative methods of procurement	Proponent
3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for Limited Source Bidding	
a. Specific requirements to be submitted w/in 5 days from the execution of the contract: <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers appearing in the pre-selected list of suppliers with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	Proponent
b. Documentary requirements under Section 25.2b of the Revised IRR of RA No. 9184	Proponent
c. Bid Security	Proponent
d. Other documents peculiar to the contract and/or to the mode of procurement and	Proponent

considered necessary in the auditorial review and in the technical evaluation thereof	
3.10. Additional Requirements for <i>Direct Contracting</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of letter to selected supplier to submit price quotation and conditions of sale • Certificate that the supplier has complied with all the requirements under the original contract 	Proponent
<p>b. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	Proponent
3.11. Additional Requirements for <i>Negotiated Procurement</i>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	Proponent
<p>b. Additional requirements in case of two failed biddings:</p>	Proponent

<ul style="list-style-type: none"> • Agency’s offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	Proponent
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that 	Proponent

<p>the same resulted from competitive bidding</p> <ul style="list-style-type: none"> • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	
3.12. Additional Requirements for Advance Payment	
a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee	Supplier
b. Request for Payment	Supplier
c. Bank details	Supplier
d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
e. Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012)	BAC
4. Release of Retention Fee	
4.1. SBLC/Bank Guaranty - for retention fee substitution	Supplier
4.2. Request for Payment	Supplier
4.3. Bank details	Supplier
4.4. Certification from the End User that the project is completed and inspected	Proponent
4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent

<i>Such other pertinent supporting documents as required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review documentary requirement	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking	None	2 days	Head of Accounting Unit/Designated Accountant

	(Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles

Repair and maintenance services of equipment and motor vehicles which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening 	Proponent

<ul style="list-style-type: none"> • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement 	<p>Proponent</p>

<ul style="list-style-type: none"> • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	
2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stages of the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Proponent
2.10. Additional documents required to be submitted 5 days upon execution of contract: <ul style="list-style-type: none"> • Copy of pre-repair evaluation report and approved detailed plans by the agency showing in sufficient detail the scope of work/extent or repair to be done • Report of waste materials • Copy of documents indicating the history of repair 	Proponent
2.11. Post-inspection reports	Proponent
2.12. Warranty certificate	Proponent
2.13. Request for payment	Proponent

2.14. Bill/Invoices	Proponent
2.15. Certificate of acceptance	Proponent
2.16. Pre-repair inspection reports	Proponent
2.17. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Modes	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement 	Proponent

<ul style="list-style-type: none"> • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPs website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5. Duly approved inspection and acceptance report	Proponent
3.6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or	Proponent

affinity up to the third civil degree	
3.9. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers appearing in the pre-selected list of suppliers with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	Proponent
b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
d. Bid security (required under Section 5.4 IRR-A RA No. 9184)	Proponent
3.10. Additional Requirements for Direct Contracting	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of letter to selected supplier to submit price 	Proponent

<p>quotation and conditions of sale</p> <ul style="list-style-type: none"> • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	
<p>b.Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government</p>	<p>Proponent</p>
<p>c.Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	<p>Proponent</p>
<p>3.11. Additional Requirements for <i>Repeat Order</i></p>	
<p>a.Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled with all the requirements under the original contract 	<p>Proponent</p>

<p>3.12. Additional Requirements for <i>Shopping</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable manufacturers/suppliers/distributors • Abstract of canvass 	<p>Proponent</p>
<p>3.13. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	<p>Proponent</p>
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	<p>Proponent</p>
<p>c. Additional requirements in emergency cases:</p>	<p>Proponent</p>

<ul style="list-style-type: none"> • Justification as to the necessity of purchase 	
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	Proponent
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	Proponent
<p>3.14. Additional Requirements for Advance Payment</p>	
<p>a. Irrevocable standby letter of credit of equivalent value</p>	Supplier

/surety bond callable upon demand/bank guarantee				
b.Request for Payment	Supplier			
c. Bank details	Supplier			
d.Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent			
e.Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012	BAC			
4. Release of Retention Fee				
4.1.SBLC/Bank Guaranty - for retention fee substitution	Supplier			
4.2. Request for Payment	Supplier			
4.3. Bank details	Supplier			
4.4. Certification from the End User that the project is completed and inspected	Proponent			
4.5. Previous Copy of Disbursement Vouchers paid(Retention Fee)	Proponent			
<i>Such other pertinent supporting documents as required by the nature of expense</i>				
• Approved Job Order	Proponent			
• Approved RIS (consumable) or ICS (non-consumable)	Proponent			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward	None	4 hours	Designated Releasing & Receiving Staff

	Disbursement Vouchers (DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

7. Processing of Disbursement Vouchers – Board and Lodging

Board and lodging services which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd Offices	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. General Requirements		
1.1. Certificate of Availability of Funds	Proponent	
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent	
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent	
1.4. Approval of expenditure by Head of Office	Proponent	
1.5. Sufficient and relevant documents to establish validity of claim	Proponent	
1.6. Checklist of Requirements	Accounting Division	
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division	
1.8. Disbursement Voucher – box A – approved (Appendix No. 32 GAM) (3 Copies)	Proponent	
2. Basic Requirements for All Types of Procurement Through Public Bidding		
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent	
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP 1 million and above 	Proponent	

<ul style="list-style-type: none"> • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	Proponent
<p>2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184</p>	Proponent
<p>2.5. Bid Evaluation report</p>	Proponent
<p>2.6. Post Qualification Evaluation Report</p>	Proponent

2.7. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stages of the procurement process	Proponent
2.9. Additional documents required to be submitted 5 days upon execution of contract: <ul style="list-style-type: none"> • Samples and brochures/ photographs, if applicable 	Proponent
2.10. Tax receipts from the Bureau of Customs or the BIR	Proponent
2.11. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities	Proponent
2.12. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Modes	
3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001: <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warranty securities, except for Shopping 	Proponent

<p>and Negotiated Procurement under emergency cases and Small Value Procurement</p> <ul style="list-style-type: none"> • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.5. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.6. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.7. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers appearing in the pre-selected list of suppliers with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal 	Proponent

<ul style="list-style-type: none"> • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	
b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
d. Bid security	Proponent
3.8. Additional Requirements for <i>Direct Contracting</i>	
a. Specific requirements to be submitted w/in 5 days from the execution of the contract: <ul style="list-style-type: none"> • Certificate of no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	Proponent
b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.9. Additional Requirements for <i>Repeat Order</i>	
a. Specific requirements to be submitted w/in 5 days from the execution of the contract:	Proponent

<ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled with all the requirements under the original contract 	
<p>3.10. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	Proponent
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers or contractors • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation 	Proponent
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of 	Proponent

negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors <ul style="list-style-type: none"> • Approval to negotiate contract for projects under exceptional cases 				
e. Additional requirements in case of small value procurement: <ul style="list-style-type: none"> • Letter/invitation to submit proposals 		Proponent		
f. Additional requirements for adjacent or contiguous projects: <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 		Proponent		
<i>Such other pertinent supporting documents as are required by the nature of expense but not limited to:</i>				
<ul style="list-style-type: none"> • Approved Activity Request/Authority to Conduct with details of budget estimate 		Proponent		
<ul style="list-style-type: none"> • Billing Statement / Statement of Account duly received by the proponent 		Supplier		
<ul style="list-style-type: none"> • List of attendance certified by the Head of Office 		Proponent		
<ul style="list-style-type: none"> • Approved Authority to pay 		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff

	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

8. Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)

All non-big-ticket items, supplies, materials, equipment, and motor vehicles which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No. 32 GAM)(3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 which includes a complete technical description of 	Proponent

<p>the equipment and accessories, scope of works, if applicable</p> <ul style="list-style-type: none"> • Minutes of Pre-Bid Conference, for Approved Budget for Contract(ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (ABC 2 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	<p>Proponent</p>

2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Minutes of pre-procurement conference for project costing 2 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Post Qualification Evaluation Report	Proponent
2.8. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.9. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184	Proponent
2.10. Approved request for purchase or requisition of supplies, materials and equipment	Proponent
2.11. Additional documents required to be submitted 5 days upon execution of contract: <ul style="list-style-type: none"> • Certificate of Exclusive Distributorship, if applicable • Samples and brochures/photographs, if applicable • <i>For imported items:</i> <ul style="list-style-type: none"> - Consular Invoice/Pro-forma invoice of the foreign supplier with the corresponding details - Home Consumption Value of the items - Breakdown of the expenses incurred in the Importation 	Proponent
2.12. Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and total value, duly signed by the dealer, and indicating receipt by the proper agency official of items delivered	Proponent
2.13. Results of Test Analysis, if applicable	Proponent
2.14. Tax receipts from the Bureau of Customs or the BIR	Proponent

2.15. Duly approved Inspection and Acceptance Report prepared by the Department property inspector	Proponent
2.16. For equipment, Property Acknowledgement Report	Proponent
2.17. Warranty Security for a minimum period of three months, in the case of expendable supplies, or a minimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	Proponent
2.18. Duly approved Request for purchase of supplies, materials and equipment	Proponent
2.19. In case of motor vehicles, authority to purchase from Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided	Proponent
2.20. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Modes	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven calendar days in case shopping 	Proponent

<p>under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184</p> <ul style="list-style-type: none"> • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by theHOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website,the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	
<p>3.2. Approved Procurement Plan</p>	<p>Proponent</p>
<p>3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities</p>	<p>Proponent</p>
<p>3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered</p>	<p>Proponent</p>
<p>3.5. Duly approved Inspection and acceptance report</p>	<p>Proponent</p>
<p>3.6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC</p>	<p>Proponent</p>
<p>3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs</p>	<p>Proponent</p>

3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted within 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award 	Proponent
b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
d. Bid security (required under Section 5.4 IRR-A RA No. 9184)	Proponent
3.10. Additional Requirements for Direct Contracting	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of letter to selected manufacturer/supplier/distributor to submit a price quotation and conditions of sale 	Proponent

<ul style="list-style-type: none"> • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	
<p>b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government</p>	Proponent
<p>c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	Proponent
<p>3.11. Additional Requirements for Repeat Order</p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has complied with all the requirements under the original contract 	Proponent
<p>3.12. Additional Requirements for Shopping</p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable 	Proponent

<p>manufacturers/suppliers/distributors</p> <ul style="list-style-type: none"> • Abstract of canvass 	
<p>3.13. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Resonsive Bid (LCRB) 	<p>Proponent</p>
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case of infrastructure projects 	<p>Proponent</p>
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	<p>Proponent</p>
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with thesecond lowest bidder. If negotiation still fails, invitation 	<p>Proponent</p>

<p>to at least three eligible contractors</p> <ul style="list-style-type: none"> • Approval to negotiate contract for projects under exceptional cases 	
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	Proponent
<p>3.14. Additional Requirements for <i>Advance Payment</i></p>	
<p>a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee</p>	Supplier
<p>b. Request for Payment</p>	Supplier
<p>c. Bank details</p>	Supplier
<p>d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof</p>	Proponent
<p>e. Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012)</p>	BAC
<p>4. Release of Retention Fee</p>	
<p>4.1. SBLC/Bank Guaranty - for retention fee substitution</p>	Supplier
<p>4.2. Request for Payment</p>	Supplier
<p>4.3. Bank details</p>	Supplier

4.4. Certification from the End User that the project is completed and inspected	Proponent
4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent
<i>Such other pertinent supporting documents as required by the nature of expense such as but not limited to:</i>	
<ul style="list-style-type: none"> • Billing Statements/Statement of Account 	Supplier
<ul style="list-style-type: none"> • Plans and Specifications (bidding documents, SCC, GCC) 	Proponent
<ul style="list-style-type: none"> • Inspection & Acceptance Reports 	Proponent
<ul style="list-style-type: none"> • Letter Request for Payment (progress billing, Retention, etc) 	Supplier
<ul style="list-style-type: none"> • Bank Certificate - Valid Account no. Bank details for LDDAP-ADA 	Supplier
<ul style="list-style-type: none"> • Sales Invoices/Delivery Receipts 	Supplier
<ul style="list-style-type: none"> • Summary of DRs/IARs 	Supplier/Proponent
<ul style="list-style-type: none"> • Delivery/Acceptance Receipts 	Proponent
<ul style="list-style-type: none"> • Computation of Applicable Liquidated Damages 	Proponent
<ul style="list-style-type: none"> • Performance Bond / Copy of Transmittal Letter to Cash Division 	Proponent
<ul style="list-style-type: none"> • Certificate of Acceptance 	Proponent
<ul style="list-style-type: none"> • Certificate of Completion of Deliveries (from CO) 	Proponent
<ul style="list-style-type: none"> • Certificate of Final Acceptance (From CO) 	Proponent
Direct Payment	
<ul style="list-style-type: none"> • Official Receipts/Invoices (inspected) 	Suppliers of goods/services
<ul style="list-style-type: none"> • Approved Authority to Pay 	Proponent & Director Finance
<ul style="list-style-type: none"> • Certification from AMD 	AMD
<ul style="list-style-type: none"> • Certification that NO Cash Advance was drawn to purchase the supplies 	Proponent
<ul style="list-style-type: none"> • Approved RIS (consumable) or ICS (non-consumable) 	Proponent/AMD
<ul style="list-style-type: none"> • Approved PR with certificate of emergency purchase (if necessary) 	Proponent
<ul style="list-style-type: none"> • Certificate of inspection and acceptance 	AMD

<ul style="list-style-type: none"> • 3 quotations (if applicable)/canvass from at least three suppliers for purchases involving 1,000 and above 	Suppliers of goods/services
<ul style="list-style-type: none"> • Summary/Abstract of canvass 	Proponent/AMD
Reimbursement	
<ul style="list-style-type: none"> • Summary of expenses/Disbursement Report (certification signed) 	Proponent
<ul style="list-style-type: none"> • Official Receipts/Invoices (inspected) 	Suppliers of goods/services
<ul style="list-style-type: none"> • Price quotations from at least three bonafide and reputable manufacturer/suppliers/distributors (if applicable) for purchases involving 1,000 and above 	Suppliers of goods/services
<ul style="list-style-type: none"> • Abstract of canvass 	Proponent/AMD
<ul style="list-style-type: none"> • Approved Authority to reimburse 	Proponent & Director Finance
<ul style="list-style-type: none"> • Certification from AMD 	AMD
<ul style="list-style-type: none"> • Certification that NO Cash Advance was drawn to purchase the supplies 	Proponent
<ul style="list-style-type: none"> • Approved RIS (consumable) or ICS (non-consumable) 	Proponent/AMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Staff & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents	None	2 days	Head of Accounting Unit/Designated Accountant

	<p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

9. Processing of Disbursement Vouchers – Meals

Any type or kind of meals to be provided, which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents: <ul style="list-style-type: none"> • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening 	Proponent

<ul style="list-style-type: none"> • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement 	<p>Proponent</p>

<ul style="list-style-type: none"> • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	
2.4. Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stages of the procurement process	Proponent
2.9. Additional documents required to be submitted 5 days upon execution of contract: - Samples and brochures/photographs, if applicable	Proponent
2.10. Tax receipts from the Bureau of Customs or the BIR	Proponent
2.11. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities	Proponent
2.12. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of Procurement Through Alternative Modes	

<p>3.1. Documents to be submitted within five working days from the execution of the contractas required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> - Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) - Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement - Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and SmallValue Procurement - BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) theuse of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract - Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for thispurpose in the premises ofthe procuring entity 	<p>Proponent</p>
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3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.5. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.6. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.7. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding Notice of Award 	Proponent
b. Documentary requirements under Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent

c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
d. Bid security	Proponent
3.8. Additional Requirements for Direct Contracting	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Certificate of no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	Proponent
b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.9. Additional Requirements for Repeat Order	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of original contract used as basis for repeat 	Proponent

<p>order indicating that the original contract was awarded through public bidding</p> <ul style="list-style-type: none"> • Certification from the purchasing office that the supplier has complied with all the requirements under the original contract 	
<p>3.10. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	Proponent
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers or contractors • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation 	Proponent
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. Additional requirements in case of take-over of contracts:</p>	Proponent

<ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay 	Proponent
<p><i>Such other pertinent supporting documents as are required by the nature of expense but not limited to:</i></p>	
<ul style="list-style-type: none"> • Duly approved Authority to Pay 	Proponent
<ul style="list-style-type: none"> • Duly approved contract (notarized) 	Proponent

<ul style="list-style-type: none"> • Statement of Account/Billing (duly certified/received by proponent) 		Business Enterprise		
<ul style="list-style-type: none"> • Original attendance sheet (duly certified by the head of office) 		Proponent		
<ul style="list-style-type: none"> • Duly approved Notice of meeting 		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, Prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

10. Processing of Disbursement Vouchers – Training

Training programs are held to assure that the personnel of the agency are responsive to the organizational needs and its manpower requirements, and also to promote morals, efficiency, integrity, responsiveness, courtesy as well as nationalism and patriotism in the civil service.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
1.9. Budget Estimates approved by the Head of the Agency	Proponent
1.10. Schedules of Training approved by the head of the agency	Proponent
2. Basic Requirements for All Types of Procurement Through Public Bidding	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents:	Proponent

<ol style="list-style-type: none"> 1. Invitation to Apply for Eligibility to Bid 2. Letter of Intent 3. Results of Eligibility Check/Screening 4. Bidding documents enumerated under the revised IRR of RA 9184 5. Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above 6. Agenda and/or Supplemental Bulletins, if any 7. Bidders Technical and Financial Proposals 8. Minutes of Bid Opening 9. Abstract of Bids 10. Post-Qualification Report of Technical Working Group 11. BAC Resolution declaring winning bidder 12. Notice of post qualification 13. BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract 14. Notice of Award 15. Performance Security 16. Program of Work and Detailed Estimates 17. Notice to Proceed, indicating the date of receipt by the contractor 18. Detailed Breakdown of the ABC 19. Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time 20. Detailed Breakdown of the Contract Cost: - schedule of basic rates 	
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<p>certified by the consultant with a sworn statement</p> <ul style="list-style-type: none"> - derivation of the billing factor/multiplier certified by the consultant with a sworn statement - detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs 	
<p>2.3. Copy of Advertisement of Invitation to Bid/Request for expression of interest</p> <ul style="list-style-type: none"> • Newspaper clipping of advertisement (1 million or 4 months above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any 	Proponent
<p>2.4. Documentary requirements under Section 25.2c under revised IRR of RA 9184</p>	Proponent
<p>2.5. Bid Evaluation report</p>	Proponent
<p>2.6. Ranking of short-listed bidders</p>	Proponent
<p>2.7. Post Qualification Evaluation Report</p>	Proponent
<p>2.8. Printout copy of posting of Notice of Award, Notice to Proceed and Contract of award in the PhilGEPS</p>	Proponent
<p>2.9. Evidence of invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184</p>	Proponent

<p>2.10. Additional documents required to be submitted 5 days upon execution of contract:</p> <ul style="list-style-type: none"> - If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables - Copy of the approved manning schedule indicating the named and positions of the consultants and staff and the extent of their participation in the project - Copy of the curriculum Vitae of the Trainers and staff 	<p>Proponent</p>
<p>2.11. Letter request for payment from the Training Company</p>	<p>Proponent</p>
<p>2.12. Approved consultancy progress/final reports, and/or output required under the contract</p>	<p>Proponent</p>
<p>2.13. Progress/Final Billing</p>	<p>Proponent</p>

3. Basic Requirements for All Types of Procurement Through Alternative Modes	
<p>3.1. Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001:</p> <ul style="list-style-type: none"> - Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date of acceptance must be clearly indicated) - Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement - BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract - Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity 	<p>Proponent</p>

3.2. Approved Procurement Plan	Proponent
3.3. Approval by the HOPE on the use of the alternative methods of procurement	Proponent
3.4. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.5. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.6. Additional Requirements for Limited Source Bidding	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of direct invitation to bid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding <p>Notice of Award</p>	Proponent

b.Documentary requirements under Section 23.1 and 25.2(a) for consultancy services, of the Revised IRR of RA No. 9184	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
d. Bid security	Proponent
3.7. Additional Requirements for Direct Contracting	
a. Specific requirements to be submitted w/in 5 days from the execution of the contract: <ul style="list-style-type: none"> • Certificate of no sub- dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards 	Proponent
b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent

<p>3.8. Additional Requirements for <i>Repeat Order</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract:</p> <ul style="list-style-type: none"> • Copy of original contract used as basis for repeat order indicating that the original contract was awarded through public bidding • Certificate that the supplier has complied with all the requirements under the original contract 	<p>Proponent</p>
<p>3.9. Additional Requirements for <i>Negotiated Procurement</i></p>	
<p>a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement):</p> <ul style="list-style-type: none"> • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB) 	<p>Proponent</p>
<p>b. Additional requirements in case of two failed biddings:</p> <ul style="list-style-type: none"> • Agency's offer for negotiations with selected suppliers or contractors • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation 	<p>Proponent</p>

<ul style="list-style-type: none"> • Eligibility documents in case of infrastructure projects 	
<p>c. Additional requirements in emergency cases:</p> <ul style="list-style-type: none"> • Justification as to the necessity of purchase 	Proponent
<p>d. Additional requirements in case of take-over of contracts:</p> <ul style="list-style-type: none"> • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases 	Proponent
<p>e. Additional requirements in case of small value procurement:</p> <ul style="list-style-type: none"> • Letter/invitation to submit proposals 	Proponent
<p>f. Additional requirements for adjacent or contiguous projects:</p> <ul style="list-style-type: none"> • Original contract and any document indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original 	Proponent

contract showing that there was no negative slippage/delay				
<i>Such other pertinent supporting documents as are required by the nature of expense but not limited to:</i>				
• Authority to Undertake Project/ to Procure		Proponent		
• Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd.06-14-2012)		BAC		
• Letter Request for Payment (progress billing, Retention, etc.)		Supplier		
• Accomplishment Reports / Progress Report of Accomplishment		Proponent		
• Bank Certificate - Valid Account no. Bank details for LDDAP-ADA		Proponent		
• Warranty Certificates		Proponent		
• Training Checklist		Proponent		
• Approved Extension, if any		Proponent		
• Performance Bond / Copy of Transmittal Letter to Cash Division		Proponent		
• Certificate of Acceptance		Proponent		
• Certificate of Final Acceptance (From CO)		Proponent		
• Certificate of Acceptance (Division Office/RO)		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers	None	4 hours	Designated Releasing & Receiving Staff

	(DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	TOTAL:	None		

11. Processing of Disbursement Vouchers – Honorarium

DepEd personnel performing activities or discharging duties in addition to or over and above their regular functions may be granted honoraria.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employee
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32 /33 GAM) (3 Copies)	Proponent
2. Government Personel Involved in Government Procurement (for successfully completed procurement project only)	
2.1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	OSEC/Authorized Office
2.2. Minutes of BAC Meeting	Procurement Service
2.3. Notice of award to the winning bidder of procurement activity being claimed	Procurement Service

2.4. Certification that the procurement involves competitive bidding	Procurement Service
2.5. Attendance Sheet listing names of attendees to the BAC meeting	Procurement Service
3. Government (except DepEd) Personnel as Lecturer/Resource Person/Coordinators and Facilitators	
3.1. Office Order	Concerned Office
3.2. Coordinators report on lecturer's schedule	Coordinator/Lecturer
3.3. Course syllabus or Program of Lectures	Lecturer
3.4. Duly approved DTR in case claims by the coordinator and facilitators	Coordinator/Lecturer
4. Government (except DepEd) Personnel Assigned to Special Projects	
4.1. Performance evaluation plan formulated by the project management used as a basis for rating the performance of the members	Project owner
4.2. Office order designating the members of special projects	Concerned Office
4.3. Terms of Reference	Proponent
4.4. Certificate of completion of project deliverables	Proponent
4.5. Special Project Plan	Project owner
4.6. Authority to collect honoraria	Concerned Office
4.7. Certificate of acceptance by the agency head of the deliverables per project component	Concerned Office
<i>Such other pertinent supporting documents as are required by the nature of expense such as but not limited to:</i>	
<ul style="list-style-type: none"> • Approved Authority to travel/ Invitation letter with conforme 	Payee/Proponent
<ul style="list-style-type: none"> • Terms of reference (if not indicated in the Invitation Letter) 	Proponent

<ul style="list-style-type: none"> • Certification of Services Rendered approved by the Head of Office 		Proponent		
<ul style="list-style-type: none"> • Duly signed Curriculum Vitae/Bio Data 		Payee/Proponent		
<ul style="list-style-type: none"> • Copy of Approved ATR/AR with detailed budget estimate 		Proponent		
<ul style="list-style-type: none"> • Approved Authority/Memo on the basis/computation of honoraria (if not using DBM Circular No. 2007-001 and 2007-002 		Office of Undersecretary for Finance/Authorized Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1.1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 4.3)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 4.4)			
	1.5. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

12. Processing of Disbursement Vouchers – Cash Advance for Activities

The amount of the cash advance shall be limited to the requirements for two months. Additional cash advances shall be granted on the basis of the activity budget or the requirements for two months, whichever is lower.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Cash Advance for Activities	
2.1. Authority of the accountable officer approved by concerned Undersecretary indicating the maximum accountability and purpose of cash advance (for initial cash advance)	Proponent
2.2. Copy of Approved application of bond and/or Fidelity Bond for the year	Bureau of Treasury
2.3. Certification from the Accountant that previous	Accounting Division

cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)				
2.4. Copy of approved Activity Request or Authority to Conduct- (note NAME of RDO / SDO should be indicated if NOT - provide approved authority to draw cash advance in favor of the RDO/SDO)		Proponent		
2.5. Copy of detailed budget estimate		Proponent		
2.6. Copy of list of supplies and materials (with amount)		Proponent		
2.7. Certification as to availability of requested supplies/materials from Asset Management Division		AMD		
2.8. Confirmed list of Speakers/Documenters/ Resource Persons - if applicable		Proponent		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff

	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses

Cash advance for payroll fund shall be equal to the net amount of the payroll for the pay period.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Additional Documentary Requirements	
2.1. Authority of the accountable officer approved by concerned Undersecretary indicating the maximum accountability and purpose of cash advance (for initial cash advance)	DO/SDO
2.2. Copy of Approved application of bond and/or Fidelity Bond for the year	Bureau of Treasury
2.3. Certification from the Accountant that previous	Accounting Division

cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)				
2.4. Copy of approved Authority to draw cash advance in favor of the RDO/SDO)		Personnel Division		
2.5. Copy of detailed budget estimate		Personnel Division		
2.6. Approved contracts (for initial payment)		Personnel Division		
2.7. Approved Payroll or list of payees indicating their net payments		Personnel Division		
2.8. Daily Time Record (DTR) approved by the supervisor		Personnel Division		
2.9. Approval/Authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/wages/fringe benefits		Personnel Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting	None	4 hours	Designated Releasing & Receiving Staff

	Unit for final review			
	<p>1.3. Final Review of DV and Supporting Documents</p> <p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

14. Processing of Disbursement Vouchers – Foreign Travel

No government fund shall be utilized to defray foreign travel expenses of any government employee, except in the case of training, seminar or conference abroad when the personnel of the foreign mission cannot effectively represent the country therein, and travels necessitated by international commitments.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Cash Advance	
2.1. Approved Travel Authority (per DO No. 22 s. 2019)	Office of the President/Office of the Secretary
2.2. DFA Letter	DFA
2.3. Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
2.4. Letter of Invitation of host/sponsoring country/agency/organization (indicating administrative	Program Provider

matter such as lodging, meals, transportation, etc.)	
2.5. For plane fare, quotations of the 3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
2.6. Copy of Plane Ticket/Flight itinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
2.7. Copy of UNDP DSA Rates for the country of destination (month of CA date)	Google Search
2.8. Daily Dollar Rates Peso Rates (latest date from BSP)	BSP
2.9. Where applicable, authority from the OP to claim representation expenses	Office of the President
2.10. In case of seminars/trainings: <ul style="list-style-type: none"> • Invitation addressed to the agency inviting participants • Acceptance of the nominees as participants • Programme Agenda and Logistics Information (such as lodging, meals, transportation, etc.) 	Program Provider
2.11. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
3. Reimbursement	
3.1. Approved Travel Authority (per DO No. 22 s. 2019)	Proponent
3.2. DFA Letter	DFA
3.3. Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
3.4. Letter of Invitation of host/sponsoring country/agency/organization (indicating administrative matter such as lodging, meals, transportation, etc.)	Program Provider

3.5. For plane fare, quotations of the 3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
3.6. Copy of Plane Ticket/Flight itinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
3.7. Copy of UNDP DSA Rates for the country of destination	Google Search
3.8. Daily Dollar Rates Peso Rates (from BSP - date of departure)	BSP
3.9. Where applicable, authority from the OP to claim representation expenses	Office of the President
3.10. In case of seminars/trainings: <ul style="list-style-type: none"> • Invitation addressed to the agency inviting participants • Acceptance of the nominees as participants • Programme Agenda and Logistics Information (such as lodging, meals, transportation, etc.) 	Program Provider
3.11. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books/Statement of Unliquidated Cash Advances of Disbursing Officers	Accounting Division
3.12. Daily Dollar Rates Peso Rates (date of departure)	BSP
3.13. UNDP DSA Rates for the country of destination (for the month of travel date)	Google Search
3.14. Copy of Plane Ticket	Administrative Service/Airline/Travel Agency
3.15. Copy of Boarding pass, boat or bus ticket, if applicable	Transportation Company
3.16. Original Boarding pass & Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agency for Billing Statement and ORs
3.17. Approved Certification of Unavailability of flights (for	Administrative Service

reimbursement of plane fare)	
3.18. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Proponent
3.19. Certificate of appearance/attendance for training/seminar/participation	Program Provider/Philippine Consulate
3.20. For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77): <ul style="list-style-type: none"> • Approval by the President for the Department Secretary (approval of authorized official per DO No. 22 s. 2019 for USec and below) • Certification from the Head of Agency that it is absolutely necessary • Hotel room bills with official receipts (certification of affidavit of loss shall not be considered) 	OP, OSEC & Business establishment
3.21. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
3.22. Narrative report on trip undertaken/Report on Participation	Employee/Officer
3.23. Receipts for other expenses authorized to claim	Business Establishments
3.24. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division

<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant

	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

15. Processing of Disbursement Vouchers – Local Travel

Travels shall cover only those that are urgent and extremely necessary, will involve the minimum expenditure and are beneficial to the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Cash Advance	
2.1. Approved Travel Authority (per DO No. 22 s. 2019)	Employee/Officer
2.2. Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
2.3. Copy of Plane Ticket/Flight itinerary issued by the airline/ticketing office/travel agency (if with plane fare)	Administrative Service/Airline/Travel Agency
2.4. Approved Certification of Unavailability of flights (for plane fare)	Administrative Service

2.5. Copy of approved AR/ATC with detailed budget estimate (If claiming for B&L/full DTE)	Program Provider
2.6. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
3. Reimbursement	
3.1. Approved Travel Authority (per DO No. 22 s. 2019)	Employee/Officer
3.2. Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
3.3. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Employee/Officer
3.4. Original Certificate of Appearance/participation	Program Provider
3.5. Original copies of tickets (bus, ship, boat, taxi, terminal fee, etc.)	Transportation Companies
3.6. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
3.7. Copy of Boarding pass received by Administrative Service	Administrative Service
3.8. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agency for Billing Statement and ORs
3.9. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
3.10. Approved Justification from USEC Concerned (if there is deviation from Authorized Travel)	
3.11. Memo regarding the first meal and last meal of the activity	Program Provider

3.12. Copy of approved AR/ATC with detailed budget estimate (If claiming for B&L/full DTE)		Program Provider		
3.13. Certification from the Head of Agency as to the absolute necessity of the expenses together with the corresponding receipts, if the expenses incurred exceeded DTE rate (certification or affidavit of loss shall not be considered)		Office of the Secretary		
3.14. Hotel room/lodging bills with ORs in the case of official travel on places w/in 50km radius from the last city or municipality covered by the MM area, or their city or municipality where their permanent official station is located in the case of those outside MM area if the travel allowances being claimed include the hotel room/lodging rate		Business Establishments		
3.15. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)		Accounting Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward DV for the next step	None	4 hours	Designated Releasing & Receiving Staff

	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

16. Processing of Disbursement Vouchers – Salaries for Regular Employees

The personnel benefit costs of government officials and employees shall be charged against the funds from which their salaries are paid. All authorized supplemental or additional compensation, fringe benefits and other personal services costs of officials and employees whose salaries are drawn from special accounts or special funds shall similarly be charged against the corresponding fund from which their basic salaries are drawn.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32 /33 GAM) (3 Copies)	Personnel Division
2. Salaries for Regular Employees and PERA	
2.1. Regular Payroll Register (duly signed hard and soft copy)	Personnel Division
2.2. Summary of Deductions	Personnel Division
2.3. Abstract of deduction per office	Personnel Division

2.4. Summary of payment from budget	Personnel Division
2.5. Letter to the Bank to credit employees account of their salaries - Hash Total	Personnel Division
3. First Salary Under Original Appointment and PERA	
3.1. CTC of duly approved Appointment	Personnel Division
3.2. Assignment Order, if applicable	Personnel Division
3.3. CTC of Oath of Office	Personnel Division
3.4. Certificate of Assumption	Personnel Division
3.5. SALN	Personnel Division
3.6. Approved DTR	Personnel Division
3.7. BIR Forms 1902 and 2305	Personnel Division
3.8. If claimed by person other than the payee: <ul style="list-style-type: none"> • Authority from the claimant and identification documents 	Personnel Division
3.9. Additional requirements for transferees: <ul style="list-style-type: none"> • Approval of Authority to transfer • Clearance from money, property and legal accountabilities from the previous office • Certificate of last payment of salaries from previous office • BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld) from previous employer • Certificate of Available Leave Credits • Latest service records • Certificate of last of Service from pervious office 	Personnel Division
4. Salary If Deleted from Payroll	
4.1. Approved DTR	Personnel Division
4.2. Notice of Assumption	Personnel Division

4.3. Approved application for leave	Personnel Division
4.4. Clearance/Medical Certificate if on sick leave for five days or more	Personnel Division
4.5. Certification - employee is deleted in the payroll	Personnel Division
5. Salary Differentials Due to Promotion and/or Step Increment	
5.1. Certified true copy of the approved promotion - in case of promotion	Personnel Division
5.2. NOSI/NOSA in case of step increment/salary increase	Personnel Division
5.3. Certificate of Assumption	Personnel Division
5.4. Approved DTR or certification that the employee has not incurred leave without pay	Personnel Division
6. Last Salary Upon Termination of Service	
6.1. Letter of resignation and acceptance of resignation	Proponent
6.2. Clearance from money, property and legal accountabilities	Personnel Division
6.3. Certificate of clearance from GSIS	GSIS
6.4. Approved DTR	Personnel Division
6.5. Last Day of service/service record	Personnel Division
7. Salary Due to Heirs of Deceased Employee	
7.1. Letter of resignation and acceptance of resignation	Proponent
7.2. Clearance from money, property and legal accountabilities	Personnel Division
7.3. Certificate of clearance from GSIS	GSIS
7.4. Approved DTR	Personnel Division
7.5. Last Day of service/service record	Personnel Division
7.6. Additional Requirements:	
• Death Certificate of affidavit of attending Physician	PSA
• Marriage Contract authenticated by NSO, if applicable	PSA

<ul style="list-style-type: none"> • Birth Certificated of surviving legal heirs authenticated by NSO 	PSA				
<ul style="list-style-type: none"> • Designation of next-of-kin 	Notary Public				
<ul style="list-style-type: none"> • Clearance of the deceased from money and property accountability 	Personnel Division				
<ul style="list-style-type: none"> • Waiver of right of children 18 years old and above 	Family members				
8. Maternity Leave					
8.1. CTC of approved application for leave	Personnel Division				
8.2. CTC of Maternity leave clearance	Personnel Division				
8.3. Medical Certificate for maternity leave	Attending Physician				
8.4. Additional requirements for Unused Maternity Leave: <ul style="list-style-type: none"> • Medical certificate that the employee is physically fit to work • Certificate of assumption • Approved DTR 	Attending Physician Personnel Division Personnel Division				
<i>Such other pertinent supporting documents as are required by the nature of expense</i>					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff	
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff	

	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

17. Processing of Disbursement Vouchers - Salaries for Contract of Service

Contractual personnel are hired to undertake a specific work or job for a limited period not to exceed one year.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32 /33 GAM) (3 Copies)	Personnel Division
2. Additional Documentary Requirements	
2.1. Approved DTR	Proponent
2.2. Approved Time and Deficiency Form	Proponent
2.3. Approved Accomplishment Report	Proponent
2.4. Copy of Approved and notarized Contract (Certified True copy of Records Division for initial payment)	Proponent

2.5. Copy of Approved Authority to hire (for first salary payment for the year)	Personnel Division			
2.6. Copy of Approved Log Book (for deficiencies in DTR) if necessary	Proponent			
2.7. Copy of Approved Travel Authority (Official Business) if necessary	Proponent			
2.8. Copy of approved Locator Slip (Attend meeting, Errands) if necessary	Proponent			
2.9. Sworn Declaration of mode of Income Tax, if available	COS personnel			
2.10. Copy of Certificate of registration COR or copy BIR form 605 and payment, if available	COS personnel			
2.11. For EFD Field Engineers Only: Columns 1 - 4 (COA requirement) a. Region b. Division c. School Name d. School ID	Proponent			
3. For Premium Salaries				
3.1. Masterlist certified by Personnel Chief, if not available provide the following: • Copy of Approved and notarized Contract • Copy of Approved Authority to hire	Personnel Division			
3.2. Satisfactory Service Certification	Personnel Division			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments	1. Receive documents from the Budget	None	4 hours	Designated Releasing & Receiving Staff

to Budget Section	Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

18. Processing of Disbursement Vouchers – Petty Cash Fund

Petty Cash is a small amount of cash on hand used for paying expenses in the office. This is to defray operational expenses of the office such as fuel, toll fees, communication expenses, supplies and materials, water, meals/snacks for meetings and/or visitors, as well as for its miscellaneous and other incidental expenses.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Initial Cash Advance	
2.1. Authority of the accountable officer indicating the maximum accountability and purpose of cash advance (Approved authority to draw PCF)	Proponent
2.2. Certification that previous cash advances have been liquidated and accounted for	Accounting Division – Pre-Audit Section B

in the books (Statement of Unliquidated Cash Advance)	
2.3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of PHP 2,000 or more	DO/SDO
2.4. Approved estimates of petty expenses for one month	Proponent
3. Replenishment	
3.1. Summary of Petty Cash Vouchers	DO/SDO
3.2. Report of Disbursement (certification signed)	DO/SDO
3.3. Petty Cash Replenishment Report	DO/SDO
3.4. Petty Cash Vouchers fully accomplished and signed (Appendix 48 GAM)	DO/SDO
3.5. Approved purchase request with certificate of Emergency Purchase, if necessary	Proponent
3.6. Original bills, receipts, sales invoices for all purchases (with inspection, if w/o inspection provide approved waiver of inspection)	Suppliers of goods/services
3.7. Canvass from at least three suppliers for purchases involving 1,000 and above except for purchases made while on official travel	Suppliers of goods/services
3.8. Summary/Abstract of Canvass	Proponent
4. For supplies	
4.1. Certificate of inspection and acceptance	Proponent/AMD
4.2. Request and Issue Slip (consumable) or Inventory Custodian Slip (non-consumable)	Proponent/AMD
5. For meals	
5.1. Duly received Billing Statement	Suppliers of goods/services
5.2. Notice of meeting	Proponent
5.3. Duly approved and signed attendance sheet	Proponent

6. For repairs				
6.1. Duly approved Job Order		GSD		
6.2. Pre & Post Inspection Report		GSD		
6.3. Report of Waste Material in case of replacements/repairs		AMD		
7. For toll fees and gasoline				
7.1. Trip Ticket duly accomplished and approved (with summary if applicable)		Proponent		
7.2. Travel Authority (for toll fee only)		Proponent		
8. For fare				
8.1. Completely filled-up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable		Proponent		
8.2. Duly signed and approved locator slip		per DO 22 s. 2019		
<i>Such other supporting documents that maybe required and/or required under the company policy depending on the nature of expenses</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentatio	None	3 days and 4 hours	Designated Pre-Audit Staff

	n requirements			
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

19. Processing of Disbursement Vouchers – Gasoline Expenses

Included in the utility expenses, gasoline expenses are expenses used in fueling vehicles used for necessary travels that is needed for projects or activities of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Additional Documentary Requirements	
2.1. Summary of expenses/Disbursement Report (certification signed)	Proponent
2.2. Trip Ticket duly accomplished and Approved	Proponent
2.3. Invoices/Official Receipts	Supplier of goods/services
2.4. Travel Authority for toll fees, if applicable	Proponent

2.5. Approved Detailed Summary of Trip (for Director up to Secretary)		Driver		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for	None	2 days	Head of Accounting Unit/Designated Accountant

	tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation

Allowances other forms of compensation which are authorized by law are granted to regular employees of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Personnel Division
2. RATA	
2.1. Copy of office order/Appointment (1st payment)	Personnel Division
2.2. Certificate of Assumption (1st payment)	Personnel Division
2.3. Certificate that the official/employee did not use government vehicle and is not assigned any government vehicle	GSD

2.4. Approved Daily Time Record (if applicable)	Proponent
2.5. Approved Time and Deficiency Form (if applicable)	Proponent
3. Clothing/Uniform Allowance	
3.1. Certified true copy of approved appointment of new employees	Personnel Division
3.2. Certificate of assumptions of new employees	Personnel Division
3.3. Certificate of non-payment from previous agencies, for transferees	Personnel Division
4. Subsistence, Laundry and Quarters Allowance	
4.1. Payroll indicating therein number of actual services	Personnel Division
4.2. Approved Daily Time Record (if applicable)	Proponent
4.3. Approved Time and Deficiency Form (if applicable)	Proponent
4.4. Authority to collect/Certification by the Secretary of DOH/ Authorityas to who are considered Public Health Workers (for initial claim)	DOH
5. Hazard Duty Pay	
5.1. Payroll indicating therein number of actual services and Salary Grade of Payees	Personnel Division
5.2. Authority to collect/Certification by the Secretary of DOH/ Authorityas to who are considered Public Health Workers (for initial claim)	DOH
5.3. Copy of Approved Daily Time Record	Proponent
5.4. Copy of Approved Time and Deficiency Form	Proponent
5.5. Copy of special order from the agency head covering the assignment to hazardous/difficult areas	Office of the Secretary/authorized signatories
6. Productivity Incentive Allowance	

6.1. For Individual Claim:	
a. Certification that the performance rating for two semesters given to employee/personnel is atleast satisfactory	Proponent
b. Certification from the Legal Office that the employee has no administrative case	Proponent
6.2. For General Claim:	
a. PIB Payroll	Proponent
b. List of personnel who were suspended either preventively or as a penalty as a result of an administrative charge within a year for which PIB is paid, regardless of the duration (except if the penalty meted out is only reprimand)	Proponent
c. List of personnel dismissed within a year	Personnel Division
d. List of personnel on AWOL	Personnel Division
e. Certification that the performance rating for two semesters given to employee/personnel is atleast satisfactory	Personnel Division
f. Payroll Register (hard and soft copy)	Personnel Division
g. Letter to the Bank to credit employees' account their PIB claims (Hash Total)	
7. Longevity Pay	
7.1. Service Record	Personnel Division
7.2. Certification issued by the Personnel Division that the claimant has not incurred more than 15 days of vacation leave without pay	Personnel Division
8. Year-End Bonus and Cash Gift	
8.1. For Individual Claim:	
a. Clearance from money, property and legal accountabilities	Personnel Division

b.Certification from the Head of office that the personnel are qualified to receive YEB& CG	Personnel Division
8.2. For General Claim:	
a.YEB and CG Payroll	Proponent
b.Payroll Register (hard and soft copy)	Personnel Division
c. Letter to the Bank to credit employees' account their PIB claims (Hash Total)	
9. Loyalty Cash Award/Incentive	
9.1. For Individual Claim:	
a.Service Record	Personnel Division
b.Certificate of non-payment from previous employer (for transferee)	Personnel Division
c. Certification that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10 year or aggregated of morethan 25 days authorized vacation leave without pay within the 5-year period, as the case maybe	Personnel Division
9.2. For General Claim:	
a.Loyalty cash and Incentive Payroll	Proponent
b.Payroll Register (hard and soft copy)	Personnel Division
c. Letter to the Bank to credit employees' account their PIB claims (Hash Total)	
10. Monetization	
10.1. Approved leave application (10 days) with leave credit balance certified by Personnel Division	Personnel Division
10.2. For monetization of 50% or more:	
a. Clinical abstract/medical procedures to be undertaken in case of	Hospitals

health, medical and hospital needs				
b. Barangay Certification is case of need for financial assistance brought about by calamities, typhoon, fire, etc.		Barangay Office		
10.3. Approved NCA from DBM, if applicable		DBM		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

21. Processing of Disbursement Vouchers – Terminal Leave

Terminal leave is applied for by any employee who intends to sever his/her connection with the agency. The filing of application for terminal leave requires as a condition precedent, the employee's resignation, retirement or separation from the service. It must be shown first that the public employment ceased by any of the said modes of severances.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	Personnel Division
2. Other Documentary Requirements	
2.1. Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment	From the Central office and from Regional Office of last assignment
2.2. Certified copy of employees leave card as at last date of service duly audited and	Proponent

certified by Personnel Division/ Certificate of leave credits issued by the Personnel Division	
2.3. Approved application of Terminal Leave	Proponent
2.4. Complete service record	Personnel Division
2.5. Statement of Assets, Liabilities and Net Worth (SALN)	Personnel Division
2.6. Certified copy of last appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received, if the salary under last appointment is not the highest /Certificate of last salary received or equivalent documents	Personnel Division
2.7. Computation of Terminal Leave benefits duly signed/certified by the Accountant	Accounting Division
2.8. Applicants authorization (in affidavit form) to deduct all financial obligations with the agency	Claimant
2.9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her - Clearance from the Ombudsman	Ombudsman
2.10. In case of resignation, employees' letter of resignation duly accepted by the head of agency	
2.11. Approved Sub-ARO from DBM	Budget Division
2.12. Additional Requirements in case of death of claimant:	
a. Death Certificate authenticated by PSA or certified by the attending Physician	PSA
b. Marriage contact authenticated by PSA (if applicable)	PSA

c. Birth Certificates of surviving legal heirs authenticated by PSA		PSA		
d. Designation of next-to kin - notarized		Notary Public		
e. Waiver of rights for children 18 years and above		Family members		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives

The guidelines on the grant of CAN incentives including the allocation of savings generated from cost-cutting measures as a result of the joint efforts of labor and management and the conditions for payment thereof are prescribed under DBM Budget Circular No. 2006-1.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32/33 GAM) (3 Copies)	DepEd Union
2. Other Documentary Requirements	
2.1. Resolution signed by both parties incorporating the guidelines/criteria for granting CNA incentives	DepEd Union
2.2. Comparative statement of DBM approved level of operating expenses and actual operating expenses	DepEd Union

2.3. Copy of CNA		DepEd Union		
2.4. Certificate issued by the head of agency of the total amount of unencumbered savings generated from cost cutting measures identified in the CNA which resulted from the joint effort of labor and management and system improvements		DepEd Union		
2.5. Proof that the planned programs/activities/project are implemented and completed in accordance with targets for the year		DepEd Union		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents	None	2 days	Head of Accounting Unit/Designated Accountant

	<p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

23. Processing of Disbursement Vouchers – Special Counsel Allowance

Lawyer personnel, including those designated to assure the duties of a legal officer/staff deputized by the Office of the Solicitor General (OSG) to appear in court as special counsel in collaboration with the Solicitor General or prosecutors concerned are authorized to receive allowance.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32/33 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Office Order/Designation/ Letter of the OSG deputizing the claimant to appear in court as special counsel	Service Provider
2.2. Certificate of Appearance issued by the Office of the Clerk of Court	DepEd Website/Personnel Division
2.3. Certification that the case to be attended by the lawyer personnel are directly related	Service Provider

to the nature/functions of the particular office represented				
2.4. Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of P4,000.00 per month		Cash Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

24. Processing of Disbursement Vouchers – Financial Assistance

Financial assistance is given to DepEd employees/offices that would qualify as a recipient of additional monetary aide.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Financial Assistance to Private MADARIS	
2.1. Letter Notice of Award	Proponent
2.2. Matrix of Approved Assistance per School	Proponent
2.3. Copy of STI	Proponent
2.4. Copy of Approved WFP	Proponent
2.5. Copy of Approved A/R with details of Budget Estimate	Proponent
3. Financial Assistance to BARMM	

3.1. Copy of Approved A/R with details of Budget Estimate (indicating amount for BARMM)		Proponent		
4. Other Financial Assistance				
4.1. Duly signed and approved MOA		Proponent		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

25. Processing of Disbursement Vouchers – Fund Transfers

Fund transfers should be properly taken up in the books of both agencies, used only for the purpose intended, and properly accounted and reported.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Fund Transfer to Implementing Agency	
2.1. Duly signed and approved MOA/Trust Agreement	Proponent
2.2. Copy of approved Program of Work (for infrastructure project)	Proponent
2.3. Approved project expenditures or estimated expenses indicating the project objective and expected output (for other projects)	Proponent

2.4. Certification by the Accountant that funds previously transferred to the Implementing Agency (IA) has been liquidated, post audited and accounted for in the books, if applicable	Accounting Division (Bookkeeping B Section)				
2.5. Copy of the OR issued by the IA acknowledging receipt of funds transferred (for post-audit activities), if applicable	Implementing Agency				
3. Fund Transfer from Trust Fund to General Fund for Unspent Balance/Excess Amount					
3.1. Report of Receipt, Disbursement and Fund Balance certified by Accountant	Proponent				
3.2. Contract, MOA, Trust Agreement or MOU governing the utilization of funds and disposition of any balance thereof after completion of the purpose of the fund transferred	Proponent				
3.3. Letter of IA to transfer the unexpended balance to the General Fund duly approved by the Source Agency, if the disposition thereof has not been provided in the MOA, Trust agreement or Memorandum of Understanding	Implementing Agency				
<i>Such other pertinent supporting documents as are required by the nature of expense</i>					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and	None	4 hours	Designated Releasing & Receiving Staff	

	forward Disbursement Vouchers (DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

26. Processing of Disbursement Vouchers – Utilities

The amounts programmed, particularly for, but not limited to, petroleum, oil and lubricants as well as for water, illumination and power services, and rent requirements shall be disbursed solely for such items of expenditures.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	General Service Division
2. PLDT	
2.1. Billing Statement/Bills/Invoices	Service Provider
2.2. Summary of Billing of various claims	Service Provider
2.3. Official Receipts of payments, if for reimbursement	Proponent
2.4. Certification from Head of Office that all calls are official in nature (if not copy of OR	Proponent

from employee who made personal calls)				
3. MERALCO				
3.1. Billing Statement		Service Provider		
4. MAYNILAD				
4.1. Billing Statement		Service Provider		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

27. Processing of Disbursement Vouchers – Communication Mobile

The amounts programmed, particularly for communication services shall be disbursed solely for such items of expenditures.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Post Paid	
2.1. Statement of Accounts/Billing Statement/Invoice	Service Provider
2.2. Approved Authority, if applicable (for initial payment) Annex A per DO 17s. 2019	DepEd Website/Personnel Division
2.3. Official Receipts of payments - for reimbursement	Service Provider
2.4. Copy of official receipts for the excess payment - if usage exceeded the authorized amount per DO	Cash Division

3. For Prepaid				
3.1. Official Receipts of payments		Business Establishment		
3.2. Cell Card reimbursement - Official Receipts of payments		Business Establishment		
3.3. Approved Authority, if applicable (for initial payment) Annex A per DO 17s. 2019		DepEd Website/Personnel Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5)	None	2 days	Head of Accounting Unit/Designated Accountant

	If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

28. Processing of Disbursement Vouchers – Overtime

The total overtime pays of the employee for a given calendar year shall not exceed 50% of his/her annual basic salary.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Regular Employees	
2.1. Approved overtime computation	Proponent
2.2. Biometric DTR with Time & Deficiency Form	Personnel Division
2.3. Daily Accomplishment Report	Proponent
2.4. Copy of Authority to render overtime & work program	Proponent
2.5. Copy of Daily Time Record Log Book	Proponent
2.6. Copy of Locator Slips	Proponent

2.7. Copy of latest Approved Leave Credits	Personnel Division			
2.8. Pay slip copy (for salary adjustment)	Personnel Division			
2.9. Copy of Approved Travel Order	Proponent			
2.10. Strong justification signed by concerned Undersecretary, if required to render overtime during Sundays	Proponent			
2.11. Statement of Unliquidated Cash Advance (SUCA)	Accounting Division Pre-Audit B Section			
3. Contract of Service Employees				
3.1. Approved overtime computation	Proponent			
3.2. Biometric DTR with Time & Deficiency Form	Personnel Division			
3.3. Daily Accomplishment Report	Proponent			
3.4. Copy of Authority to render overtime & work program	Proponent			
3.5. Copy of Daily Time Record Log Book	Proponent			
3.6. Copy of Locator Slips	Proponent			
3.7. Pay slip copy (for salary adjustment)	Personnel Division			
3.8. Copy of Approved Travel Order	Proponent			
3.9. Strong justification signed by Undersecretary concerned, if required to render overtime during Sundays	Proponent			
3.10. Statement of Unliquidated Cash Advance (SUCA)	Accounting Division Pre-Audit B Section			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking	None	4 hours	Designated Releasing & Receiving Staff

	system, and forward Disbursement Vouchers (DV) for the next step			
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses

Appropriations for extraordinary and miscellaneous expenses may be used for the following purposes, among others: (a) Meetings, seminars and conferences, (b) Official entertainment, (c) Public relations, (c) Educational, athletic and cultural activities, (d) Contributions to civic and charitable institutions, (e) Membership in government associations, (f) Membership in national professional organizations duly accredited by the Professional Regulatory Commission, (g) Membership in the Integrated Bar of the Philippines, (h) Subscription to professional technical journals and informative magazines and materials (include library books and materials), (i) Office equipment and supplies, (j) Other similar expenses not supported by the regular budget allocation.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Official Receipts/invoice	Suppliers of goods/services

2.2. Other documents evidencing disbursements of these are available or in lieu thereof, Certification executed by the official concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his positions and indicate the month/period covered signed by the claimant		Claimant		
2.3. Certification from the concerned Official that amount used in accordance to what is authorized by law		Claimant		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff

	<p>1.3. Final Review of DV and supporting Documents</p> <p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	TOTAL:	None	7 days	

30. Processing of Disbursement Vouchers – Registration Fees

Registration fees for trainings, workshops or other necessary projects and activities that would benefit the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Budget Estimates approved by the Head of the Agency	Proponent
2.2. Schedules of Training approved by the head of the agency	Proponent
2.3. Approved Authority to Travel/Attend (indicating registration fee is authorized)	Proponent
2.4. Invitation letter (indicating amount of registration fee/s and other logistics)	Program Provider

2.5. Copy of approved Activity Request with detailed budget estimates		Proponent		
2.6. Indicate position of REGULAR employees		Proponent		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to	None	2 days	Head of Accounting Unit/Designated Accountant

	designated staff for tracking (Proceed to Step 1.6)			
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

31. Processing of Disbursement Vouchers – Remittances

Remittances are funds transferred to businesses or any other concerned party as payment for invoices or obligations of an office.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel Division & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Personnel Division
2. Other Documentary Requirements	
2.1. Approved Summary of Deductions prepared by Personnel Dept.	Personnel Division
2.2. Approved List of deductions attached on each voucher	Personnel Division
2.3. Separate disbursement voucher for Service Fee to be remitted to Bureau of Treasury	Personnel Division
<i>Such other pertinent supporting documents as are required by the nature of expense</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	<p>1.3. Final Review of DV and Supporting Documents</p> <p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>	None	2 days	Head of Accounting Unit/Designated Accountant

	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)

Airplane ticket to and from the venue for necessary travels which would be beneficial to the projects or activities of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Administrative Service & Budget Division
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Administrative Service
2. Other Documentary Requirements	
2.1. Approved Summary Account	Administrative Service
2.2. GFA - Fund Replenishment Form	Administrative Service
2.3. Sales Invoice	DBM PS
2.4. Copy of Approved Travel Authority	Proponent
2.5. Original Boarding Pass	Proponent/Airlines
2.6. Plane Ticket	Administrative Service

2.7. Request for Airline Booking and Issuance of Plane tickets		Administrative Service		
2.8. Copy of Approved MOA Agreement -CEBU/PAL		Administrative Service		
2.9. Government Fare Agreement (GFA)		Administrative Service		
2.10. Billing Statement Date (Undertaken)		DBM PS		
2.11. Invitation with conforme (for Resource Persons)		Proponent		
2.12. Certificate of Undertaking approved by Office Concerned for outside DepEd Claimant		Administrative Service		
2.13. Approved Request for Rebooking of Flight (for rebooked flights)		Administrative Service		
2.14. Approved Request for Cancellation of Flight (for cancelled flight)		Administrative Service		
2.15. Approved Request of Additional Baggage Allowance (for additional baggage allowance)		Administrative Service		
2.16. Approved Original Justification (for travel that deviates from the approved Travel Authority incase not indicated in the above form)		Proponent		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff

	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

33. Processing of Disbursement Vouchers – Advertising

Paid media advertisements are suspended except those required in the issuance of agency guidelines, rules and regulations, the conduct of public bidding and the dissemination of important public announcements.

Office or Division:	Accounting			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Requirements				
1.1. Certificate of Availability of Funds	Proponent			
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent			
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent			
1.4. Approval of expenditure by Head of Office	Proponent			
1.5. Sufficient and relevant documents to establish validity of claim	Proponent			
1.6. Checklist of Requirements	Accounting Division			
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division			
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent			
2. Other Documentary Requirements				
2.1. Duly signed/received Bill/Statement of account	Supplier/Proponent			
2.2. Copy of newspaper clippings evidencing publication and/or CD in case of TV/Radio commercial	Proponent			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	2 days	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff

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	1.5. Forward to End-User for compliance	None		
TOTAL:		None	7 days	

34. Processing of Disbursement Vouchers – Subscription Newspaper

Payment to concerned publishing company/newspaper provider for subscription to regularly delivered newspaper.

Office or Division:	Accounting			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Requirements				
1.1. Certificate of Availability of Funds				
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials				
1.3. Legality of transaction and conformity with laws, rules or regulations				
1.4. Approval of expenditure by Head of Office				
1.5. Sufficient and relevant documents to establish validity of claim				
1.6. Checklist of Requirements	Accounting Division			
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division			
1.8. Disbursement Voucher - box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent			
2. Other Documentary Requirements				
2.1. Duly signed/received Bill/Statement of account	Supplier/Proponent			
2.2. Approved Authority to subscribe	Proponent			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit Documents for Claim of Payments to Budget Section	1. Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.1. Review of documentation requirements	None	3 days and 4 hours	Designated Pre-Audit Staff
	1.2. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	<p>1.3. Final Review of DV and Supporting Documents</p> <p>If complete, sign DVs and proceed to payment (Proceed to Step 1.5)</p> <p>If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)</p>	None	2 days	Head of Accounting Unit/Designated Accountant

	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	Total	None	7 days	

35. Application for Provident Fund Loan

Provident Fund Loan defined as 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 serve as a loan facility and provider of supplementary welfare to employees.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Checklist of Requirements (1 Copy)	EAMD
1.2. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32 /33 GAM) (3 Copies)	EAMD
2. For All Types of Loan	
2.1. Loan application Form (LAF) (Completely filled up), endorsed by Personnel Division and Legal Service	EAMD
2.2. Authority to Deduct	Personnel Division
2.3. Copy of latest available payslip	Personnel Division
2.4. Photocopy of DepEd Identification Card	Employee borrower
2.5. Approved Appointment (for First Time borrowers and Co-Terminus employees only)	Employee borrower
2.6. First page of notarized Contract of Service for the last five (5) years (for Co-Terminus employees who also served as COS	Employee borrower
3. Additional Requirements for Additional Loans	
3.1. Letter-request addressed to the Undersecretary of OUF	Employee borrower
3.2. Hospitalization/Medical Expenses/Medical Abstract/Certificate/Prescription/Diagnosis	Employee borrower

3.3. Death Certificate of the deceased family member of the loan applicant within the third civil degree of consanguinity/affinity, as applicable	Employee borrower			
4. Additional Requirement for Calamity Loans				
4.1. Barangay/LGU Certificate/Resolution declaring the borrower's place under State of Calamity	Barangay where the borrower is a resident			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to EAMD	1. Receives and records payroll and supporting documents from EAMD	None	5 minutes	Designated Releasing & Receiving Staff
	1.1. Checks the completeness of the supporting documents (requirements)	None	5 minutes	Designated ITRS Staff
	1.2. Verifies the balances of previous loans from the Subsidiary Ledger of the borrower	None	10 minutes	Designated ITRS Staff
	1.3. Final Review For new loan borrowers: Prepares new subsidiary ledger and encodes data based on the payroll	None	10 minutes	Designated ITRS Staff
	1.4. Pre-audits/certifie	None	5 minutes	Designated ITRS Staff

	s funds availability/pr ocesses payroll			
	1.5. Section Chief and Assistant Chief affix initial and Chief Accountant signs on the payroll depending on the amount	None	5 minutes	Section Chief, Assistant Chief, Chief Accountant
	1.6. Releases the payroll to the Officer-in-Charge, Office of the Director IV (Finance Service - DA for approval	None	5 minutes	Designated Releasing & Receiving Staff
TOTAL:		None	50 minutes	

36. Processing of Liquidation Report - Petty Cash Fund (PCF)

Liquidation of PCF should be done as soon as the disbursements reaches 75% or as needed, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transactions and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Request and Status (box A & box B - approved) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher (box A - approved) (3 Copies)	Proponent
2. Initial Cash Advance	
1.1. Authority of the accountable officer indicating the maximum accountability and purpose of cash advance (Approved authority to draw PCF)	Proponent
1.2. Certification that previous cash advances have been liquidated and accounted for in the books (Statement of Unliquidated Cash Advance)	Accounting Division - Pre-Audit Section B
1.3. Approved application for bond and/or Fidelity Bond for	DO/SDO

the year for cash accountability of PHP 2,000 or more	
1.4. Approved estimates of petty expenses for one month	Proponent
2. Replenishment	
2.1. Summary of Petty Cash Vouchers	DO/SDO
2.2. Report of Disbursements (certification signed)	DO/SDO
2.3. Petty Cash Replenishment Report	DO/SDO
2.4. Petty Cash Vouchers duly accomplished and signed	DO/SDO
2.5. Approved purchase request with certificate of Emergency Purchase, if necessary	Proponent
2.6. Original bills, receipts, sales invoices for all purchases (with inspection, if w/o inspection provide approved waiver of inspection)	Suppliers of goods/services
2.7. Canvass from at least three suppliers for purchases involving 1,000 and above except for purchases made while on official travel	Suppliers of goods/services
2.8. Summary/Abstract of Canvass	Proponent
3. For Supplies	
3.1. Certificate of inspection and acceptance	Proponent/AMD
3.2. Request and Issue Slip (consumable) or Inventory Custodian Slip (non-consumable)	Proponent/AMD
4. For Meals	
4.1. Duly approved Job Order	Suppliers of goods/services
4.2. Notice of meeting	Proponent
4.3. Duly approved and signed attendance sheet	Proponent
5. For Repairs	
5.1. Duly approved Job Order	GSD
5.2. Pre & Post Inspection Report	GSD

5.3. Report of Waste Materials in case of replacement/repair	AMD			
6. For toll fees and gasoline				
6.1. Trip Ticket duly accomplished and approved (with summary if applicable)	Proponent			
6.2. Travel Authority (for toll fee only)	Proponent			
7. For Fare				
7.1. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent			
7.2. Duly signed and approved locator slip	per DO 22 s. 2019			
<i>Such other supporting documents that maybe required and/or required under the company policy depending on the nature of expenses</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Accounting Division - Pre-audit B Section	1. Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Review of documentation requirements , encodes and forward to Section Chief	None	3 days	Designated PASB Pre-Audit Staff
	1.2. Review and initial or Final Review and approval of	None	3 days, 7 hours and 40 minutes	Head of Accounting Unit/Designated Accountant

	LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for final review			
	1.3. Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	Designated Staff
TOTAL:		None	7 days	

37. Processing of Liquidation Report – Training and Activities

Liquidation of training and activities expenses should be done within 20 calendar days after the end of the year subject to replenishment as frequently as necessary during the year.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Liquidation Report Form	DO/SDO
2. Report of Disbursements signed by Disbursing Officer with supporting documents (Receipts/Sales Invoices approved by the Head of Office)	DO/SDO
3. Copy of Previously approved vouchers (Cash Advance with copy of Check)	DO/SDO
4. Copy of Approved Memo of the Activity (Activity Request / Authority to Conduct) with approved budget estimate, Asset Management Division Certificate and List of Supplies and Materials, Purchase Order	Proponent
5. Request and Issue Slip (consumable) or Inventory Custodian Slip (non-consumable)	Proponent/AMD
6. Certificate of Acceptance / Waiver of Inspection	Proponent
7. Certification of emergency purchase / Justification (if needed)	Proponent
8. Trip ticket (if for fuel/toll fees/parking fees)	Proponent
9. Approved payrolls/vouchers duly acknowledged/signed by the payee/s	Proponent
10. Approved Itinerary of Travel (Appendix No. 45 GAM)	Proponent
11. Approved Travel Authority (per DO No. 22 s. 2019)	Proponent

12. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Proponent			
13. Original Certificate of Appearance/participation	Program Provider			
14. Original copies of tickets (bus, ship, boat, taxi, terminal fee, etc.)	Transportation Companies			
15. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-01) , if Applicable	Proponent			
16. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agencyfor Billing Statement and ORs			
17. OR in case of refund of excess of cash advance	DO/SDO			
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Accounting Division - Pre-audit B Section	1. Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Review of documentation requirements , encodes and forward to Section Chief	None	3 days	Designated PASB Pre-Audit Staff
	1.2. Review and initial or Final Review and	None	3 days, 7 hours and 40 minutes	Head of Accounting

	approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for final review			Unit/Designated Accountant
	1.3. Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	Designated Staff
TOTAL:		None	7 days	

38. Processing of Liquidation Report – Foreign Travel

Liquidation of Foreign travel expenses should be done within 60 days after the return of the employee concerned to the Philippines.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Liquidation Report Form	Employee/Officer
2. Approved Travel Authority (per DO No. 22 s. 2019)	Employee/Officer
3. DFA Letter	DFA
4. Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
5. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Employee/Officer
6. Letter of Invitation of host/sponsoring country/agency/organization (indicating administrative matter such as lodging, meals, transportation, etc.)	Program Provider
7. For plane fare, quotations of the 3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
8. Copy of Plane Ticket/Flight itinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
9. Copy of UNDP DSA Rates for the country of destination	Google Search
10. Daily Dollar Rates/Peso Rates (from BSP - date of cash advance)	BSP
11. Where applicable, authority from the OP to claim representation expenses	Office of the President
12. <i>In case of seminars/trainings:</i> <ul style="list-style-type: none"> • Invitation addressed to the agency inviting participants • Acceptance of the nominees as participants 	Program Provider

<ul style="list-style-type: none"> • Programme Agenda and Logistics Information (such as lodging, meals, transportation, etc.) 	
13. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books/STATEMENT OF UNLIQUIDATED CASH ADVANCES OF DISBURSING OFFICERS	Accounting Division
14. Daily Dollar Rates Peso Rates (date of departure)	BSP
15. UNDP DSA Rates for the country of destination (for the month of travel date)	Google Search
16. Copy of Plane Ticket	Administrative Service/Airline/Travel Agency
17. Copy of Boarding pass, boat or bus ticket	Transportation Company
18. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agency for Billing Statement and ORs
19. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
20. Certificate of appearance/attendance for training/seminar/ participation	Program Provider/Philippine Consulate
<p>21. <i>For reimbursement of actual travel expenses in excess of the prescribed rate (EO No. 77):</i></p> <ul style="list-style-type: none"> • Approval by the President for the Department Secretary (approval of authorized official per DO No. 22 s. 2019 for Usec and below) • Certification from the Head of Agency that it is absolutely necessary • Hotel room bills with official receipts (certification of affidavit of loss shall not be considered) 	OP, OSEC & Business establishment
22. Completely filled-up and approved Reimbursement	Proponent

Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable				
23. Narrative report on trip undertaken/Report on Participation		Employee/Officer		
24. Receipts for other expenses authorized to claim		Business Establishments		
25. OR in case of refund of excess of cash advance		Employee/Officer/Cash Division		
26. Copy of pre-audited/approved cash advance voucher and itinerary of travel		Employee/Officer/Cash Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Accounting Division - Pre-audit B Section	1. Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Review of documentation requirements, encodes and forward to Section Chief	None	3 days	Designated PASB Pre-Audit Staff
	1.2. Review and initial or Final Review and approval of LRs and Supporting Documents (once completed, to	None	3 days, 7 hours and 40 minutes	Head of Accounting Unit/Designated Accountant

	<p>be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRs to Head of Accounting Unit for final review</p>			
	<p>1.3. Once signed, document will be forwarded to Book A for JEV Preparation</p>	None	15 minutes	Designated Staff
TOTAL:		None	7 days	

39. Processing of Liquidation Report – Local Travel

Liquidation of local travel expenses should be done within 30 days after the return of the employee concerned to his/her official station.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Liquidation Report Form	Proponent
2. Approved Itinerary of Travel (Appendix No. 45 GAM)	Proponent
3. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Proponent
4. Original Certificate of Appearance/participation	Program Provider
5. Original copies of tickets (bus, ship, boat, taxi, terminal fee, etc.)	Transportation Companies
6. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
7. Copy of Boarding pass received by Administrative Service	Administrative Service
8. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agency for Billing Statement and ORs
9. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
10. Approved Justification from USEC Concerned (if there is deviation from Authorized Travel)	
11. Memo regarding the first meal and last meal of the activity	Program Provider
12. Copy of approved AR/ATC with detailed budget estimate (if claiming for B&L/full DTE)	Program Provider

13. Certification from the Head of Agency as to the absolute necessity of the expenses together with the corresponding receipts, if the expenses incurred exceeded DTE rate (certification or affidavit of loss shall not be considered)		Office of the Secretary		
14. Hotel room/lodging bills with ORs in the case of official travel on places w/in 50km radius from the last city or municipality covered by the MM area, or their city or municipality where their permanent official station is located in the case of those outside MM area if the travel allowances being claimed include the hotel room/lodging rate		Business Establishments		
15. OR in case of refund of excess of cash advance		Employee/Cash Division		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Accounting Division - Pre-audit B Section	1. Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Review of documentation requirements, encodes and forward to Section Chief	None	3 days	Designated PASB Pre-Audit Staff

	1.2. Review and initial or Final Review and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for final review	None	3 days, 7 hours and 40 minutes	Head of Accounting Unit/Designated Accountant
	1.3. Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	Designated Staff
TOTAL:		None	7 days	

40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses

Liquidation Payroll fund for salaries, wages, allowances and other similar expenses should be done within 5 calendar days after the end of the pay period.

Office or Division:	Accounting			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report Form		DO/SDO		
2. Report of Disbursements signed by Disbursing Officer with supporting documents		DO/SDO		
3. Copy of Previously approved vouchers (Cash Advance with copy of Check)		DO/SDO		
4. Copy of Approved Memo/Authority with approved budget estimate		DO/SDO		
5. Approved DTRs or certificate of service		Employee/Personnel		
6. Approved application for leave		Employee/Personnel Division		
7. In case of payment of personnel under the job order status, duly verified/accepted accomplishment report		Employee/Concerned office		
8. Authority from the claimant and identification documents if claimed by person other than the payee		Employee/Personnel		
9. OR in case of refund for unclaimed salaries		DO/SDO		
<i>Such other pertinent supporting documents as are required by the nature of expense</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents to Accounting Division -	1. Receive documents from employee/officer and encodes the	None	5 minutes	Designated PASB Releasing & Receiving Staff

Pre-audit B Section	liquidation report and forward to the next step			
	1.1. Review of documentation requirements, encodes and forward to Section Chief	None	3 days	Designated PASB Pre-Audit Staff
	1.2. Review and initial or Final Review and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for final review	None	3 days, 7 hours and 40 minutes	Head of Accounting Unit/Designated Accountant
	1.3. Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	Designated Staff
TOTAL:		None	7 days	

41. Pre-Audit of Budget Estimates

Review amounts included in the budget of DepEd activities, what are allowed and not and what are the maximum standard set.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Authority from Proponents		Concerned Office / Proponent		
2. Allotment from Budget Division		Budget Division		
3. Program Work and Financial Plan Clearance / Approval from Planning Division		Planning Division		
4. Actual or Tentative (if still not available) Place of Venue and Number of Participants per Region		Concerned Office / Proponent		
5. Detailed TEVs of the Resource Person(s) indicating origin / official station		Concerned Office / Proponent		
6. List of supplies and materials with costing and Certification from Asset Management Division		Asset Management Division		
7. All budget computation (detailed attachments) should be approved by the head of Office		Concerned Office / Proponent		
8. Indicate the amount for downloading, for direct payment and for cash advance with name of the Disbursing Officer Requested		Concerned Office / Proponent		
9. Letter request from Regions/Divisions (if authority is request for downloading of support funds)		Requesting Region/Division		
<i>Such other pertinent supporting documents as required by the nature of claim</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete required documents and Request for Pre-Audit	1. Receive and encode the document by the assigned personnel	None	30 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Encode and Pre-Audit, then forward it to Section Chief	None	1 day	Designated PASB Pre-Audit Staff
	1.2. Review and initial/sign the authority	None	1 day and 7 hours	Section Chief PAS B, Assistant Chief and Chief Accountant
	1.3. Release the authority to the proponent/ concerned office	None	30 minutes	Designated Staff
TOTAL:		None	3 days	

42. Pre-Audit of Various Authorities

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

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Signed Authority from Proponents		Concerned Office / Proponent		
2.Allotment from Budget Division		Budget Division		
3. Checklist applicable based on expense and/or transaction as required by Pre-Audit Section A		Accounting Division - Pre-Audit Section A		
4. Portion of Work and Financial Plan where the expense will be charged		Concerned Office / Proponent		
5.Justification (if applicable)		Concerned Office / Proponent		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete required documents and Request for Pre-Audit	1. Receive and encode the document by the assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Encode and Pre-Audit, then forward it to Section Chief	None	7 hours and 30 minutes	Designated PASB Pre-Audit Staff
	1.2. Review and initial/sign the authority	None	1 day	Section Chief PAS B, Assistant Chief and Chief Accountant
	1.3. Release the authority to proponent/ concerned office	None	15 minutes	Designated Staff
TOTAL:		None	2 days	

43. Request for Application, Renewal and Cancellation of Bond

Review of documents / requirements submitted by the special disbursing officer / disbursing officer in accordance with Treasury Circular 02-2009.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Authority from Proponents (Authority to Appoint or Designate)		Concerned Office / Proponent		
2. Allotment from Budget Division		Budget Division		
3. Two (2) General Form No. 57A (Request Form) - refer to Treasury Circular No 02-2009		Bureau of Treasury Website - Fidelity Bonding Forms (https://www.treasury.gov.ph/?page_id=14814)		
4. Two (2) General Form No. 58A (Application Form) - refer to Treasury Circular No 02-2009 (subscribed and sworn to before any officer authorized to administer oath, attached with two (2) passport size ID picture taken within the last three (3) months prior to the date of application)		Bureau of Treasury Website - Fidelity Bonding Forms (https://www.treasury.gov.ph/?page_id=14814)		
5. Latest Sworn Statement of Assets, Liabilities and Net Worth (SALN)		Appointed/Designated DO/SDO		
6. Certification of No Pending Administrative and Criminal Case		Legal Service		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents and Request for Pre-Audit	1. Receive and encode the document by the assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff

	1.1. Encode and Pre-Audit, then forward it to Section Chief	None	7 hours and 30 minutes	Designated PASB Pre-AuditStaff
	1.2. Review and initial/sign the authority	None	1 day	Section ChiefPAS B, Assistant Chief and Chief Accountant
	1.3. Release the authority to the proponent/ concerned office	None	15 minutes	Designated Staff
TOTAL:		None	2 days	

44. Request for Approval of the Contracts of Various Projects/ Transactions

Responsible as to the availability of funds for that purpose.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Signed Authority from Proponents (Authority to Appoint or Designate)		Concerned Office / Proponent		
2.Documents as required by the Contract Management Division		Contract Management Division		
3. Contract per Supplier signed bythe concerned personnel and/or officials (3 Copies)		Concerned Office / Proponent		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the completeness of documents and request for Signature of the Chief Accountant certifying the Funds Available per attached Authority to Procure	1. Receive and encode the document by the assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff
	1.1. Encode and check the completeness of the attached documents and the amount indicated therein	None	7 hours and 30 minutes	Designated PASB Pre-Audit Staff

	1.2. Review and initial/sign approval of "Funds available"	None	1 day	Section ChiefPAS B, Assistant Chief and Chief Accountant
	1.3. Release the contract to the proponent/ concerned office	None	15 minutes	Designated Staff
TOTAL:		None	2 days	

45. Issuance of GSIS and Pag-IBIG Certificate of Remittances

Process of release of GSIS and Pag-IBIG Certificate of Remittances as proof of the transaction.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Retirees/Retired Teachers, Active DepEd Teachers/Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Government Service Insurance System (GSIS) Personal Share and Government Share				
1.1. Request from the GSIS member report issued by the GSIS which indicates the Period with Paid Premiums (PPP) and Total Length of Service (TLS) variances		Government Service Insurance System (GSIS)		
1.2. Member's Service Record		Division Offices/ Implementing Units		
1.3. Member's payslip or payroll		Division Offices/ Implementing Units		
2. For GSIS Policy Loans, GSIS educational Loans or GSIS other loans				
2.1. Request from the member his latest statement of account (SOA) on due and demandable loans		Government Service Insurance System (GSIS)		
2.2. Member's payslip or payroll		Division Offices/ Implementing Units		
3. For Pag-IBIG Fund				
3.1. Request from the GSIS member report issued by the PAGIBIG which indicates the period with variances as against her total length of service		Pag-IBIG Fund		
3.2. Member's Service Record		Division Offices/ Implementing Units		
3.3. Member's payslip or payroll		Division Offices/ Implementing Units		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the documents to DepEd Central Office - Accounting Division CROC Section	1. Receive documents and prepare Certificate of Remittances for GSIS or PAGIBIG	None	20 minutes	Leticia Mallannao
	1.1. Review and Approval	None	5 minutes	Neliza Advincula
	1.2. Issue/Release the Certification to Teacher/s	None	5 minutes	Leticia Mallannao
TOTAL:		None	30 minutes	

46. Application for Certification of Remittances

GSIS and Pag-IBIG Certification of Remittances can be issued to Retirees/RetiredDepEd Employees, as well as active DepEd personnel.

Office or Division:	Accounting			
Classification:	simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Retirees/Retired Employees, Active DepEd Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Government Service Insurance System (GSIS) Personal Share and Govt. Share				
1.1. Request from the GSIS member a letter or report issued by the GSIS which indicates his period with paid premiums (PPP) and total length of service (TLS) variances		Government Service Insurance System (GSIS)		
1.2. Member's Service Record		Member/Employee		
1.3. Member's payslip or payroll		Member/Employee		
2. For GSIS Policy Loans, GSIS educational Loans or GSIS other loans				
2.1. Request from the member his latest statement of account (SOA) on due and demandable loans		Government Service Insurance System (GSIS)		
2.2. Member's payslip or payroll		Member/Employee		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for certification and other documents to Accounting Division – ITR Section	1. Receive request and documents from Member/employee	None	15 minutes	Cecille Villanueva and Loreto Virgo, Jr

	1.1. Upon receipt of the SOA, etc., review or analyze it to determine the variances or unposted payments	None	1 day	Cecille Villanueva and Loreto Virgo, Jr
	1.2. Print and issue copy of scanned remittance list and official receipt of the variance/unposted remittances	None	1 day	Cecille Villanueva and Loreto Virgo, Jr
	1.3. Record the transaction and release the documents to Member/Employee		15 minutes	Cecille Villanueva and Loreto Virgo, Jr
TOTAL:		None	2 days, 30 minutes	

47. Request for BIR Form 2306 and 2307

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

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Payees with taxes withheld on their claims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up request form		Accounting Division - Bookkeeping A Section		
2. Photocopy of processed Disbursement Voucher with LDDAP-ADA payments		Cash Division		
Such other pertinent supporting documents as required				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form and submit request form to issuing staff	1. Receive request form and attachment	None	20 minutes	Admin Assistant III
	1.1. Verify if included in the list	None	3 hours	Admin Assistant III
	1.2. Prepare tax certificates in 3 copies	None	3 hours	Admin Assistant III
	1.3. Endorse to signatory	None	20 minutes	Admin Assistant III
	1.4. Signatory Sign/initial the BIR Form 2306 & 2307	None	1 hour	Chief Accountant/ Section Chief
	1.5. Release 2 copies of BIR Forms to the requesting party	None	20 minutes	Admin Assistant III
TOTAL:		None	1 day, 8 hours	

48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions

Photocopy of supporting documents from paid and filed transaction can be requested from the accounting division.

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Payees in need of supporting documents from paid transaction/s to support in claims of current/another transaction/ liquidation of cash advance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		Accounting Division - Receiving/Releasing Window		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form, then submit to issuing staff/officer	1. Receive request form and attachment	None	15 minutes	Admin Assistant
	1.1. Manual search the transaction through binder number and LDDAP-ADA number as reference. <i>If transaction is already forwarded to COA for audit review, the requesting party will go directly to COA for his request</i>	None	5 hours	Admin Assistant

	1.2. Photocopy requested documents and its attachment	None	2 hours and 30 minutes	Admin Assistant
	1.3. Release the copy of requested supporting document	None	15 minutes	Admin Assistant
TOTAL:		None	1 day, 8 hours	

49. Application for Agency Code/Activation of Organization Code

This service is an application of any government unit including offices, instrumentality for a code specifically intended only for the requesting office/unit.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Non-implementing Units/Division Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Copy of the current GAA where the appropriation of the school is reflected	Division Office
2.Duly signed latest and updated Personnel Services Itemization and Plantilla of Positions (PSIPOP) and with Principal position. Financial staff (ADASII and III) and with at least twenty (20) teachers	Division Office (HRMO)
3.Copy of attested appointment paper of the current School Principal and Reassignment Order, if any	Division Office (HRMO)
4.Copy of attested appointment paper of School Bookkeeper (ADAS III) and School Disbursing Officer (ADAS II)	Division Office (HRMO)
5.Copy of Certificate of trainings/seminars attended by financial staff related to Financial Management	Concerned Staff
6.Certification of the School Head as to the capacity of the School to comply with submission of financial reports to COA, DBM, NEDA, House of Representatives, etc. duly noted by Schools Division Superintendent	School Principal
7.Duly signed EBEIS data on enrolment per grade level for the current school year including School Profile.	Division Office - Planning Officer
8.Letter Request for the Issuance of Agency Code by the "current" School Head addressed to the Schools Division Office	School Principal

9. Indorsement letter from Schools Division Office to Regional Office		Division Office		
10. Indorsement letter from the Regional Office concerned		Regional Office		
<i>Such other pertinent supporting documents as required</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse request for Agency Code/activation of Organization Code with required supporting documents to DepEd Central Office - Accounting Division	1. Receive request for Issuance of Agency Code/activation of Organization Code	None	2 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.1. Prepare Checklist for the requesting Division/School as guide for review	None	5 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.2. Review/Evaluate request as to completeness of submitted documents and sort/arrange documents according to the checklist)	None	30 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.3. Review Checklist if all required supporting	None	5 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas

	documents are complied			
	1.4. Prepares Indorsement Letter to DBM all evaluated requests on a quarterly basis	None	30 minutes	
TOTAL:		None	42 minutes	

B. Budget Division

1. Processing of Request for Obligation of Allotment

Obligation Request and Status/Contracts is a required document by Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts.

Office or Division:	Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	DepEd offices and private companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ORS (3 Original Copies)		Requesting Unit		
2. Signed Activity Request (AR) / Authority to Conduct (ATC)(1 Photocopy)		Requesting Unit		
3. Budget Estimate (1 Original Copy)		Requesting Unit		
4. If no Activity Request: Authority to Pay (ATP) / Reimburse with fund source (1 Original Copy)		Requesting Unit		
5. PMIS/WFP (1 Origin Copy)		Requesting Unit		
6. Authority to Travel (1 Original Copy)		Requesting Unit		
7. If for salary/overtime: Copy of Contract (1 Original Copy)		Requesting Unit		
8. Approved Authority to Procure (1 Photocopy)		Requesting Unit		
9. Approved Purchase Order (1 Photocopy)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit will submit the Obligation Request and Status/Contracts to Budget Division	1.1. Receive and record the document	None	5 minutes	Receiving Personnel

	1.2. Distribute to Personnel in charge	None	3 minutes	Receiving Personnel
	1.3. Review, verify, and indicate the availability of allotment	None	2 hours	Person-in-Charge
	1.4. Encode in the Registry of RAO	None	1 hour	Person-in-Charge
	1.5. Review and initial	None	2 hours	Section Chief/s
	1.6. Review and sign	None	1 day	Head of Office
	1.7. Release to the Accounting Division (Outgoing Documents)	None	1 hour	Receiving Personnel
TOTAL:		None	1 day, 6 hours, 8 minutes	

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

Sub-Allotment Release Order or Sub-ARO refers to an internal document issued by CO transferring a portion of available funds to Field Offices. It serves as the authority granted to DepEd OUs to enter into commitment, and consequently incur obligations.

Office or Division:	Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Downloading of Funds(1 Original Copy)		Bureaus/Services/Offices		
2. Approved AR/ATC (1 Original Copy)		Bureaus/Services/Offices		
3. Letter of Acceptance (1 Original Copy)		Bureaus/Services/Offices		
4. Breakdown of Allocation for Downloading (1 Original Copy)		Bureaus/Services/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to Budget Division	1.1. Receive and record the document	None	5 minutes	Receiving Personnel
	1.2. Distribute to Personnel in-charge in processing of Sub-ARO	None	3 minutes	Receiving Personnel
	1.3. Review the completeness and accuracy of documents	None	5 minutes	Personnel-in-Charge
	1.4. Process Sub-ARO	None	1 hour	Personnel-in-Charge
	1.5. Review and initial	None	1 day	Section Chief/s
	1.6. Certify the correctness of the Sub-ARO	None	1 day	Head of Office
	1.7. Release to the Office of Assistant Secretary for Finance Service (Outgoing Documents)	None	1 hour	Releasing Personnel
TOTAL:		None	2 days, 2 hours, 13 minutes	

3. Certification of Availability of Allotment

The Budget Division certifies the availability of resources to fund the implementation of various DepEd programs, activities and projects in accordance with the following documents as submitted to the Budget Division by the proponent offices:

- a. Activity Request (AR) / Authority to Conduct (ATC)
- b. Authority to Procure
- c. Contracts / Purchase Order (PO)

Office or Division:	Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government and G2B - Government to Business			
Who may avail:	DepEd offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved WFP (1 Photocopy)		Bureaus/Services/Offices		
2. AR/ATC (2 Original Copies)		Bureaus/Services/Offices		
3. Authority to Procure (1 Original Copy)		Bureaus/Services/Offices		
4. Contracts/PO (2 Original Copies)		Bureaus/Services/Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to Budget Division	1.1. Receive and record the document	None	5 minutes	Receiving Personnel
	1.2. Distribute to Personnel-in-charge	None	3 minutes	Receiving Personnel
	1.3. Review the completeness and accuracy of the documents	None	30 minutes	Person-in-Charge
	1.4. Stamp allotment availability	None	10 minutes	Person-in-Charge
	1.5. Review and initial	None	2 hours	Section Chief/s
	1.6. Review and sign	None	1 day	Head of Office

	<p>1.7. If ATC – Release to the Accounting Division (Outgoing Documents)</p> <p>1.6a. If ATP – Release to the Signing Authorities (Outgoing Documents)</p> <p>1.6b. If AR (with Downloading) – Release to Office of the Asec. For Finance (Outgoing Documents)</p> <p>1.6c. If Contract of 'Newly Hired' COS –Release to Office of the Asec. for Finance (Outgoing Documents)</p> <p>1.6d. If Contract of 'Renewal' COS – Release to Office of the Usec. For FOHRODEA CO (Outgoing Documents)</p>	None	1 hour	Receiving Personnel
TOTAL:		None	1 day, 3 hours, 48 minutes	

C. Bureau of Curriculum Development - Special Curricular Programs Division

1. Application for Special Program in Foreign Language

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

Office or Division:	Bureau of Curriculum Development – Special Curricular Programs Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Public Junior High Schools (JHS)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 2 Original Copies of Letter of Intent 2. 2 Original Copies List of qualified SPFL students 3. 2 Original Copies List of qualified SPFL teachers 4. 2 Original Copies Pictures of Customized SPFL Classroom with Speech Technology			Client	
5. 2 Original Copies of Endorsement Letter signed by the Regional Director			Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent with the complete set of documentary requirements in the SPFL Manual of Operation	1.1 Receive and record request and forward to assigned personnel	None	1 day	BCD
	1.2 Receive, check the completeness and evaluate requirements	None	1 day	BCD
	1.3 Initial evaluation of application	None	2 days	BCD
	1.4 Conduct online interview for SPFL Teacher-applicants	None	1 day	BCD / Program Partners
2. Acknowledge School Recognition	2.1 Release list of approved schools to offer SPFL via memorandum	None	2 days	BCD
	Total	None	7 days	

D. Bureau of Human Resource and Organizational Development – Personnel Division

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

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

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

Official or Personal Travel may be further categorized into **foreign** (trips outside the Philippines) or local (trips outside the permanent official station). The minimum conditions for a trip to be considered official travel are the following:

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

1.1 Issuance of Foreign Official Travel Authority

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

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	<p>DepEd officials and employees meeting the conditions for foreign official travel as stated on DOs 043 and 046, s. 2022, specifically</p> <ul style="list-style-type: none"> • Requests recommended by the Office of the Schools Division Superintendent (OSDS) and Office of Regional Director (ORD) • Regional Directors and Assistant Regional Directors • Requests from the Central Office 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
1. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization	
2. One (1) original copy of Itinerary of Travel		
3. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ² , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client	
4. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client	
5. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office (ICO) / Client	
6. One (1) copy of Budget Estimate (Travel Cost)	Office of the Undersecretary for Finance	
7. One (1) copy of Work and Financial Plan	Client's office	
Optional requirements:		
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client	
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas	
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary	
- Endorsement letter to the Department of Foreign Affairs (DFA)	ICO	

² Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Division of DepEd CO a. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices b. ORD - for Schools Division Superintendents, Assistant Schools Division Superintendents, and Division Chief and below in Regional Offices c. Regional Directors and Assistant Regional Directors	1.1 Check the documents received, process for release to Personnel	None	15 minutes	Admin Assistant / Officer, Records Division
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA (and endorsement letter to DFA, if applicable) and forward to the ICO. Otherwise, inform the client of discrepancies and wait for reply.	None	1 day	Administrative Officer, PD
	1.5 Check the CSW, fund source, and legitimacy of travel documents and forward to the Office of the Undersecretary for Finance (OUF)	None	7 hours	ICO
	1.6 Review documents and prepare Budget Estimate (Travel Cost) and forward to the Approving Authority	None	1 day	OUF
	1.7 Validate documents and sign TA (and endorsement letter to DFA, if applicable)	None	2 days	Approving Authority (Execom in-charge) ³
	1.8 Release the signed approved/disapproved TA (and endorsement letter to DFA, if applicable) to Records Division	None	15 minutes	Office of the Approving Authority
	2. Receive requested document/s from the Records Division.	2.1 Check documents received and process for release; release document/s to intended recipient.	None	25 minutes
3. Submit post-travel report addressed to the Office of the Secretary ⁴	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
TOTAL		None	5 days	

³ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

⁴ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For officials/personnel the DepEd Central Office: 1. Submit complete requirements endorsed by the applicable Recommending Authority to the Personnel Division (PD)	1.1 Receive documents, log on the database.	None	15 minutes	Administrative Assistant, PD
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA (and endorsement letter to the Department of Foreign Affairs, if applicable) and forward to the applicable Approving Authority in DepEd CO.	None	4 hours	Administrative Assistant / Officer, PD
	1.3 Review and approve TA (and endorsement letter to DFA, if applicable) and forward to PD.	None	4 days, 4 hours	Designated Approving Authority in DepEd CO
	1.4 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release document/s to intended recipient.	None	30 minutes	Administrative Assistant / Officer, PD
3. Submit post-travel report addressed to the Office of the Secretary ⁵	3.1 Receive the post-travel report	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
TOTAL		None	5 days	

⁵ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

1.2 Issuance of Foreign Personal Travel Authority

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

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

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
2. One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office	Client	
3. Certificate of No Pending Case	Legal unit with jurisdiction over the client	
4. CSC Form No. 6, s. 2020 (Leave Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client	
Optional requirements: - For CO Division Chiefs and higher, a draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary	
- For Study Leave (up to 6 months): Contract between the agency head or authorized representative and the employee concerned	Personnel unit with jurisdiction over the client	
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Division of DepEd CO a. Regional Directors b. ORD – for Schools Division Superintendents, Assistant Schools Division Superintendents, Assistant Regional Directors	1.1 Check the documents received, process for release to the Personnel Division (PD)	None	15 minutes	Administrative Assistant / Officer, Records Division
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA and forward to the applicable Approving Authority in DepEd CO. Otherwise, inform the client of discrepancies and wait for reply.	None	4 hours	Administrative Officer, PD
	1.4 Review and approve TA and return to PD.	None	4 days	Designated Approving Authority in DepEd CO
	1.5 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Administrative Assistant / Officer, Records Division
TOTAL		None	5 days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For officials/personnel in the DepEd Central Office: 1. Submit complete requirements endorsed by the applicable Recommending Authority to the Personnel Division (PD)	1.1 Receive documents, log on the database.	None	15 minutes	Administrative Assistant, PD
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft the TA and forward to the applicable Approving Authority in DepEd CO.	None	4 hours	Administrative Assistant / Officer, PD
	1.3 Review and approve TA and forward to PD.	None	4 days, 4 hours	Designated Approving Authority in DepEd CO
	1.4 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	30 minutes	Administrative Assistant / Officer, PD
TOTAL		None	5 days	

2. Issuance of Certificate of Employment and Service Record

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

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed Request Form (1 Original Copy)		Personnel Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the duly signed Request Form	1.1. Receive the duly signed Request Form	None	10 minutes	Personnel Division- Personnel Records Unit
2. Wait while the requested Certification is being processed	2.1. Check the records of the requestor and prepare the Certification	None	30 minutes	
	2.2. Approve and sign Certification	None	5 minutes	Personnel Division- CAO
3. Receive signed Certification	3.1. Release signed Certification	None	5 minutes	Personnel Division- Office Management Unit
TOTAL:		None	49 minutes	

3. Order of Transfer and Reassignment

Order of Transfer is an issuance by the department or agency to transfer its employees to another office while keeping the original employment relationship intact. On the other hand, Reassignment is the movement of an employee across the organizational structure within the same department or agency, which does not involve a reduction in rank, status or salary.

Office or Division:	Personnel Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request of Employee or Requesting Office for Transfer or Reassignment of Personnel (1 Copy)			Requesting Person	
2. Indorsement from SDO and RO or Office Concerned where Employee is currently reporting (1 Original Copy)			RO/SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIB LE
1. Submit requirements at the Personnel Division	1.1. Receive letter request of transfer and/or reassignment	None	1 day	Personnel Division- Office Management Unit
	1.2. Draft memorandum of transfer and reassignment	None		Personnel Division- RSP Unit
	1.3. Release the drafted memorandum for approval of Supervising ExeCom	None		Personnel Division- Office Management Unit
	1.4. Receive and sign the memorandum	None	1 day	OUHROD
	1.5. Release signed memorandum	None		
2. Receive signed and approved memorandum	2.1. Records Division releases signed memorandum to the requesting employee and concerned offices	None	1 day	Records Division
TOTAL:		None	3 days	

4. 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 Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSC Form 6 (Leave Form) (2 Copies)		Personnel Division		
2. Medical Certificate (If applying for Sick Leave for more than 5 days) (2 Copies)		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed CSC Form No. 6 (Leave Form)- attached medical certificate if applicable	1.1. Receive the duly signed CSC Form no. 6 then forward it to the assigned personnel for processing	None	2 days	Personnel Division- Office Management unit
	1.2. Process leave request and update number of leave credits in the Service Card	None		Personnel Division- Personnel Records Unit
	1.3. Approve leave request and certificate the accuracy of no. of leave credits	None		Personnel Division- Division Chief/ Supervising Administrative Officer
	1.4. Release actioned CSC Form No. 6 to the Records Division	None		Personnel Division- Office Management Unit
2. Receive approved and actioned Leave Form	2.1 Records Division releases actioned CSC Form no, 6 to the requesting employee	None	1 day	Records Division
TOTAL:		None		3 days

5. Application for Retirement

Any DepEd personnel can optionally retire is at the age of 60. Officials or employees who have reached the compulsory retirement age of 65 years shall not be retained in the service, except for extremely meritorious reasons in whichcase the retention shall not exceed six months.

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Records (1 Original Copy)		Personnel Division		
2. Letter of Intent (for Optional Retirees)		Retiree		
3. CSC Form No. 7 - Clearance Form (4 Original Copies)		Personnel Division		
4. CSC Form No. 6 - Leave Form (2 Original Copies) *Applicable for Terminal Leave		Personnel Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for retirement at the Personnel Division	1.1. Receive the applicant's requirements	None	2 days	Personnel Division- Office Management Unit
	1.2. Process and evaluate all requirements	None		Personnel Division- Personnel Records Unit and CompenBen Unit
	1.3. Sign documents/ forms needed by the retiree	None		Personnel Division- CAO
2. Receive signed and approved documents relevant to GSIS claim of retiree	2.1. Release documents signed and processes by PD	None	1 day	Personnel Division- Office Management Unit
TOTAL:		None	3 days	

6. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.CSC Form No. 6 (Leave Form)(2 Original Copies)		Personnel Division		
2. Medical Certificate (if applying for more than 5 days) (2 Copies)		Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly signed CSC Form No. 6 (Leave Form) attach medical certificate if applicable	1.1. Receive the duly signed CSC Form no. 6 then forward it to the assigned personnel for processing	None	2 days	Office Management Unit
	1.2. Process leave Request and update leave credits in Service Card	None		Personnel Records Unit
	1.3. Approve leave request and certify the accuracy of no. of leave credits	None		Division chief/SAO
	1.4. Release actioned CSC Form No. 6 to the Records Division	None		Office Management Unit
2.Receive approved and actioned leave form	2.1. Release action CSC Form no. 6 to PD	None	1 day	Records Division
	2.2. Provide requirements for budget allocation	None		Personnel Records Unit
	2.3. Prepare DV and ORS	None		Personnel CompenBen
3.Receive requirements for payment	3.1 Release all requirements for payment	None	1 day	Records Division
	TOTAL	None	2	days

E. Employee Accounts Management Division (EAMD)

1. Provident Fund Loan Application

The process of applying for loan to provide DepEd officials & employees with funds for emergency needs, for their education and that of their children, for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of their house and for other similar purposes.

Office or Division:	Employee Accounts Management Division (EAMD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent official and employees of DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Loan Application Form (LAF) (2 Photocopies)		EAMD		
2. Authorization to Deduct (ATD) (2 Photocopies)		EAMD		
3.1 original copy Certificate of no Pending Case		Legal Division		
4. Statement of Account and Amortization Schedule		EAMD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Obtains and accomplishes PF Loan Application Form (LAF)	1.1 Provides two (2) copies of the LAF and Authorization to Deduct (ATD).	None	2 minutes	Administrative Assistant II (EAMD)
2. Secures signatures of the Personnel Division and Legal Service for the Certificate of Employment and Credibility portion of the LAF.	2.1 Certifies status of employment, net pay, and correctness of information in the LAF.	None		(Personnel Division)
	2.2. Certifies that the loan applicant has no pending administrative charge filed against him/her.	None		(Legal Service)

<p>3. Submits accomplished LAF, together with other applicable requirements, to EAMD.</p> <p>Note: For Baguio Teachers Camp (BTC) personnel, the accomplished LAFs and other requirements are submitted by the loan applicant to the BTC liaison officer, who submits the same to EAMD.</p>	3.1 Receives and records submitted requirements.	None None	10 minutes	Administrative Assistant II (EAMD)	
	3.2 Checks completeness and veracity of submitted requirements and signs on the Secretariat's Assessment/Evaluation in part A and B of the LAF.			Administrative Officer II (EAMD)	
	3.3 If incomplete, returns to loan applicant for rectification/ completion.				
	3.4 If any requirement is not authentic, informs loan applicant that loan application will be forwarded to the NBT for instruction.				
	3.5 If submitted requirements are complete and in order, forwards to Loan Processor.				
	3.6 Checks eligibility of loan applicant and co-maker. If eligible, proceeds with Computation of Loan.			40 minutes	Administrative Officer II or IV (EAMD)
	If ineligible, returns LAF to staff in charge of initial screening for applicant's compliance/ information.				
	3.7 Prints and signs the Amortization Schedule (Amort Sched) and Statement of Account (SOA), if loan applicant has existing loan.				
3.8 Fills out the Computation of Loan in the LAF, signs on the Secretariat's Assessment/Evaluation in part C of the LAF, and stamps and indicates pertinent details on the pay slip.					
3.9 Emails a scan of the stamped pay slip to the DepEd Central Office (CO)/BTC Verifier, copy furnished the loan applicant, to check if the loan amortization can be accommodated in the payroll.					

	3.10 Determines if the stamped monthly amortization can be accommodated in the loan applicant's salary based on latest payroll files and replies assessment to the Loan Processor, copy furnished the loan applicant.	None		Administrative Officer IV or V (Personnel Division or BTC)
	3.11 Checks and prints assessment of the Verifier and signs on the Secretariat's Assessment/Evaluation in part D (Processed by) of the LAF. <ul style="list-style-type: none"> ▪ If can be accommodated in the payroll, forwards application to Reviewer. ▪ If not, informs the applicant and file the application. 	None	5 minutes	Administrative Officer II or IV (EAMD)
	3.12 Reviews the application. <ul style="list-style-type: none"> • If in order, signs on the Secretariat's Assessment /Evaluation in part D (Reviewed by) of the LAF, Amortization Schedule, and SOA, if any. • If not, returns to the loan processor or staff in charge of initial screening for appropriate action. 	None	15 minutes	Administrative Officer V in the absence of Supervising Administrative Officer (EAMD)
	3.13 Reviews the application. <ul style="list-style-type: none"> • If in order, signs on the Action Taken – Recommending Approval portion of the LAF, Amortization Schedule, and SOA, if any. • If not, notes deficiencies/ discrepancies and returns to the Reviewer for appropriate action 	None	10 minutes	Chief Administrative Officer (EAMD)
	3.14 Releases to the Office of the Undersecretary for Finance Service	None	10 minutes	Administrative Assistant II (EAMD)

	<p>3.16. Checks either Approve or Disapprove and signs on the Action Taken portion of the LAF and returns the approved/ disapproved LAF to EAMD.</p>	None		<p>Chairperson of the NBT, or, in her absence, the Vice Chairperson</p>
	<p>3.17. Receives and records signed LAF.</p> <ul style="list-style-type: none"> ▪ If approved, forwards to staff in charge of payroll preparation. ▪ If disapproved, files LAF and informs the loan applicant. 	None	Five (5) minutes	Administrative Assistant II (EAMD)
	<p>3.18. Prepares payroll and signs initials.</p>	None	One (1) hour	Administrative Officer II or IV (EAMD)
	<p>3.19. Reviews payroll and initials under “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.</p>		Fifteen (15) minutes	Administrative Officer V in the absence of Supervising Administrative Officer (EAMD)
	<p>3.20. Reviews and signs on “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.</p>		Ten (10) minutes	Chief Administrative Officer (EAMD)
<p>3.21. Records and releases payroll to Accounting Division.</p>		Ten (10) minutes	Administrative Assistant II (EAMD)	

	3.22. Pre-audits and certifies funds availability on the payroll.	None		(Accounting Division)
	3.23. Approves payroll.	None		Officer-in-Charge, Office of the Director IV, Finance Service
	3.24. Prepares and signs check.	None		(Cash Division)
	3.25. Counter-signs check.	None		Officer-in-Charge, Office of the Director IV (Finance Service – DA)
	3.26. Releases check.	None		(Cash Division)
4. Receives check.		None		
	Total	None		3 hours and 12 minutes

2. Provident Fund Online Loan Application

The process of applying for loan through online to provide DepEd officials & employees with funds for emergency needs, for their education and that of their children, for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of their house and for other similar purposes during ECQ and MECQ.

Office or Division:	Employee Accounts Management Division (EAMD)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All permanent official and employees of DepEd			
CHECKLIST OF REQUIREMENTS		Where to Secure		
1.	Online Loan Application Form (LAF)	EAMD		
2.	Authority to Deduct (ATD)	EAMD		
3.	Photocopies of DepEd Identification Card (borrower and co-maker)	EAMD		
4.	Photocopy of Latest payslip	Personnel/ copy from Borrower		
5.	Statement of Account and Amortization Schedule	EAMD		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Accomplish online PF Loan Application Form (LAF)	1.1.Link for the online LAF with Authorization to Deduct (ATD)/	None	2 minutes	Borrower

<p>2. Email the accomplished online LAF, together with other applicable requirements, to co.provident@deped.gov.ph</p>	<p>2.1. Acknowledge the online loan application sent through email Check completeness and veracity of submitted requirements and sign on the Secretariat's Assessment/Evaluation in part A, B, C of the online LAF.</p> <p>If incomplete, send email to the Borrower for rectification/ completion.</p> <p>Verify the identity of the borrower and evaluate the loan applications. Check if the Borrower certifies her/his status of employment, net pay and has no pending administrative charge filed against him/her and correctness of information in the online LAF</p> <p>Should there be submitted documents online found not authentic, inform the Borrower that his/her application will be forwarded to the NBT for instruction.</p>	<p>None</p>	<p>10 minutes</p>	<p>Loan processor (EAMD)</p>
	<p>2.2. If emailed requirements are complete and in order, continue the processing of the application by the Loan Processor.</p>	<p>None</p>		<p>Loan processor (EAMD)</p>

	<p>2.3. Check eligibility of Borrower If emailed requirements are complete and in order, continue the processing of the application by the Loan Processor and co- maker.</p> <p>2.4. If eligible, proceed with Computation of Loan.If ineligible, inform the applicant through email for compliance/ information.</p> <p>2.5. Generate and e-sign the Amortization Schedule (Amort Sched) and Statement of Account (SOA), if the Borrower has existing loan.</p> <p>2.6. Fill out the Computation of Loan in the online LAF, e-sign on the Secretariat's Assessment/Evaluation in part D of the online LAF, and stamp and indicate pertinent details on the pay slip.</p> <p>2.7. E-mail copy of the stamped pay slip to the DepEd Central Office (CO)/BTC Verifier, copy furnished the Borrower, tocheck if the loan amortization can be accommodated in the payroll.</p>	None	40 minutes	Loan processor (EAMD)
	<p>2.8. Determine if the stamped monthly amortization can be accommodated in the Borrower's salary based on latest payroll files and forward through email the assessment to the Loan Processor, copy furnished the Borrower.</p>	None		Administrative Officer IV or V (Personnel Division or BTC)

	<p>email back/inform the Reviewer for appropriate action</p> <p>2.12. Send the accomplished e-signed LAF through PF Loan Applications viber group for signature of the Undersecretary for Finance Service</p>			
	<p>2.13. Sign/e-sign on the Action Taken portion of the online LAF, and return the approved/disapproved online LAF to EAMD through email.</p>	None	1 day	Chairperson of the NBT, or, in her absence, the Vice Chairperson
	<p>2.14. If approved, forward to staff in charge of disbursement voucher preparation. If disapproved, inform the Borrower</p> <p>2.15. Prepare payroll and e-sign initials.</p> <p>2.16. Review payroll and e-initials under “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.</p> <p>2.17. Review and sign on “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the disbursement voucher.</p> <p>2.18. Record, print and release disbursement voucher to Accounting Division.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 hour</p> <p>10 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	<p>Loan processor (EAMD)</p> <p>Administrative Officer II or IV (EAMD)</p> <p>Supervising Administrative Officer (EAMD)</p> <p>Chief Administrative Officer (EAMD)</p> <p>Administrative Assistant II (EAMD)</p>

	2.19. Pre-audit and certify funds availability on the disbursement voucher.	None	1 day	(Accounting Division)
	2.20. Approve disbursement voucher.	None	1 day	Officer-in-Charge, Office of the Director IV, Finance Service
	2.21. Prepares and sign check.	None	1 day	(Cash Division)
	2.22. Counter-sign check.	None	1 day	Office of the Director IV (Finance Service)
	2.23. Releases check.	None	10minutes	(Cash Division)
3. Receive check.		None	5 minutes	
Total		None	5 days, 3 hours and 6 minutes	

F. Information and Communications Technology Service – Solutions Development Division

1. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)

The Google Workspace and Microsoft 365 User account issuance and management provides clients, specifically personnel in the DepEd Central Office with their respective user accounts to access both Google and Microsoft. This service includes but are not limited to user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	Information and Communications Technology Service - Solutions Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Central Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Completed DepEd Google Workspace / Microsoft365 User Account Form • Any of the following: <ul style="list-style-type: none"> • Endorsement of head of office • DepEd ID • Appointment letter (for regular personnel) 			ICTS-SDD office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out DepEd Google Workspace / Microsoft 365 User Account Form	1.1. ICTS-SDD approves user account request	None	2 hours	ICTS-SDD
	1.2. ICTS-SDD creates account/resets account	None	1 hour	ICTS-SDD
	1.3. ICTS-SDD sends user credentials to client	None	1 hour	ICTS-SDD
2. Client checks personal email for user credentials		None		
Total:		None	4 hours	

2. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)

The Google Workspace and Microsoft 365 User account issuance and management provides clients, specifically personnel in the DepEd Central Office with their respective user accounts to access both Google and Microsoft. This service includes but are not limited to user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	Information and Communications Technology Service - Solutions Development Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Central Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Email request containing any of the following: <ol style="list-style-type: none"> Endorsement of head of office Appointment letter for regular personnel – photocopy 			ICTS-SDD email	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Head of office of client sends request to ICTS-SDD email	1.1. ICTS-SDD approves user account request	None	4 hours	ICTS-SDD
	1.2. ICTS-SDD creates account/resets account	None	1 hour	ICTS-SDD
	1.3. ICTS-SDD sends user credentials to client	None	1 hour	ICTS-SDD
2. Client checks personal email for user credentials		None		
Total:		None	6 hours	

3. Official DepEd Website Modification or Addition of Section

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

Office or Division:	Information and Communications Technology Service -Solutions Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Education offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request to the ICTS Director			Requesting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the ICTS Director.	1.1. ICTS Director approves the request.	None	1 day	ICTS Director
	1.2. SDD applies the requested modifications	None	1 day	SDD
2. Review modifications made	2.1. SDD corrects if errors are reported.	None	1 day	SDD
Total		None	3 days	

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

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

Office or Division:	Information and Communications Technology Service – Solutions Development Division			
Classification:	Highly technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Department of Education Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request to the ICTS Director			Requesting office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE
1. Submit letter of request to the ICTS Director.	1.1. ICTS Director approves the request.	None	1 day	Requesting office/ICT S Director
	1.2. SDD reviews the request, creates an action plan, and determines resource requirement.	None	2 days	SDD
	1.3. SDD requests for cloud resources.	None	1 day	SDD
	1.4. TID allocates the resources requested.	None	2 days	TID
	1.5. SDD configures the newly allocated resources and installs needed software for the migration.	None	5 days	SDD
	1.6. SDD migrates critical parts of the source website to the website under the DepEd domain	None	5 days	SDD
2. Attend knowledge transfer activities to be able to manage the migrated website.	2.1. Conduct knowledge transfer activities to capacitate client in managing the migrated website.	None	2 days	SDD
Total:		None	18 days	

G. Information and Communications Technology Service – User Support Division

1. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in

The Enterprise Human Resource Information System (eHRIS) allows active personnel in the DepEd Central Office to view and download their Daily Time Record (DTR) and payslips and raise Time and Attendance Deficiency (TAD) Service Requests for the approval of the head of office to accurately represent their daily attendance on the DTR. The USD provided support in eHRIS-related concerns such as the creation of account, updating of information, resetting of password, reflection of not reflected raised requests, and No Time logs.

Office or Division:	User Support Division, ICT Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd CO active personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. eHRIS Request Form		USD Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	1.1. Review client request and advice of next steps.	None	15 minutes	Information Technology Officer II
	1.2. Process client request.	None	2 days	Information Technology Officer II
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution and send feedback form via email.	None	15 minutes	Information Technology Officer II
TOTAL:		None	2 days, 30 minutes	

2. Processing of Enterprise Human Resource Information System (EHRIS) requests – email

Due to the COVID-19 pandemic, majority of the eHRIS-related requests are now submitted by clients via email. These includes resetting of password, and resolution of service requests, among others.

Office or Division:	User Support Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Central Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Email request			Client	
2. Optional requirement - screenshot			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request/ concern	1.1. Review client request and acknowledge email.	None	15 minutes	Information Technology Officer II
	1.2. Process client request.	None	2 days	Information Technology Officer II
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution and send feedback form via email.	None	15 minutes	Information Technology Officer II
TOTAL:		None	2 days, 30 minutes	

3. Processing of Learner Information System requests from end-users

This service covers various requests from end-users of the Learner Information System such as:

- Level 1 - Resetting of Password, Correction of Date of First Attendance, Ageout of Range, and LRN Reactivation.
- Level 2 (escalated issues) - Unmerged LRN, Un-enrollment of Learner, Reopening of Enrollment, Transfer and Enrollment Disputes, Confirmed Transfer from Closed School, Merging of School IDs, and Request to Closed Schools.

A. Level 1 Requests

Office or Division:	User Support Division, ICT Service			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	School LIS/ICT Coordinator, Division Planning Officers, Regional Planning Officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		http://bit.ly/HelpdeskTicket2		
2. Optional Requirements depending on type of request <ul style="list-style-type: none"> • Photocopy of Birth Certificate • Form 137/138 • Request Letter • Screenshots 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out Request Form and requirements.	1.1. Validate submitted requirements.	None	30 minutes	Information Technology Officer II
	1.2. Encode issue in Resolution Log.	None	20 minutes	
	1.3. Process request. <i>(If ticket needs to be escalated to level 2, refer to the service standards for Level 2 instead of proceeding to Step 2.1)</i>	None	1 hour	
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution via email function of	None	20 minutes	Information Technology Officer II

	ticketing system and close ticket.			
TOTAL:		None	2 hours, 10 Minutes	

B. Level 2 Requests – continuation of Level 1 request but for escalated issues

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge email.	1.1 Inform client via email function of ticketing system that issue is escalated to Level 2 /ICTS-SDD/ Process Owner.	None	15 minutes	Information Technology Officer II
	1.2 Process request (SDD) or assess and approve (ProcessOwner).	None	15 days	Computer Programmer II (ICTS – SDD) / PDO V (Planning Service)
	1.3 Validate if issue is resolved.	None	1 hour	Information Technology Officer II
2. Acknowledge email and answer feedback form.	1.4 Inform client of resolution via email function of ticketing system and close ticket.	None	20 minutes	Information Technology Officer II
TOTAL:		None	15 days, 3 hours, 25 minutes	

4. Virtual Events Assistance Service

This service pertains to the technical assistance provided in organizing, facilitating, moderating, and conducting virtual events such as webinars, workshops, etc.

Office or Division:	User Support Division, ICT Service			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Event Focal Person of DepEd CO units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (email)		Client		
2. Filled-out Online Virtual Events Assistance Form		https://bit.ly/DepEdVirtualEventsSupport		
3. Optional Requirements <ul style="list-style-type: none"> • Program of Activity • Memo of Event 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request letter.	1.1 Review letter and provide client with Online Virtual Assistance Form.	None	1 hour	Information Technology Officer I
2. Submit filled-out Online Virtual Assistance Form	2.1. Review Form and schedule a meeting with the client.	None	4 hours	Information Technology Officer I
3. Participate in meeting	3.1. Meet with the client to discuss specifics of the event and schedule event dry-run/s and event proper.	None	3 hours	Information Technology Officer I
	3.2. Assist in the conduct of event Dry-run(s) and event proper.	None		Information Technology Officer I
4. Fill out Online Virtual Events Survey Form	4.1 Provide the link for the Online Virtual Events Survey Form.	None	1 day after the Event proper	Information Technology Officer I
TOTAL:		None	3 days	

H. Legal Service

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

Certification of No Pending or Pendency of an Administrative Case and Clearance are provided upon request of DepEd third-level officials and DepEd Central Office personnel as they may need for travel, leave, retirement, provident fund loan, resignation and others.

Office or Division:	Investigation Division, Legal Service			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Undersecretaries, Assistant Secretaries, Bureau and Service Directors, Regional Directors and Assistant Regional Directors, Schools Division Superintendents and Assistant Schools Division Superintendents, and Central Office Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy of Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request		Client		
2. One (1) Original Copy of documentary proof of the purpose stated in the letter		Client		
2. One (1) Original Copy of relevant records or Personnel Correspondence (PC)		Records Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Investigation Division (Room 307-308, 3rd Floor, Mabini Building) a. Walk-in Client	1.a.i Receive and evaluate the completeness of documents, scan and record in the system and forward to the Chief of Investigation Division or other lawyers in the Division	None	20 minutes	ADAS III/Technical Assistant I/ID Personnel
	1.a.ii Process and Sign Certification of No Pending Case or Pendency of a Case / Clearance		2 days	Chief, Investigation Division
b. Via email	1.b.i Receive and evaluate completeness of documents, scan and record in system and forward the to the Chief of Investigation Division or other lawyers in the Division		2 days	ADAS III
	1.b.ii Process and Sign Certification of No Pending Case or Pendency of a Case / Clearance		2 days	Chief, Investigation Division

<p>2. Receipt of the signed Certificate of No Pending Case / Clearance</p> <p>a. Walk-in</p>	<p>2.a. Release to Appropriate Person/Office</p>	<p>None</p>	<p>1 day</p>	<p>Chief, Investigation Division</p>
<p>b. Via email</p>	<p>2.b. Send email with attached scanned copy of the signed Certificate of No Pending Case / Clearance, with note that physical copy may be claimed at the physical copy from the Investigation Division</p>	<p>None</p>	<p>1 day</p>	<p>ADAS III/ Technical Assistant I</p>
<p>TOTAL</p>		<p>None</p>	<p>a. Walk in: 3 days</p> <p>b. Email 5 days</p>	

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

Updates on administrative cases filed in the Department can be requested by concerned individual/parties.

Office or Division:	Legal Service			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any part, or their duly authorized representative, case for Decision in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Copy of the Document (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Client's copy of the document to the Legal Affairs Helpdesk	1.1. Search the document in the database and give the status of the case	None	30 minutes	Legal Affairs Helpdesk/ADASIII
TOTAL:		None	30 minutes	

3. Request for Legal Opinion

Legal opinion about policies involving/surrounding DepEd are given to any requesting individual.

Office or Division:	Legal Service			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen, and G2B - Government to Business			
Who may avail:	Any Person requesting for Legal Opinion relative to policies involving the Department of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or Memorandum requesting for Legal Opinion(1 Original Copy)		Client		
2. Complete Staff Work/Pertinent Copy of Law(1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Helpdesk	1.1. Receive required documents	None	30 minutes	Client
	1.2. Endorsement to the Office of the Director for Assignment to appropriate Action Officer in Legal Division	None	1 day	Client
	1.3. Research and Drafting of the opinion	None	15 days	Chief Legal Division
	1.4. Endorsement to the Office of the Director for review	None	2 days	Director of Legal Service
	1.5. Endorsement to the Office of the Undersecretary for Legal Affairs for approval	None	1 day	Undersecretary for Legal Affairs
	1.6. Releasing to appropriate Office/Person	None	2 hours	Legal Affairs Helpdesk
	TOTAL:	None	19 days, 4 hours, 30 minutes	

4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts

Legal documents that contains a cooperative relationship between parties aiming to meet an agreed upon objective may be reviewed by the Legal Service for its contents and legalities.

Office or Division:	Legal Service			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Any Division, Bureau, or Office of the DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter or Memorandum issued by Head of Office requesting for Review of Memorandum of Agreement/Understanding, Procurement Contracts, or Ordinary Contract, as the case may be (1 Original Copy)		Client		
2. Draft Memorandum of Agreement/Understanding, Procurement Contract, or Ordinary Contract involved (1 Original Copy)		Client		
3. Complete Staff Work of the Documents (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Helpdesk	1.1. Receive and evaluate the completeness of documents; Scan and record in the system	None	30 mins	ADAS III/Legal Affairs Helpdesk
	1.2. Endorsement to the Office of the Director for Assignment to appropriate Action Officer in the Legal Division	None	1 day	Director of Legal Service
	1.3. Drafting and Research of Review	None	15 days	Chief Legal Division
	1.4. Endorsement to the Office of the Director for Review	None	2 days	Director of Legal Service
	1.5. Endorsement to the Office of the Undersecretary for Legal Affairs for Approval	None	1 day	Undersecretary for Legal Affairs
	1.6. Releasing to appropriate office	None	2 hours	Legal Affairs Helpdesk
	TOTAL	None	19 days, 2 hours, 30 minutes	

I. Office of the Secretary

1. Internal Document Service

Request for Release of Internal Documents

Office or Division:	Office of the Secretary			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement				
2. CSW, MOU, MOA				
3. LDDAP				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Central Offices submit request	1.1. Receive document for review and signature of Secretary and transmit to OSEC	None	60 minutes	Central Office
2. Central Office - Submit all request and documentary requirements	2.1 Receive and encode request to Document tracking System (DTS) forwarded to Policy Operation Unit for revision and classification	None	60 minutes	Office of the Secretary-Records Keeping Management Unit
	2.2 Review details of attachment for CSW, Legal Matters, DepEd Memo/Orders, MOA/MOU	None	2-3 days	Office of the Secretary-Policy Operation unit
	2.3. Forward to Direct Support Staff Unit for Secretary Signature	None	1 day	Office of the Secretary-Direct Support Staff Unit
3. ExeCom Offices, Concerned OIC – Receive approved documents	3.1. If signed and approved, release to Concerned Office and Records Division	None	1 days	ExeCom Office, Division Office-Central Office
	TOTAL:	None	4 days and 2 hours	

J. National Educators Academy of the Philippines - Professional Development Division

1. Scholarship Application

Provision of professional development opportunities for DepEd teachers and school leaders to enhance competencies to enable them to effectively deliver education services to their communities and clients.

Office or Division:	Professional Development Division – National Educators Academy of the Philippines (PDD – NEAP)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Current DepEd teachers and school leaders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter request sent via courier or email (Call for nomination)		Sponsoring Agency		
3. Invitation sent via courier or email (Call for nomination)		Sponsoring Agency		
4. Photocopy of Memorandum of Agreement (MOA, MOU), as applicable		External Partnership Service		
5. Certification (Photocopy of Authorization and Recognition Certificate)		NEAP-QAD (Recognition Secretariat)		
6. One (1) e-copy of updated Personal Data Sheet		Scholarship applicant		
7. One e-copy of each endorsement from the head of office: <ul style="list-style-type: none"> • Endorsement from school principal/division chief • Endorsement from the SDO through the OSDS • Nomination Letter from the Regional/Bureau Director or duly authorized representative (thru the Regional HRDD Chiefs) 		ORD and OSDS		
7. Filled-out application in pdf form as required by sponsoring agency		NEAP- PDD (Scholarship Secretariat)		
8. Filled-out screening form thru paper or Google Form from Scholarship Secretariat		NEAP- PDD (Scholarship Secretariat)		
9. Acceptance Letter		Sponsoring Agency/ NEAP-PDD		
10. Scholarship Contract		NEAP- PDD (Scholarship Secretariat)		
11. Protocols for Travel Authority		NEAP- PDD (Scholarship Secretariat)		
12. Re-entry Action Plan		Scholarship applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.External Learning Service Providers, Government Agency, Stakeholders, Partners submit all invitation and all documentary requirements via courier or email	1.1. Receive and encode invitation and scan all attached documentforwarded to Scholarship Secretariat, if thru email consolidate all documents attached in a Google Drive folder	None	30 minutes	NEAP-PDD Admin
	1.2 Review request details	None	30 minutes	NEAP-PDD Scholarship Secretariat
	1.3 Prepare and route email advisory for signature of Division Chief and Director IV, for routing to Scholarship Committee Chair	None	1 hour	NEAP-PDD-Scholarship Secretariat
	1.4 Sign advisory and send to OUCI for signature	None	3 hours	PDD Chief NEAP Director
	1.5 Sign advisory and return to PDD	None	2 days	OUCI
	1.6 Acknowledge receipt of email, encode signed advisory and attached scanned documents forwarded to Scholarship Secretariat	None	30 minutes	NEAP-PDD Admin
	1.7 Email signed advisory to all ROs and SDOs	None	30 minutes	NEAP-PDD Scholarship Secretariat
2. Submit nomination indorsed by Regional Director and other requirements, stamped received by Records Section	2.1 Receive complete documents through email	None	10 minutes	NEAP-PDD Scholarship Secretariat

	2.2 Evaluate submitted documents	None	10 minutes	NEAP-PDD Scholarship Secretariat
	2.3 Online screening of nominations	None	1 day	Scholarship Screening Committee
	2.4 Prepare and route nomination letter through email, for signature of Division Chief and Director IV	None	1 hour	NEAP-PDD Scholarship Secretariat
	2.5 Sign nomination and send to OUCI for signature of Scholarship Committee Chairman	None	3 hours	PDD Chief NEAP Director
	2.6. Sign nomination and email to the Sponsoring Agency	None	2 days	Undersecretary for Curriculum and Instruction OUCI
3. External service provider, government agency, stakeholders, partners send acceptance letter and other pertinent documents	3.1 Encode and review acceptance letter and attached documents received through email forwarded to Scholarship Secretariat	None	1 hour	NEAP-PDD Scholarship Secretariat
4. Acknowledge email from PDD	4.1 Inform scholarship applicant/SDO/RO of the status of application/nomination via email	None	1 hour	NEAP-PDD Scholarship Secretariat
TOTAL:		None	5 days, 7 hours, 10 minutes	

K. Public Affairs Service – Publications Division

1. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application

This refers to the release of official issuances targeted at the DepEd Central Office (CO) or specific regions or offices: (a) Office Memorandum (OM) - instructions/information on CO officials and personnel, usually short term/temporary; (b) Office Order (OO) - operational guidelines, rules, and procedures on internal administration for units within DepEd CO and applies only to limited officials and staff; and (c) Memorandum with Limited Application (MLA) - similar to a DepEd Memorandum but limited only to regions or offices. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government agencies, partner institutions, DepEd CO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (external clients) or Routing Slip for OO/OM/MLA (CO clients only)		Client Requesting office		
2. Draft OO/OM/MLA and Enclosure (if applicable)		Requesting office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email complete requirements	1.1 Acknowledge email and screen request	None	15 minutes	TA / AO / AA
	1.2 Coordinate with requesting office (if applicable)	None	1 hour	TA / AO / AA
	1.3 Log request on tracker, assign tracking number and task	None	20 minutes	TA / AO
	1.4 Draft/reformat/proofread and route issuance	None	1 day	TA / AO / AA
	1.5 Approve/ recommend/ endorse issuance	None	2 days	CAO Director IV Requesting office
	1.6 Approve issuance	None	3 days	OSEC
	1.7 Receive signed issuance and assign number	None	20 minutes	TA / AO / AA

	1.8 Quality check and disseminate issuance via email	None	20 minutes	TA / AO / AA
	1.9 File, release, archive	None	10 minutes	TA / AO / AA
2. Receive update on request, answer Feedback Form	2.1 Inform client that request has been completed, send Client Feedback Form	None	5 minutes	TA / AO / AA
TOTAL:		None	6 days, 2 hours, 30minutes	

2. Material Production/Binding/Cutting

Units in the DepEd Central Office request for a variety of services from the Printing Unit as it is the only office with equipment and supplies capable of materials reproduction and binding/cutting. The common requests include mass reproduction of DepEd issuances, learning materials, training handouts, brochures, Budget Reports, and official forms.

Office or Division:	Public Affairs Service-Publications Division (Printing Unit)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd CO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request/email specifying the following details, depending on the request: - number of copies (printing/reproduction) - required size/s (binding/cutting)		Client		
2. Original/hard copy of materials to be reproduced		Client		
3. Bond paper and/or other supplies— volume depends on the request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Acknowledge request via email/stamp receiving copy of letter, check requirements Submitted	None	15 minutes	Printing Unit staff
	1.2 Log request and assign tracking number	None	10 minutes	Printing Unit staff
	1.3 Assign task	None	5 minutes	Printing Unit staff
	1.4 Complete request(materials production/bind/cut) and quality check	None	2 days, 7hours	Printing Unit staff
2. Receive requested output, sign tracker, and answer Feedback Form	2.1 Release output to client, ask them to sign the tracker and answer the Feedback Form	None	30 minutes	Printing Unit staff
TOTAL:		None	3 days	

Regional Office
External Services

A. Office of the Regional Director

1. Issuance of Foreign Travel Authority

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

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

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

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

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

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

1.1 Issuance of Foreign Official Travel Authority

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

- d. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- e. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- f. Invitations for speaking engagements or receiving of awards from foreign governments/institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Office of the Regional Director (ORD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
2. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization	
3. One (1) original copy of Itinerary of Travel		
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ⁶ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client	
5. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client	
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client	
7. One (1) copy of Estimated Travel Cost		
8. One (1) copy of Work and Financial Plan	Client's office	
Optional requirements:		
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client	
- For Teachers in the Exchange Visitor Program of the US Government: <ul style="list-style-type: none"> a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker 	Office of the Secretary Regional Office Commission on Filipino Overseas	
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary	

⁶ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Admin Aide, Records Section
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Admin Assistant, Personnel
	1.3 Check documents for completeness and accuracy	None	3 hours	Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.5 Review and sign the Form and TA	None	4 hours	RD
	1.5 Return the documents to the Records Section	None	10 minutes	ORD
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Admin Officer V, Records Section
	1.6 Receive and process request; return documents to ORD	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Administrative Assistant / Officer, Records Division
3. Submit post-travel report addressed to the Office of the Secretary ⁷	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
TOTAL		None	7 days	

1.2 Issuance of Foreign Personal Travel Authority

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

⁷ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office a. SDS, ASDS, ARD b. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices c. ARD – for RO Division Chief and below	1.1 Receive the documents and log on the database	None	10 minutes	Admin Aide, Records Section
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Admin Assistant, Personnel Section
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel	None	2 hours	Attorney IV, Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Admin Assistant, Personnel Section
	1.5 Review documents for signature	None	2 hours	Admin Officer V / SAO, Personnel
	1.6 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.7 Review and sign the Form and TA	None	1 day	RD
	1.8 Return the documents to the Records Section	None	10 minutes	ORD
	*For requests from the SDS, ASDS, and ARD: Check documents and forward to Central Office	None	*3 days	Admin Officer V, Records Section
	*Receive and process request; return documents to OSDS	None	*5 days	Central Office
2. Receive requested document from the Records Section	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Admin Officer V, Records Section
TOTAL		None	2 days / *10 days for SDS, ASDS, ARD	

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

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

B. Cash Section

1. Payment of External and Internal Claims

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

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts for suppliers or service providers		Client		
2. Two (2) Valid IDs				
3. Authorization letter, if representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notify the payees/claimants that the check is ready for release or the payment has been credited to their bank account	None	10 minutes	Cash Personnel
1. Proceed to Cashier and present requirements	1.1. Check the authenticity of provided documents	None	5 minutes	Cash Personnel
2. Sign the DV/logbook and receive the official receipt (OR)	2.1 Give the DV/logbook for signature of payee/claimant and receive OR	None	5 minutes	Cash Personnel
	2.2 Release check/Copy of validated ADA, issue official receipt if applicable	None	10 minutes	Cash Personnel
TOTAL:		None	30 minutes	

2. Payment of Obligation

Process of payment for pending account balances to DepEd clients.

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C)			
Who may avail:	Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Original Copy)		DepEd Accounting Office		
2. Official Receipts for suppliers or service providers		Client		
3. Two (2) Valid IDs				
4. Authorization letter, if representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment	1.1 Issue order of payment	None	15 minutes	Accountant III/ RBAC Secretariat/ Dormitory Manager/ QAD Chief
2. Proceed to Cashier and present requirements	2.1. Check the authenticity of provided documents	None	10 minutes	Cash Personnel
TOTAL:		None	25 minutes	

C. Curriculum and Learning Management Division

1. Access to LRMS Portal

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

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

2. Procedure for the Use of LRMSD Computers

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

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

Office or Division:	Curriculum and Learning Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	Everyone (Learners, Parents, Teachers, Stakeholders)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registered LR Account or email address		www.lrmids.deped.gov.ph		
2. Valid ID/Borrower's card		Learning Resource Management and Development Center, Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the LRMSD computer logbook	1.1. Assist client	None	1 minute	Administrative Assistant II / Teaching Aid Specialist
2. Follow step by step instructions	2.1. Provide assistance to client, including searching for LRs that cannot be found	None	25 minutes	Librarian/TAS
3. Log-out and shut down computer once done		None	1 minute	Librarian/TAS
4. Sign and submit the CLMD feedback form	4.1. Generate Client Report	None	2 minutes	Librarian/TAS
5. Sign-out from the logbook		None	1 minute	Administrative Assistant II
TOTAL:		None	30 minutes	

D. Legal Unit

1. Legal Assistance to Walk-in Clients

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

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

2. Request for Correction of Entries in School Record

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students with records in DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original Copy)		Client		
2. School records to be corrected - Diploma and Form 137 (1 Original Copy)		School		
3. Certification or Indorsement from the School Head (1 Photocopy)		School		
4. Certified true copy of the Certificate of Live Birth (1 Original)		PSA		
5. Affidavit of Discrepancy (1 Original Copy)		Applicant (If minor, with assistance of parent/guardian)		
6. Affidavit of two disinterested persons (1 Original Copy)		Affiants		
7. Special Order of Graduation (<i>only required for graduates of private schools</i>) (1 Original Copy)		School		
8. Proof of identity of requesting party (Valid ID with photo and signature) If representative, proof of identity with authorization letter from requesting party		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive the documents and route to Legal	None	10 minutes	Records Section
	1.2 Receive and evaluate the completeness of the requirements	None	10 minutes	Legal Unit Staff
	1.3 Prepare resolution and countersign	None	30 minutes	Legal Unit Staff
	1.4 Sign and approve the resolution	None	15 minutes	Regional Director
2. Receive resolution	2.1 Release signed resolution	None	5 minutes	Records Section
TOTAL:		None	1 hour, 10 minutes	

E. National Educators Academy of the Philippines – Regional Office

1. Recognition of Professional Development Programs/Courses

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

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

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

	1.3 Select and assign specific content/program design expert as members of REC	None	1 day	EPS II for Recognition
2. Wait for the evaluation of the application	2.1 Evaluate Form R.1 with the complete attachments using Form R.2 Evaluation Form for Recognition	None	5 days	REC
	2.2 Deliberate Form R.2	None	2 days	REC
	2.3 Consolidate Form R.2 using Consolidation Form for Recognition	None		REC Head
	2.4 Forward Form R.4 to EPS II for Recognition	None		REC Head
	2.5 Prepare Memo with Form R.4 as an attachment	None	2 hours	EPS II for Recognition
	2.6 Check and validate the Memo with Form A.3	None	6 hours	SEPS for Program Recognition
	2.7 Validate and endorse Memo with Form R.4 as an attachment to Recognition Approval Committee (RAC)	None	5 hours	NEAP/HRDD Chief
3. Wait for the approval of the evaluation results for the Application for Recognition.	3.1 Decide the evaluation results for the Application for Recognition. If unsuccessful on the first submission, repeat Step <i>Note: Only 2 resubmissions of an application shall be entertained.</i>	None	4 days	ARD RD
	3.2 Prepare Certificate of Recognition (for successful applicants) or Notice (for unsuccessful applicants).	None	1 hour	EPS II for Recognition
	3.3 Sign Certificate of Recognition/Notice.	None	4 hours	ARD, RD NEAP/HRDD Chief
4. Receive the Certificate of Recognition / Notice. If Notice received, wait for next Call for Recognition.	4.1 Send signed Certificate of Recognition/Notice.	None	10 minutes	EPS II for NEAP RO Helpdesk
Total:		None	18 days, 2 hours, 20 minutes	

F. Personnel Section

1. Acceptance of Employment Application (walk-in)

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

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

2. Acceptance of Employment Application (Online)

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

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

3. Issuance of Certificate of Last Payment (CLP)

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Retirees, Transferees, Resigned Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Indorsement of the Schools Division Superintendent (1 Original Copy)			DepEd Schools Division Office	
2. Copy of the Latest Payslip (1 Original Copy)				
3. Clearance template from the SDO/School (2 Original Copies)				
4. Updated Service Record (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	ADAS/ Records Section Staff
	1.2 Evaluate the submitted documents: a. with salary overpayment – issue Payment Order Form b. without overpayment – process to step 3.1	None	20 minutes	Payroll Receiving
2. Proceed to the Cashier Section for payment	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Cashier Personnel
3. Submit OR to the Personnel Section	3.1 Prepare CLP	None	10 minutes	Payroll Personnel
	3.2 Review and initial the CLP	None	10 minutes	AO V/SAO
	3.3 Approve/sign the CLP	None	20 minutes	AOV/SAO/ CAO
4. Receive the signed clearance	4.1 Release the signed CLP	None	10 minutes	ADAS/ Records Unit
TOTAL:		None	1 hour, 30 minutes	

G. Policy, Planning and Research Division

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

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

Office or Division:	Policy, Planning and Research Division (PPRD)			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Government (G2G)			
Who may avail:	Public Schools, Private Schools, SUC/LUC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For New Schools:		Quality Assurance Division (QAD)		
1. Approved copy of permit/recognition of private schools or approved endorsement on the establishment of public school		PPRD		
2. Duly accomplished School Profile Form				
B. For Adding or Updating of SHS Program Offering:		QAD		
1. Letter of Approved Additional Senior High School Program Offering				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QAD to forward approved copy of permit/ recognition of private school of approved endorsement on establishment of public school/ copy of the approved letter for additional SHS Program Offering	1.1. Receive and check completeness of submitted documents and forward to the person in-charge	None	5 minutes	ADAS/ PPRD Staff
	1.2 Encode duly accomplished school profile form	None	10 minutes	PPRD Personnel In-charge of EBEIS
	1.3 Generate the School ID by EBEIS system	None	5 minutes	
	1.4 Inform the SDO thru the Planning Officer of newly created ID via email	None	5 minutes	
	1.5 Print hard copy for reference and filing	None	5 minutes	
TOTAL:		None	30 minutes	

2. Request for Reversion

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

Office or Division:	Policy, Planning and Research Division			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Government (G2G)			
Who may avail:	SDO and Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reversion Request from SDO (through EBEIS System)		Enhanced Basic Education Information System (EBEIS)		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SDO to forward an online request for reversion to the PPRD	1.1 Review request and determine if reason is valid: a. If valid, approve for reversion b. If not, disapprove request	None	25 minutes	ADAS/PPRD Staff in-charge of EBEIS
	1.2 Process valid request for reversion through EBEIS	None	5 minutes	
	1.3 Inform the SDO through the Planning Officer of the approval/disapproval of the request via email	None	10 minutes	PPRD Personnel in-charge of EBEIS
	1.5 Print hard copy for reference and filing	None	5 minutes	
TOTAL:		None	45 minutes	

H. Public Affairs Unit

1. Public assistance (email)

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

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details of the concern, e.g. school's exact name and location, name and position of the person/s involved, any documentary evidence, specific DepEd programs, projects, and/or activities needing further clarification		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern thru the official RO email address	1.1 Receive concern and forward to the ORD for referral to the concerned office	None	5 minutes	AO V, Records Section
	1.2 Review and forward to the concerned office	None	10 minutes	ORD
	1.3 Acknowledge email	None	10 minutes	Concerned office
	1.4 Act on the concern; Notify the client of the action taken or the status of the complaint or Endorse to the SDOs or concerned office/s, copy furnish the complainant, RO-PAU/Legal	None	30 minutes	ORD
2. Receive update / resolution	2.1 Release copy of resolution via email	None	10 minutes	Records Officer
TOTAL:		None	65 minutes	

2. Public assistance (Hotline and Walk-in)

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

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Visitor's slip for walk-in clients (1 original copy)			RO	
2. Customer Feedback Form for walk-in clients (1 original copy)			RO	
3. Complete details of the concern, e.g. school's exact name and location, name and position of the person/s involved, any documentary evidence, specific DepEd programs, projects, and/or activities needing further clarification			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern/s	1.1 Clarify details of the concern/s	None	10 minutes	Designated Officer of the Day / Week
	1.2 Assist or endorse the client to the concerned RO division or section	None	10 minutes	Designated Officer of the Day / Week
2. Receive feedback on the concern and fill out the Customer Feedback Form	2.1 Notify the client of the action taken or the status of the complaint	None	10 minutes	Designated Officer of the Day / Week
TOTAL:		None	30 minutes	

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

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

Office or Division:	Records Section / Public Affairs Unit			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Formal request letter addressed to the Regional Director (1 original copy)			Client	
2. Filled-out Request for Action (RFA) Form			RO Records Section / PAU	
3. Proof of identification (preferably Government-issued ID) or Authorization			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check Documents and Stamp Received	None	30 minutes	Records Section / PAU
	1.2 Issue receiving copy to the requesting party	None	10 minutes	
	1.3 Make initial evaluation of requested information for appropriate action. If publicly accessible, advise requesting party to access thereto. Otherwise, forward RFA to Regional Director	None	20 minutes	
	1.4 Decide on the request	None	2 days	RD
	1.5 Prepare requested information or letter of denial	None	3 days	Concerned Office
	1.6 Submit documents for signature	None	30 minutes	Concerned Office
	1.7 Sign document/s	None	30 minutes	RD
2. Receive letter signed by RD	2.1 Release requested information / letter of denial	None	10 minutes	Records Section / PAU
TOTAL:		None	5 days, 2 hours, 10 minutes	

I. Quality Assurance Division

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

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

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Private Schools within the Region
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of application	Private School
2. Endorsement	
3. Curriculum Proposal, Justification of the need to offer new curriculum	
4. Drafted Curriculum with list of writers with CV and references	
5. Certification of Authenticity	
6. Division Validation Report signed by the Division Curriculum Inspection Team	
7. DepEd School ID	
8. Letter Request for Implementation of the SHS Program	
9. Certification Signed by the SDS	
10. Implementation Plan for SHS Program covering five (5) years that includes the following: a. Current and projected enrollment for five (5) years by grade level requirements for its personal service, maintenance and others b. Proposed budgetary operating expenses and capital outlay c. Operational Plan regarding curriculum and instructional supervision of proposed SHS d. School Site Development Plan to include proposed school buildings, as needed	

11. Certification Signed by the School Head					
12. Inventory of Learning Resources					
13. Updated Personal Service Itemization and Plantilla of Personnel					
14. Updated Status Report					
15. Map of Proposed SHS Classrooms					
16. List of Prospective Enrollees in SHS					
17. List of Types of Establishments and Industries in the Community					
18. Results of Interval Assessments and Surveys					
19. List of Tracks and Strands to be Offered					
20. MOA executed between the SDS and the partner entity					
21. Immersion Deployment Plan					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the complete school application documents from SDO (hard copy or online)	1.1. Receive the application documents	None	10 minutes	ADAS	
	1.2 Evaluate the documentary requirements If 100% compliant - Recommend to RIT for ocular inspection; No-Return the documentary requirements to SDO	None	5 days	EPS	
	1.4 Conduct online on-site Inspection/ Validation of facilities to	None	5 days	RIT	

	those areas with internet connectivity			
	<p>1.5 Prepare inspection/validation report and recommendation based on the findings of the on-site validation</p> <p>If 100% compliant - Proceed to preparation of government permit</p> <p>No - Notify SDO of found deficiencies</p>	None	4 days	RIT
	1.6 Submit the findings to the CES	None	5 minutes	EPS
	1.7 Review and check the findings; affix signature on the validation/inspection report	None	4 hours	Chief Education Supervisor
	1.8 Prepare the government permit	None	2 days	EPS
	1.9 Review and countersign	None	1 hour	Chief Education Supervisor
	1.10 Approve the government permit	None	1 day	RD
2. Receive approved proposed curriculum for SHS Offering	2.1. Record release the approved Government Permit	None	30 minutes	Records Section
TOTAL:		None	17 days, 5 hours, 45 minutes	

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

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

Office or Division:	Quality Assurance Division	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any private school within the region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Documents (1 original copy per document): <ol style="list-style-type: none"> 1. Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI/CHED/TESDA) registered name and address. (Mayor's Permit for LUC/SUC) 2. Letter of Intent addressed to the Regional Director signed by the School Head/Administrator, indicating among others the school's intention not to increase the Tuition and Other School Fees (TOSF) 3. Comparative Schedule of TOSF for current School Year (SY) with that of the previous SY indicating in both Peso (Php) and Percentage (%) the forms of increase. This should be done both by the school <i>With increase and No increase</i>. (Other school fees must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to RO – QAD 4. Photocopy of the Government Permit/ Government Recognition 5. Latest Certificate of Corporate Filing and Information from SEC/DTI/CHED/SUC/LUC/TESD 6. Photocopy of the approved TOSF of previous school year or latest noted/approved TOSF (with breakdown of fees attached) 		DepEd SDO Client Client/DepEd SDO Client Client Client
<ol style="list-style-type: none"> 7. Action slip (1 original copy) 8. Evaluation sheets (1 original copy) 		DepEd SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	30 minutes	ADAS/ Records Officer
	1.2 Evaluate the documentary requirements 100% compliant Yes-Proceed with the preparation of TOSF and endorsement No-Return the application documents to concerned SDO	None	10 days	EPS
	1.3. Prepare TOSF and Endorsement	None	3 days	EPS
	1.4. Submit the TOSF and Endorsement to the Chief Education Supervisor	None	10 minutes	EPS
	1.5. Review and countersign details and computation	None	1 day	CES
	1.6. Give the documents to ADAS	None	5 minutes	CES
	1.7. Encode in the Data Tracking System, register in the office logbook and forward the document to ARD/RD for approval	None	30 minutes	ADAS
	1.8. Approve the TOSF and endorsement	None	1 day	ARDRD
	1.9. Forward the approved documents to the Record Section	None	15 minutes	ORD
2. Receive approved TOSF	1.1. Release of the approved documents	None	25 minutes	ADAS/ Records Officer
TOTAL:		None	10 days, 6 hours, 55 minutes	

3. Issuance of special orders for graduation of private school learners

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

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school within the Region with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Documents (1 original each document) <ul style="list-style-type: none"> • Indorsement Letter from the SDS • Letter of intent addressed to the Regional Director through Channel • Attestation of Documents per school signed by the SGOD Chief and Schools Division Superintendent • Master list of Grade 12 learners qualified to graduate per section: track, strand, specialization 		DepEd SDO		
<ul style="list-style-type: none"> • SF 10 (Permanent Record) • Birth Certificate (NSO/PSA) • Approved Provisional Permit relative to specific school year of SO application 		Client		
<ul style="list-style-type: none"> • Generated SO Form from the SO creator software in four (4) copies with correct pagination 		DepEd SDO		
2.Action slip (1 original copy)		DepEd SDO		
3.Evaluation sheets (1 original copy)		DepEd SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	10 minutes	ADAS/ Records Officer

	1.2. Evaluate the documentary requirements 100% compliant - Proceed to the preparation of Special Order No - Return the application documents to concerned SDO	None	10 days	EPS
	1.3. Prepare the Special Order	None	3 days	EPS
	1.4. Submit the Special Order to the Chief Education Supervisor	None	10 minutes	EPS
	1.5. Review the details and affix initial	None	30 minutes	CES
	1.6. Return the documents to ADAS	None	5 minutes	CES
	1.7. Encode in the Data Tracking System, register in the office log book and forward the document to the ARD/RD's office for approval	None	30 minutes	ADAS
	1.8. Approve the Special Order	None	1 day	ARD RD
	1.9. Forward the approved documents to the record section	None	15 minutes	ORD's staff
2. Receive the approved Special Order	2.1. Release of the approved documents	None	25 minutes	Records Officer/ADAS
TOTAL:		None	13 days, 2 hours, 5 minutes	

I. Records Section

1. Certification, Authentication, Verification (CAV)

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

Office or Division:	Records
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Current and past learners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>High School/ Elementary Graduates</p> <ol style="list-style-type: none"> 1. Student Permanent Record –Form 137 (1 original and 2 photocopies) 2. Certificate of Enrollment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. Transmittal from School (1 original and 2 photocopies) 5. Special Order, <i>if graduate from Private Schools</i> (1 Original and 2 photocopies certified by the School Head) 6. Latest passport size ID Pictures (2 copies) 7. Documentary Stamp (2 copies) <p>For Undergraduates:</p> <ol style="list-style-type: none"> 1. Indorsement from the School (1 original and 2 photocopies) 2. Student Permanent Record –Form 137 (1 original and 2 photocopies) 3. Certification of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 4. Latest Passport sized ID picture (2 copies) 5. Documentary Stamp (2 copies) 	<p>School attended</p> <p>School attended</p> <p>School attended School attended</p> <p>School attended</p> <p>Client</p> <p>School attended</p> <p>School attended</p> <p>School attended</p> <p>Client</p>

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

to the processor	2.2 Forward printed CAV to Records Officer/AO V for initial, CAO of Administrative Services for signature	None	15 minutes	Records Section Staff/ ADAS
3. Receive completed CAV documents	3.1 Scan CAV certificate and the attached Academic School Records, then seal CAV certificate and its attachments in a brown envelope with signatures on the opening and paste the DFA Authentication Section addresses at the back. Inform applicant to bring the sealed envelope to DFA for Apostille	None	10 minutes	Records Section Staff/ ADAS
	3.2 Send the scanned approved CAV through DFA official email with the following details: Name of approved CAV applicant, CAV Control Number and Date Release	None	5 minutes	Records Section Staff/ ADAS
TOTAL:		None	50 minutes	

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

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

Office or Division:	Records			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (1 Copy)		Records Unit		
2. Letter request addressed to the Schools Division Superintendent signifying the purpose of the request (1 original copy)		Requesting Person		
3. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
4. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request	1.1. Receive and stamp the letter request and provide the client with requisition slip form	None	10 minutes	Records Section Staff/ADAS
2. Fill up the requisition slip form	2.1. Receive the form and search the requested document	None	10 minutes	
	2.2. Print or photocopy the requested document	None	10 minutes	
	2.3. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1. Release the document to the client	None	10 minutes	Records Section Staff/ADAS
TOTAL:		None	55 minutes	

3. Issuance of Requested Documents (Non-CTC)

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

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

4. Receiving of Communications

This refers to the receiving of documents in general.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communications addressed to the Regional Director		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communications (letters, mail, endorsement, legal cases etc.) addressed to the Regional Director. If communication is hand carried, client receives the receiving copy	1.1 Hard copy - Stamp received communications submitted	None	20 minutes	Records Section staff
	1.2 Input in the tracking system	None	10 minutes	Records Section staff
	1.3 Forward communications to the ORD	None	15 minutes	Records Section staff
	1.4 Route the communications	None	30 minutes	ORD
	1.5 Acknowledge communications	None	2 days, 6 hours, 45 minutes	Concerned Office/Division/Section/ Unit
TOTAL:		None	2 days	

5. Receiving of Complaint

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

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

Regional Office
Internal Services

A. Accounting Section

1. Certification as to Availability of Funds

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

Office or Division:	Finance Division - Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) <ol style="list-style-type: none"> 1. Accomplished Purchase Order 2. Approved WFP 3. Approved PR 4. Approved SupplementalPPMP/PPMP 5. Other supporting documents validated by the Accounting Section 6. AR/ATC or AC 7. Approved Memo 		Requesting Office/Unit and External Client		
Notice of Award/Contracts(Bidding) <ol style="list-style-type: none"> 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC 		BAC Secretariat, Requesting Office/Unit and External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive the documents	None	5 minutes	Receiving Clerk/ADAS
	1.2 Review and evaluate requirements	None	3 hours	Accounting Officer In-charge
	1.3 Forward to Budget for the preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	None	30 minutes	Budget Officer in-charge
	1.4 Receive request with certified ORS/BURS	None	10 minutes	Accounting Officer In-charge
	1.5 Certify request as to availability of funds	None	10 minutes	
	1.6 Forward request, ORS/ BURS and supporting documents to BAC	None	10 minutes	Receiving Clerk/ADAS
TOTAL:		None	4 hours, 5 minutes	

2. Endorsement of Request for Cash Allocation from SDOs

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

Office or Division:	Finance Division – Accounting Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Schools Division Offices and Implementing Secondary Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Letter from the Schools Division Office – for Implementing Secondary Schools			SDO	
2. Letter Request for Cash Allocation			Client	
3. Monthly Disbursement Program (BED no. 3)				
4. Sub-ARO for current year accounts payable (certified true copy)				
5. Financial Accountability Report No. 3 for Prior Years Accounts Payable				
6. Financial Accountability Report No. 1 for continuing appropriations – unobligated allotment				
7. Journal Entry Voucher for Stale checks				
8. Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM				
9. Computation for Cash Deficiency				
10. Bank Certification for lapsed NCA				
11. Other requirements as determined by the DBM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents	1.1 Receive and review completeness of documents	None	35 minutes	Receiving Clerk/ ADAS
	1.2 Prepare endorsement letter	None	10 minutes	Budget Officer In-charge
	1.3 Review endorsement letter and supporting documents	None	10 minutes	AO V/ SAO
	1.4 Forward documents to Office of the Chief of Finance for initial on letter	None	10 minutes	ADAS CAO
	1.5 Forward documents to Office of ARD for initial	None	10 minutes	ADAS ARD
	1.6 Forward documents to ORD for approval and signature	None	10 minutes	ADAS RD
2. Receive letter	2.1 Release endorsement letter through Records	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	1 hour, 30 minutes	

B. Budget Section

1. Disbursement Updating

Process of Updating the Status of Disbursement

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Checks Issued (RCI)		DepEd Cashiers Section		
2. Report of Advice to Debit Account Issued (RADAI)		DepEd Cashier Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and Submit RCI and RADAI to Finance Division	1.1. Receive RCI and RADAI from Cashier Section	None	3 minutes	Budget Officer I
	1.2. Post/Update payment on disbursement details in the BMS	None	5 minutes	Budget Officer I
TOTAL:		None	8 minutes	

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

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

Office or Division:	Finance Division - Budget Section		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	Schools Division Offices and Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Cash Allowance 1. Signed indorsement letter from SDS (1 original and 1 photocopy) 2. Computation as to the amount requested (1 original and 1 photocopy)		Requesting SDOs and Records Section	
Master Teacher, Reclassification of Positions, Step-Increments, ERF 1) Signed indorsement letters from the SDS (1 original and 1 photocopy) 2) Certified true copy of Appointments (1 original and 1 photocopy) 3) Appointment details (1 original and 1 photocopy) 4) Computation as to the amount requested (1 original and 1 photocopy)		Requesting SDOs and Records Section	
Other Sub-AROs issued by DepEd-CO for Downloading to SDOs 1. Memorandum (1 original and 1 photocopy) 2. Approved Request to download (1 original and 1 photocopy) 3. Breakdown/ Distribution List (1 original and 1 photocopy) 4. Work and Financial Plan (WFP) (2 photocopies) 5. Sub – ARO from Central Office (1 original and 1 photocopy)		Requesting Office/ Program Focal Person /DepEd Regional Website	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request to download funds with complete attachments to Finance Division	1.1 Received and record documents	None	3 minutes	Receiving Clerk/ ADAS
	1.2. Review completeness of documents and verify availability	None	30 minutes	AO V/ Budget Officer III
	1.3. Prepare Sub-ARO	None	1 hour per SARO	Budget Officer I In-charge
	1.4. Prepare ORS, assign number, indicate fund source, fund code, and object code	None	20 minutes	Budget Officer II In-charge
	1.5. Post to RAO thru BMS and initial in the Box B of ORS	None	10 minutes	Budget Officer II In-charge
	1.6. Sign allotment available in ORS and recommending of SARO issued	None	5 minutes	AO V/ Budget Officer III/ CAO of Finance Division
	1.7. Release to the Office of the Regional Director for approval of SARO	None	5 minutes	Releasing Clerk
	1.8 Sign and approval of SARO	None	5 minutes	Director IV/ Director III
	2.1 Release signed SARO to SDO/IUs via email or for pick up by Liaison Officers	None	5 minutes	Budget Officer II In-charge
TOTAL:		None	2 hours, 23 minutes	

3. Letter of Acceptance for Downloaded Funds

Letter of Acceptance is issued as a proof that the concerned office is willing to accept sub-allotment release order from Central/Region/Schools Division Offices.

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Schools Division Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Memorandum		Requesting Office/Unit		
2. Letter Request of acceptance of the Functional Divisions				
3. List of Participants				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter request for acceptance with the Memorandum and list of participants	1.1 Receive and review the request and its supporting documents	None	10 minutes	Receiving Clerk/ ADAS
	1.2 Prepare Letter of Acceptance	None	30 minutes	Budget Officer In-charge
	1.3 Forward to SAO and CAO for initial and signature	None	10 minutes	Budget Officer In-charge/ SAO and CAO
	1.4 Return to the requesting office	None	5 minutes	Receiving Clerk/ ADAS
TOTAL:		None	55 minutes	

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

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

Office or Division:	Finance Division - Budget Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)			
Who may avail:	Internal and External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved PR 3. Approved Supplemental PPMP/PPMP 4. Other supporting documents validated by the accounting section 5. AR/ATC or AC 6. Approved Memo		DepEd Asset Management Section, Requesting Office/Unit and External Client		
Notice of Award (Bidding) 1. Signed Contract		BAC Secretariat		
Various Claims (TEV, Supplies, Trainings with ORS and DV) 1. ORS and Accomplished DV/Payroll 2. Supporting documents such as: Billing, Statement of Account, etc. 3. AR/ATC or AC 4. Approved Memo 5. Other supporting documents validated by the accounting section		DepEd Asset Management Section, Requesting Office/Unit, End User or External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit will submit the Obligation Request Status (ORS) with the	1.1. Receive and record the documents	None	5 minutes per ORS	Receiving Clerk/ ADAS

complete attachments to Finance Division				
	1.2. Review and verify documents and identify fund source and allotment availability of PPA	None	30 minutes per ORS	Budget Officer In-charge
	1.3. Assign ORS number, indicate fund source, and Object of Expense Code	None	30 minutes per ORS	Budget Officer In-charge
	1.4. Encode in the Registry of Allotment (RAO) thru BMS	None	20 minutes per ORS	Budget Officer In-charge
	1.5. Initial on the processed ORS box B	None	1 minute per ORS	Budget Officer In-charge
	1.6. Review and sign box B of ORS	None	10 minutes per ORS	AO V – Head of Budget Unit/ Chief Administrative Officer for Finance Division
	1.7. Forward to Accounting Section	None	2 minutes	Releasing Clerk/ ADAS
TOTAL:		None	1 hour and 38 minutes	

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

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

Office or Division:	Finance Division - Budget Section	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G) and Government to Business (G2B)	
Who may avail:	Internal and External Clients	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Purchase Order (PO) 1. BURS 2. Accomplished Purchase Order 3. Approved WFP 4. Approved PR 5. Approved Supplemental PPMP/PPMP 6. Other supporting documents validated by the accounting section 7. AR/ATC or AC 8. Approved Memo	Requesting Office/Unit and External Client	
Notice of Award/Contracts (Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC	BAC Secretariat, Requesting Office/Unit and External Client	
Various Claims (TEV, Supplies, Trainings with ORS and DV) 1. BURS and Accomplished DV/Payroll 2. Approved WFP 3. Supporting documents such as: Billing, Statement of Account, etc. 4. AR/ATC or AC 5. Approved Memo Other supporting documents validated by the accounting section	Requesting Office/Unit and External Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers with complete supporting documents	1.1 Receive the pre-audited documents from the Accounting Section	None	5 minutes per BURS	Receiving Clerk/ADAS
	1.2 Check as to availability of budget	None	10 minutes per BURS	Budget Officer In-charge
	1.3 Prepare Budget Utilization Requests and Status (BURS)	None	10 minutes per BURS	Budget Officer In-charge
	1.4 Record and assign serial number to BURS	None	10 minutes per BURS	Budget Officer In-charge
	1.5 Forward to the CAO and certify charges to appropriation/allotment are necessary/lawful under his direct supervision and supporting documents valid, proper, and legal.	None	5 minutes per BURS	Chief Administrative Officer for Finance Division
	1.6 Receives BURS from CAO and certifies as to allotment available and obligate for the purpose/adjustment necessary as indicated	None	5 minutes per BURS	Budget Officer In-charge
	1.7 Retain original copies of BURS for recording in RBUD	None	10 minutes per BURS	Budget Officer In-charge
	1.8 Encode signed BURS to RBUD	None	10 minutes per BURS	Budget Officer In-charge
	1.9 Forward to Accounting Section	None	5 minutes	Releasing Clerk/ADAS
TOTAL:		None	1 hour, 5 minutes	

C. Cash Section

1. Handling of Cash Advances

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

Office or Division:		Cash Section		
Classification:		Simple Transaction		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Office		
2. Certification of No Unliquidated CAs from Accountant (1 Original Copy)		respective office/bureau/service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Request Authority to Cash Advance	None	10 minutes	Cashier
	1.1. Forward the request to Head of Office for approval	None	5 minutes	Cash Personnel
	1.2. Receive the approved request and complete the documentary requirements needed for Cash Advances	None	10 minutes	Cash Personnel
	1.3. Prepare ORS/DV	None	10 minutes	Cash Personnel
	1.4. Forward the ORS/DV to signatories	None	10 minutes	Cash Personnel
	1.5. Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of	None	10 minutes	Cash Personnel

	No Unliquidated CAs			
	1.6. Prepare check/ACIC	None	10 minutes	Cash Personnel
	1.7. Review and Sign the check/ADA and ACIC	None	10 minutes	Cashier
	1.8. Forward check and ACIC to the Head of Office for signature	None	10 minutes	Cash Personnel
	1.9. Sign the check/ADA and ACIC	None	2 days	Head of Office
	1.10. Cash Section receive the signed check and ACIC	None	10 minutes	Cash Personnel
	1.11. Submit the ACIC to the bank/encode details to EMDS (on-line banking facility)	None	1 hour	Cash Personnel
	1.12. Encash for disbursement	None	1 hour	Cashier
2. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	2.1. Disburse the cash to the payees from the approved activity design	None	10 minutes	Cashier
	2.2. Segregate and prepare the cash for each payee (payroll account)	None	1 hour	Cashier
TOTAL:		None	2 days, 4 hours, 45 minutes	

D. Human Resource and Development Division

1. Rewards and Recognition

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

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

E. Legal Unit

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

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

Office or Division:	Legal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Email address		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email concern to the Office of the Regional Director	1.1 Received and records incoming communication and forward to the Legal Unit	None	10 minutes	ADAS/ Office of the Regional Director
	1.2 Review the document/assign to LU staff to prepare/draft the necessary correspondence or document needed	None	5 hours	Atty. IV, SI, LA, ADAS
	1.3 Review and affix initial on the draft correspondence/document	None	1 hour	Attorney IV
	1.4 Forward to the Office of the Regional Director for review and signature	None	10 minutes	ADAS/LU Staff
	1.5 Approve/sign the correspondence/document	None	30 minutes	RD/ARD
	1.6 Release the signed document through the Records Section	None	10 minutes	ADAS/Records Unit Staff
TOTAL:		None	7 hours	

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

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Teaching and Teaching-Related Personnel, Regional Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Copy of Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of letter request via email or google link	1.1. Receive the request and forward for appropriate action	None	5 minutes	Receiving Clerk at Records Section
	1.2. Verify the name of the requestor from the database of pending cases	None	10 minutes	Legal Unit Staff
	1.3. Prepare certificate and countersign and forward to the head of Legal Unit	None	15 minutes	Legal Unit Staff
	1.4. Sign the certificate	None	5 minutes	Attorney IV
1. Receive the certificate	2.1 Certificate to be officially released from the Records Section	None	5 minutes	Records Staff
TOTAL:		None	50 minutes	

F. Personnel Section

1. Application for Leave

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Personnel (for 3rd level officials and RO Employees)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. Form 6 (3 original copies) 2. Clearance Form (3 original copies) 3. Letter request, if needed (1 original copy)	Personnel Unit Personnel Unit Client
Sick Leave 1. Form 6 (3 original copies) 2. Medical Certificate (1 Copy) 3. Letter request, if needed (1 original copy)	Personnel Unit Client Client
Paternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> ● Marriage Contract (1 photocopy) ● Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) 	Personnel Unit Client Client
Maternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> ● Special Order Form (3 original copies) ● Medical Certificate (1 Copy) ● Clearance (3 original copies) 	Personnel Unit Client Front/ Information desk
Solo Parent Leave	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if needed (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy) 		DepEd employee DepEd employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents to the Personnel Section	1.1. Receive and forward the acted CSC Form 6 for initial of the AO V	None	30 minutes	Adm. Aide IV/ Authorized Employee
	1.2. Forward the CSC Form 6 to the CAO for Administrative Division for signature under 7.a	None	10 minutes	AO V
	1.3. Approve and sign the CSC form 6	None	15 minutes	CAO
2. Receive a copy of approved form 6	2.1. Release documents through the Records Section	None	30 minutes	AO V (Records Officer) / Authorized Employee
TOTAL:		None	1 hour and 25 minutes	

2. Application for Retirement/Survivorship/Disability Benefit

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Retirees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.1st Indorsement from SDO (1 Copy)	DepEd Schools Division Office
1.Duly-Accomplished GSIS Application Form for Retirement/ Separation (1 Copy)	
2.Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)	
3.Updated Service Record (1 Original Copy)	
4.CSC prescribed clearance template from School/District/Division/Region (2 Original Copies)	
5.Certificate of Last Payment (2 Original Copies)	
6.Clearance from Money Accountability or Overpayment of Salary (1 Original Copy)	
7.Certificate of no pending administrative case (SDO) (1 Original Copy)	Office of the Ombudsman
8.Ombudsman Clearance – <i>date of issuance must not later than 6 mos.</i> (1Original & 1Photocopy)	
9. SALN (1 Original Copy)	Client
10. In case of deceased retiree, the legal heir/beneficiaries must submit the following (Authenticated Copy): <ul style="list-style-type: none"> ● PSA Death Certificate ● PSA Marriage Certificate ● PSA Birth Certificate of children ● Judicial or Extra Judicial Settlement of Estate (duly notarized): 	
11. In case of Disability Benefit: <ul style="list-style-type: none"> ● Doctor's Certificate 	

12. Endorsement from the Regional Office (1 Original Copy)		DepEd Regional Office		
13. 2nd Endorsement with enclosed complete required documents for GSIS Application for Retirement (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1. Receive complete documents	None	15 minutes	ASD/ Personnel
	1.2. Review and check the requirements needed for retirement/separation from the Government Service	None		
	1.3. Prepare 2nd endorsement intended to the GSIS	None	5 minutes	ASD/ Personnel
	1.4. Approve/Sign prepared indorsement by the authorized representative of the Regional Director	None	5 minutes	ASD Chief and/or the authorized signatory of the GSIS
	1.5. Release the duly signed 2nd Endorsement intended for GSIS	None	5 minutes	ASD- Personnel/ Records
TOTAL:		None	30 minutes	

3. Issuance of Certificate for Remittances

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	Active DepEd Teaching and Non-Teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request on the Certificate of Remittances (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate the submitted document and prepare 3 copies of Certificate of Remittances, affix initial	None	10 minutes	ADAS/AO V/SAO
	1.3 Forward to the Cashier Section for signature	None	10 minutes	Head of Cashier Section
2. Receive 2 copies of Certificate of Remittances	2.1 Release the signed document	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	30 minutes	

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

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

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd RO Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request/ Fill up request form	1.1. Prepare the requested Service Record/ Certification of Employment	None	1 hour	Adm. Aide IV/ Authorized Employee
	1.2. Approval of the RD / Authorized Representative	None	1 hour	RD/Authorized Representative
TOTAL:		None	1 hours	

5. Issuance of Foreign Travel Authority

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

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

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

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

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

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

5.1 Issuance of Foreign Official Travel Authority

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

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Office of the Regional Director (ORD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
9. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
10. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization	
11. One (1) original copy of Itinerary of Travel		
12. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ⁸ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client	
13. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client	
14. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client	
15. One (1) copy of Estimated Travel Cost		
16. One (1) copy of Work and Financial Plan	Client's office	
Optional requirements:		
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client	
- For Teachers in the Exchange Visitor Program of the US Government:		
d. TA signed by the Secretary	Office of the Secretary Regional Office Commission on Filipino Overseas	
e. Clearance Certificate		
f. Copy of the Registration Sticker		
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary	

⁸ Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Admin Aide, Records Section
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Admin Assistant, Personnel
	1.3 Check documents for completeness and accuracy	None	3 hours	Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.5 Review and sign the Form and TA	None	4 hours	RD
	1.5 Return the documents to the Records Section	None	10 minutes	ORD
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Admin Officer V, Records Section
	1.6 Receive and process request; return documents to ORD	None	5 days	Central Office
5. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Administrative Assistant / Officer, Records Division
6. Submit post-travel report addressed to the Office of the Secretary ⁹	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
TOTAL		None	7 days	

⁹ For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf.

5.2.2 Issuance of Foreign Personal Travel Authority

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

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

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
5. One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
6. One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office	Client	
7. Certificate of No Pending Case	Legal unit with jurisdiction over the client	
8. CSC Form No. 6, s. 2020 (Leave Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client	
Optional requirements: - For CO Division Chiefs and higher, a draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary	
- For Study Leave (up to 6 months): Contract between the agency head or authorized representative and the employee concerned	Personnel unit with jurisdiction over the client	
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit complete requirements to the Records Division of DepEd CO c. Regional Directors d. ORD – for Schools Division Superintendents, Assistant Schools Division Superintendents, Assistant Regional Directors	1.1 Check the documents received, process for release to the Personnel Division (PD)	None	15 minutes	Administrative Assistant / Officer, Records Division
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA and forward to the applicable Approving Authority in DepEd CO. Otherwise, inform the client of discrepancies and wait for reply.	None	4 hours	Administrative Officer, PD
	1.4 Review and approve TA and return to PD.	None	4 days	Designated Approving Authority in DepEd CO
	1.5 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
4. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Administrative Assistant / Officer, Records Division
TOTAL		None	5 days	

6. Processing of Equivalent Record Form (ERF)

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the SDS (1 Original Copy)		SDO		
1. Performance rating for one (1) rating period (1 original copy)				
2. Updated Service Record (1 Original Copy)		Client		
3. Letter of the requesting personnel (1 Original Copy)				
4. Transcript of Records – TOR (1 Original Copy and 2 certified true copies)				
5. Certificate of training from seminars attended (1 Original copy each)				
6. Sworn statement of the teacher in accordance with the provision of DepEd Order No. 2, s. 1962 (1 Original Copy)				
7. Latest Appointment (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents through courier or by SDO liaison officers to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff

	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	ADAS/ Personnel Section Staff
	1.3 Forward to SAO, Admin Division for approval of ERF and initial on the transmittal letter	None	10 minutes	ADAS/SAO
	1.4 Forward the transmittal letter of the ERF to be signed by CAO	None	10 minutes	CAO
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	50 minutes	

7. Processing of Study Leave

Teaching Personnel

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

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

Non- Teaching Personnel

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

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Teaching and Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement from the SDS (1 Original Copy)		SDO		
2. Duly filled-up and signed CSC form 6 (1 Original Copy)		Client		
3. Schedule of study leave (1 Original Copy)		Client		
4. Study Leave Agreement/MOA (1 Original Copy)		Client		
5. For teachers - Certification without substitution (1 Original Copy)		SDO		
6. Certificate of bonafide employee (1 Original copy)		SDO		
7. Permit to Study (1 Original copy)		SDO		
8. Performance Ratings (1 Original copy)		SDO		
9. Medical Certificate – Physically Fit (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete documents to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	ADAS/ Personnel Section Staff/AOV
	1.3 Forward to Chief Administrative Officer, Admin. Division for initial	None	10 minutes	CAO
	1.4 Forward the documents to RD/ARD for approval or disapproval	None	10 minutes	RD/ARD
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	50 minutes	

8. Processing of Terminal Leave Benefits

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

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

<ul style="list-style-type: none"> • PSA Death Certificate • PSA Marriage Certificate • PSA Birth Certificate of children • Judicial or Extra Judicial Settlement of Estate (duly notarized) 				
15. Certificate of Last day of Service				
16. Endorsement from the Regional Office (1 Copy)		DepEd Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1. Receive the complete documents	None	1 hour	ASD/Personnel
	1.2. Review the submitted documents	None		
	1.3. Compute/ Assess the requirements needed for terminal leave benefits	None		
	1.4. Prepare Memo, certification of highest salary received and terminal leave computation to Finance Division for payment	None	15 minutes	ASD/Personnel
	1.5. Forward to Finance Division the necessary documents	None	2 minutes	ASD/Personnel
TOTAL:		None	1 hour, 17 minutes	

9. Request for Transfer from Another Region

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Active DepEd Teaching and Non-Teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request for transfer (1 Original Copy)		From the concern employee		
2.Indorsement of the School Principal (1 Original Copy)		School		
3.Indorsement from the SDS (1 Original Copy)		SDO		
4.Indorsement from the RD (1 Original Copy)		RO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete documents	1.1. Receive and forward to the Personnel Section for appropriate action	None	5 minutes	Records Unit Staff
	1.2. Check completeness of documents and prepare indorsement addressed to the concerned Region	None	5 minutes	Personnel Section - Admin Assistant/ Authorized employee
	1.3. Forward prepared indorsement to the CAO, Administrative Service for signature	None	5 minutes	AO V/SAO
	1.4. Approve and sign indorsement	None	5 minutes	ARD/RD
2.Receive requested document/s	2.1. Release document to client	None	10 minutes	ADAS
TOTAL:		None	30 minutes	

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

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Teaching and Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request for stoppage deletion of loans with valid/ justifiable reason/s (1 original copy)		Client		
2. Photocopy of DepEd ID (3 copies)		Client		
3. Latest Pay slip (1 Original and 2 photocopies)		Client		
4. Filled out deletion form with original stamp from PLIs (1 Original and 2 photocopies)		Personnel Section		
5. Certificate of No Obligations from PLIs or Original Copy of Official Receipt (1 Original and 2 photocopies)		Client		
<i>Note: All Documents should be submitted on or before the 22nd of every month to be reflected in the next month payroll</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and evaluate the documents and take appropriate action	None	10 minutes	ADAS/ Personnel Section Staff
	1.3 Forward for initial/ signature <i>Note: Signatory varies depending on the gravity of request.</i>	None	10 minutes	ADAS/ CAO/ RD
	1.4 Release the signed document through the Records Section	None	5 minutes	ADAS/ Records Section Staff
TOTAL:		None	30 minutes	

G. Quality Assurance Division

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

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

Office or Division:	Quality Assurance Division	
Classification:	Highly Technical	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	Public Schools within the Region	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
A. Establishment of Public Elementary/Secondary Schools		
1.Action slip (1 original copy)	DepEd SDO	
2.Evaluation slip (1 original copy)	DepEd SDO	
3.Application Documents (1 original copy each document)	DepEd SDO PTA or Barangay Council Client	
a. Indorsement Letter		
b. Letter request to open a school addressed to the SDS		
c. Feasibility study, duly recommended/endorsed by the SDS indicating the following: (i) Justification on the need to establish a school; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources)		
d. Division Inspection Report signed by the SDS		DepEd SDO
e. Sangguniang Bayan/ Panlungsod Resolution supporting the establishment of a school, duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school		Office of the Municipal/City Mayor
f. List of prospective enrollees per grade level, indicating their names, ages, addresses and/or school where they are currently enrolled		Client
g. Justification on the need for establishment of an MG school, if	Client	

<p>necessary</p> <p>h. Certification from the SDS that no private high school within the Municipality/ City is participating in the GASTPE Program of DepEd, or that GASTPE participating high school has reached its allocation or number of available slots or Justification by the SDS on the need to establish a public school to cater to the elementary school graduates/students who cannot afford to enroll in a private high school</p> <p>i. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer</p> <p>j. Certification that the proposed school is not within 2-km radius (for rural areas) and 1 km radius (for urban areas) from any existing public elementary/high school</p> <p>k. Justification by the SDS for the waiver on the 2 or 1 km radius requirement, if necessary</p> <p>l. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site</p> <p>m. Justification from SDS in case the required school site cannot be met</p> <p>n. Clearance/permit stating that the proposed site is not a high-risk area</p> <p>o. School site development plan</p> <p>p. School building plan indicating the number and technical specifications of the classroom to be built</p> <p>q. School building design duly approved by DepEd EFD- AS</p> <p>r. School Building permit</p> <p>s. Bureau of Fire Protection Certificate</p> <p>t. Inspection Report, in case classrooms are already constructed</p>	<p>DepEd SDO- Office of the SDS</p> <p>Client</p> <p>Office of the Municipal/City Engineer</p> <p>DepEd SDO – Office of the SDS</p> <p>Client</p> <p>DepEd SDO – Office of SDS</p> <p>Provincial Mines and Geosciences Bureau (MGB) and Department of Environment and Natural Resources (DENR) - Regional Office</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Office of the Municipal/City Engineer</p> <p>Bureau of Fire Protection</p> <p>SGOD – Facilities Section</p>
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B. Establishment of a Stand-Alone Senior High School (SHS)	
1. Action slip (1 original copy)	DepEd SDO
2. Evaluation slip (1 original copy)	DepEd SDO
Application Documents (1 original copy each document)	
a. Indorsement Letter	DepEd SDO
b. Letter request from interested parties addressed to the SDS or recommendation from the SDS to open a stand- alone SHS/ Justification onthe need to establishment of stand-alone SHS	PTA/Barangay Council/ DepEd SDO
c. Track(s), Strand(s) to be offered as well as their respective number of prospective enrollees	Client
d. School Environment(environmental scanning/situational analysis)	Client
e. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer	Client/ Office of the Municipal/City Engineer
f. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned	Office of the SDS
g. Result of the internal assessment or survey done with the prospective enrollees	Client
h. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	Client
i. Accomplished SHS Site Appraisal Form (Annex E)	Client
j. SHS building plan indicating the number and technical specification of the classroom to be built	Client
k. SHS building permit	Office of the Municipal /City Engineer
l. Inspection Report, in case classrooms are already constructed	SGOD – Facilities Section
f. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties	Client
m. Immersion Deployment Plan	Client

C. Separation of School Annexes	
<p>1. Application Documents (1 original copy each document)</p> <ul style="list-style-type: none"> a. Indorsement Letter b. Certification of DepEd School ID c. Approval on the establishment of school annex d. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the separation of the school annex, indicating the proposed name of the school e. Duly recommended/ endorsed request for separation of the school annex concerned f. Feasibility study, indicating the following: (i) Justification on the need to separate a school annex; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements g. Duly signed Inventory of crucial resources to be transferred to the proposed school to be separated h. Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother school and OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: (i) Teaching and non-teaching items, pursuant to the existing DepEd-DBM staffing standards for school; (ii) Funds for Personnel Services based on the actual salaries of the school personnel (both teaching and non-teaching) to be transferred; (iii) Funds for Maintenance and Other Operating Expenses (MOOE); (iv) Facilities, furniture, equipment, and textbooks in all subject areas; and (v) Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA) i. Justification in case the required MOA (item "h") cannot be met j. Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel k. List of enrollees by grade level, duly signed by the School Head/OIC and attested by the SDS l. Justification in case list of enrollees (item "k") by grade level cannot be met m. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site n. Justification in case item "m" cannot be met 	<p>DepEd SDO SGOD – Planning Unit DepEd CO/RO Office of the Municipal/City Mayor</p> <p>Client/ Office of the SDS and/or stakeholders Client</p> <p>Client & Mother School's Property Custodian Client</p> <p>School Head/OSDS</p> <p>Client</p> <p>School Head/ OIC and OSDS</p> <p>Office of the SDS</p> <p>Client</p> <p>Office of the SDS</p>
<p>2. Action Slip (1 original copy)</p>	<p>DepEd SDO</p>
<p>3. Evaluation Slip (1 original copy)</p>	<p>DepEd SDO</p>

D. Merging of Elementary/ Secondary Schools	
<p>1. Application documents (1 original copy each)</p> <ul style="list-style-type: none"> a. Indorsement Letter b. DepEd School IDs of the schools to be merged c. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school, duly certified by the Municipal/City Engineer and validated by the SDO d. Letter request addressed to the SDS on the proposed merging of schools e. Feasibility Study on the proposed merging of schools, duly endorsed by the SDS f. Proposed Schools' Implementation Plan, as merged, covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for its Personnel Services, MOOE, and Capital Outlay; (iii) Strategic Plan regarding the curriculum and instructional supervision of the proposed school; (iv) School Site Development Plan of the schools to be merged, including proposed school building, as needed g. Updated Status Report of the schools to be merged with regard to their existing crucial resources h. Inventory of learning resources of both schools to be merged i. Inventory of PSIPOP of both schools to be merged j. Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school k. Duly signed Designation of Order for the OIC/TIC of the merged schools l. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools m. Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school n. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site 	<p>DepEd SDO SGOD – Planning Unit Client/Office of the Municipal/City Engineer/SDO</p> <p>Client</p> <p>Client & Office of the SDS</p> <p>Client</p> <p>Client</p> <p>Property Custodians of both schools to be merged</p> <p>Client</p> <p>Client</p> <p>Office of the SDS</p> <p>Office of the Municipal/City Mayor Office of the Municipal/City Mayor</p> <p>Client</p>
<p>2. Action Slip (1 original copy)</p>	<p>DepEd SDO</p>
<p>3. Evaluation Slip (1 original copy)</p>	<p>DepEd SDO</p>

E. Conversion of School	
1.Action slip (1 original and 1photocopy) 2.Evaluation slip (1 original and 1photocopy)	DepEd SDO
<p>3.a Application Documents for Non-Implementing Unit High School to Implementing Unit conversion (1 original copy each document)</p> <ol style="list-style-type: none"> a. DREC Evaluation Report b. School's latest and updated PSIPOP c. Approval of school's agency code by DBM d. Designation documents duly signed by the School Head e. Certificates of Training attended by the designated/appointed financial staff related to financial management f. Certification as to the capability of the school to comply with the submissionof financial oversight agencies such as COA, DBM, NEDA, House of Representatives, etc. g. Copy of the current GAA where the appropriation forthe school is reflected h. Enhanced Basic Education Information System (EBEIS) data on enrollment per grade level for the current school year i. Letter request addressed tothe SDO j. Endorsement letter from SDO to the Regional Office k. Endorsement letter from the RO to Central Office 	<p>DepEd SD Client DBM School Head</p> <p>Client</p> <p>School Head</p> <p>Client</p> <p>Client</p> <p>School Head DepEd SDO – Office of the SDS DepEd RO – Office of the RD</p>
<p>3.b. Application Documents for Elementary/ Secondary School(s) into an Integrated School (1 original copy each document)</p> <ol style="list-style-type: none"> a. Indorsement Letter b. Evaluation Report for DREC c. DepEd School ID(s) d. Letter request for the conversion of school(s) into an IS addressed to SDS <p>In case of expansion of existing school:</p> <ul style="list-style-type: none"> • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site 	<p>DepEd SDO – OSDS DepEd SDO Client Client</p> <p>Client</p> <p>Client</p>

<p>Development Plan to include proposed schools' buildings, as needed</p> <ul style="list-style-type: none"> • Certification signed by the School Head, duly attested by the SDS on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school • Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of other concerned school(s) • Updated Status Report with regard to school's existing crucial resources <p>In case of merging or combination of existing elementary and secondary schools:</p> <ul style="list-style-type: none"> • Feasibility study on the proposed expansion of school, duly recommended/endorsed by SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed • Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of both schools to be integrated • Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO • Duly notarized MOA on merging or combination of schools, drawn up by and between School Heads of both schools indicating among others, the integration of crucial resources for proposed IS 	<p>School Head</p> <p>School Property Custodian</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>School Property Custodian</p> <p>Client</p> <p>Client</p> <p>Client</p>
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<p>f. In case of merging or combination of existing elementary and secondary schools:</p> <ul style="list-style-type: none"> ● Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS ● IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed ● Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO ● Updated PSIPOP of both schools to be integrated ● Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO ● Duly notarized MOA on merging or combination of schools, drawn up by and between the School Heads 	<p>Client</p> <p>Client</p> <p>School Property Custodian</p> <p>Client</p> <p>Client</p> <p>Client</p>
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<p>of both schools indicating among others, the integration of crucial resources for proposed IS</p> <p>g. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school</p> <p>h. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget</p> <p>i. Designation Order for the proposed School Head</p> <p>j. Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified by the Division Office's Records Unit</p> <p>k. Justification by the SDS, in case the proposed School Head does not meet the Qualification Standards for the School Head item for secondary school</p> <p>l. Certification from the SDS as to the school assignment of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads</p>	<p>Office of the Municipal/City Mayor</p> <p>Office of the Municipal/City Mayor</p> <p>Client</p> <p>SDO – Records Unit</p> <p>Office of the SDS</p> <p>Office of the SDS</p>
<p>3.c. Application Documents for High School to a Science School conversion: (1 original copy each document)</p>	

<ul style="list-style-type: none"> a. Indorsement Letter b. Evaluation Report of DREC c. Certification of National Achievement Test (NAT) Results for the past 3 years d. Certification from the Organizers of International/National/Regional Mathematics and Science Competitions e. Current School Program, signed by the School Head and approved by the SDS f. Copy of curriculum guide and special science curriculum g. Certified true copies of the Transcript of Records of School Head h. Certified true copies of Certificate of Training in Science/Mathematics subject attended by the School Head i. Certified true copy of the Transcript Records of Science and Mathematics teachers j. Copy of the PRC-LET Ratings of teachers indicating their field of specialization/concentration (I.e. mathematics, physical science, biological science, chemistry, general science, etc. k. Certified true copies of Certificate of Relevant Training attended by the Teachers (e.g. Certification Program or other related trainings for non-major math & science teachers) l. Updated School Profile m. Attested Certificate on the availability of learning resources n. Validated Inventory of learning resources 	<ul style="list-style-type: none"> DepEd SDO DepEd SDO DepEd CO – BEA Client School Head/ Office of the SDS Client School Head School head Client Client Client Client Client School Head/Office of the SDS School Property Custodian
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<p>o. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school</p>	<p>Office of the Municipal/City Mayor</p>
<p>3.d Application Documents for High School to Technical-Vocational School conversion: (1 original copy each document)</p> <ul style="list-style-type: none"> a. Indorsement Letter b. Evaluation Report from DREC c. Letter of Intent of SH addressed to RD through SDS d. Current School Program signed by the School Head and approved by the SDS e. Copy of the Technical-Vocational Curriculum Guide (Competency-Based Curriculum) and special technical-vocational curriculum f. Approved from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations g. Certification of the technical-vocational course being offered: (I) is relevant to the needs of the community/local industry; (ii) has available localized curriculum in partnership with local industry/ies; and (iii) is based on specialization aligned with TESDA Training Regulation, for assessment and employment purposes 	<p>Office of the SDS DepEd SDO</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Office of the Undersecretary for Programs and Projects</p> <p>School Head</p>

<p>h. Notarized Feasibility Study, duly recommended by the SDS, indicating the following: (i) need to convert into a Technical-Vocational School; (ii) Current and projected enrollment for a period of five years; (iii) Demand to open a Technical- Vocational course; (iv) Organizational Structure; (v) School Development Plan; and (vi) Proposed Budget/Budgetary Requirements</p>	<p>Client</p>
<p>i. Certified true copy of Transcript of Records of School Head</p>	<p>School Head</p>
<p>j. Certified true copy of National Certificate (NC) or higher certificate for the technical-vocational course attained by the School Head as issued by TESDA</p>	<p>School Head</p>
<p>k. Certified true copies of the Transcript of Records of Technical-Vocational Teacher</p>	<p>Client</p>
<p>l. Certified true copies of NC II or higher certificate issued by TESDA of Technical-Vocational Teachers on special technical-vocational skills</p>	<p>Client</p>
<p>m. Copies of PRC-LET Rating of teachers indicating their field of specialization/concentration</p>	<p>Client</p>
<p>n. Updated Teacher's Profile</p>	<p>Client</p>
<p>o. Inventory of learning resources per specialization validated by the SDO</p>	<p>School Property Custodian</p>
<p>p. Certification that the relevant resources of the</p>	<p>School Head</p>

<p>school are adequate, duly validated by the SDO</p> <p>q. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school</p> <p>r. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget</p> <p>s. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site</p> <p>t. Justification in case the required size of technical-vocational school site cannot be met</p>	<p>Office of the Municipal/City Mayor</p> <p>Office of the Municipal/City Mayor</p> <p>Client</p> <p>Office of the SDS</p>
<p>3.e. Application Documents for Existing Elementary and Junior High School into a Stand-Alone Senior High School: (1 original copy each document)</p> <p>a. Indorsement Letter</p> <p>b. Certification of DepEd School ID prepared by the Planning Unit</p> <p>c. Letter request for Implementation of SHS program addressed to the SDS</p>	<p>DepEd SDO – Office of the SDS SGOD – Planning Unit</p> <p>Client</p>

<p>d. Certification signed by the SDS stating that no public SHS is offering the same track within the catchment are or Justification signed by the SDS, in case will offer the same SHS track</p>	<p>Client</p>
<p>e. Implementation Plan for SHS program covering five (5) years to including among others: (i) Current and projected enrollment for 5 years by grade level; (ii) Proposed budgetary requirements for Personnel Services, Maintenance and other Operating Expenses, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed SHS; and (iv) School Site Development Plan to include proposed building, as needed</p>	<p>Client</p>
<p>f. Certification signed by the School Head, duly attested by the SDS on the excess of classrooms, tables, chairs and other resources to be used in the implementation of SHS program</p>	<p>School Head</p>
<p>g. Inventory of learning resources prepared by the Property Custodian as validated by the SDO</p>	<p>School Property Custodian</p>
<p>h. Updated PSIPOP of the concerned school</p>	<p>Client</p>
<p>i. Map preferably drawn to scale, showing the vacant lot where the proposed SHS classrooms/school building are/will be constructed, duly certified by the Municipal City Engineer</p>	<p>Client</p>
<p>j. List of prospective enrollees in SHS per track and strand, indicating their names, Learner Reference</p>	<p>Client</p>

<p>Number (LRN), where applicable, age, addresses, school names, DepEd School ID Numbers where they are currently or previously enrolled or Justification signed by the SDS, in case the required minimum enrollment and/or number of tracks are not satisfied</p> <p>k. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer</p> <p>l. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned</p> <p>m. Result of the internal assessment or survey done with the prospective enrollees</p> <p>n. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head</p> <p>o. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties</p> <p>p. Immersion Deployment Plan</p> <p>q. Certification duly signed by the SDS on the compliance to the following conditions: (i) Learners are not denied</p>	<p>Client/ Office of the Municipal Planning Officer</p> <p>Office of the SDS</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p>
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<p>access to elementary and JHS education as the result of the conversion; (ii) Prior consultation with both internal and external stakeholders are conducted for the purpose by the SDS and School Head of the concerned elementary or JHS; (iii) Health and safety of any learner is not compromised as a result of the conversion and subsequent transfer of elementary and/or JHS learners, taking into consideration the distance to be travelled to and from the new school site; and (iv) Affected school personnel shall not be displaced and demoted, and shall be transferred to the nearest school were the services are needed</p> <p>r. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school</p>		Office of the Municipal/City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SDO submit the pre-evaluated application documents of public schools	1.1 Stamp receive and input in the Data Tracking System the application endorsed by the SDO	None	1 hour	Records Officer/ADAS
	1.2 Assign to EPS In-charge	None		CES
	1.3 Evaluate documentary requirement If 100% compliant - Recommend to	None	5 days	EPS

	RIT for ocular inspection No-Return documentary requirements to SDO			
	1.4 For 100% compliant applications - Conduct online (with internet connectivity) or on-site Inspection/ Validation of facilities	None	5 days	RIT
	1.5 Prepare inspection/ validation report and recommendation based on the findings of the on-site validation If 100% compliant - Proceed to preparation of endorsement/ permit No - Notify SDO of deficiencies	None	4 days	RIT
	1.6 Submit the findings to the CES	None	5 minutes	EPS
	1.7 Review and check the findings; Affix the signature on the validation/ inspection report	None	4 hours	CES
	1.8 Prepare the approval document	None	1 day	ADAS
	1.9 Review and countersign	None	4 hours	CES

	prepared document			
	1.10 Approve endorsement/ permit for Establishment, Merging, Conversion, and Naming/ Renaming and Separation of Public Schools	None	1 day	ARD RD

Schools Division Offices

External Services

SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

Office of the Schools Division Superintendent

A. Legal Unit

1. Request for Correction of Entries in School Records

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected (1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit all the required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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

B. Personnel Unit

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

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website			Applicant	
2. Letter of Intent for teaching position (1 original)				
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)			Form from CSC Website/ SDO	
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)			Certification from PRC	
5. Certified true copy of ratings obtained in the LET/PBET (1 original)			PRC	
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)			SDO	
7. Certified true copy of Transcript of Record (1 Original Copy)			Applicant	
8. Certificate of specialized trainings (1 Photocopy of each)			Applicant	
9. NBI Clearance (1 Original Copy)			NBI	
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)			Applicant	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)			Applicant	
12. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	10 minutes	Client

2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
TOTAL:		None	1 day, 55 minutes	

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

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters(1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email complete documents to Records/ SDO email	1.1. Stamp Receive, issue receiving copy, and forward the documents to HR	None	5 minutes	Records Officer/ AAVI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive acknowledgment email	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate qualifications of the applicant vs. qualification standards of position	None	5 minutes	HRMO
3. Receive Result of Evaluation	3.1. Inform applicant of result of initial evaluation via email	None	5 minutes	HRMO
TOTAL:		None	25 minutes	

C. Property and Supply

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

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

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

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

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

D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

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

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

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

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

3. Certification, Authentication, Verification (CAV)

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

Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
High School/Elementary Graduates: 1. CAV Form 2 – School Referral Form (SRF) 2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6. Latest passport size ID Pictures (2 copies) 7. Valid ID 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	School Attended School attended School attended Client School attended Client Requesting Person and/or Authorized Person Requesting Person
<i>Additional Requirement for Undergraduates:</i> 10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) 11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended School Attended
<i>Additional Requirements for Graduates from private schools:</i>	

12. Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended		
Graduate and undergraduate from public schools:				
1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)		School Attended (for CAV form 6) Division Office (for CAV form 14)		
2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)		School Attended/ BEA		
3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)		Division Office		
4. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended		
5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)		Division Office		
6. PEPT Test Result Rating (1 original and 2 certified true copies)		Division Office/BEA		
7. PSA Birth Certificate Copy (1 Original and 2 photocopies)		Client		
8. Latest Passport size ID picture (2 copies)		Client		
9. Documentary Stamp 2 pcs		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)

	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administrative Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV. The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	1 hour, 5 minutes	

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

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

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

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

5. Receiving of Complaints against Non-Teaching Personnel

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

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

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

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL		None	21 minutes	

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

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

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


Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> Supporting/Evidentiary Document/s, if any. <p>*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.</p>	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	<ol style="list-style-type: none"> 1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number. 	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)

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


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

SAMPLE TEMPLATE FOR COMPLAINT

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


Date of Filing (*Petsa kailan itinile*): _____

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

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

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
(Please use/ask for another paper if the space provided is not enough)
/ (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
[ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN]

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

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

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

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

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

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

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

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

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

E. Curriculum Implementation Division

1. 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:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		Client		
2. Active LRMSD Portal Account using a. DepEd Email Address for DepEd Employees b. 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
	1.2 Assist creation of LR Account 1.3 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS-LR/PDO
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client

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

2. Borrowing of Learning Materials from Libraries

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

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

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

3. Alternative Learning System (ALS) Enrollment

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

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

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

1. Request for Basic Education Data (External Stakeholders)

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

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/ITO
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary	None	2 days	Clerk/Planning Officer

	action undertaken to the said letter request			
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
TOTAL:		None	2 days, 4 hours, 37 minutes	

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

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

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

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

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

				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	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			10 days, 4 hours, 35 minutes	

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

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

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

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

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

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

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recognition	
1. 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 <ul style="list-style-type: none"> Philosophy and Goals of the course <ul style="list-style-type: none"> - Demand for the graduates - Prospective learners <ul style="list-style-type: none"> - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • 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 Applicant

<ul style="list-style-type: none"> • 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) • Inspection and Application Fees 	
<p>B. SHS New Application or Additional Track/Strand</p>	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) • Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) 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, 	<p>School Applicant</p>

<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> • 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 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 prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers 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	

4. Application of Summer Permit for Private Schools

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

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	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 prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

5. Application for No Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	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) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. Copy of Government Permit to Operate/Recognition Certificate 	School Applicant School Applicant School Applicant School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 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 prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

6. Application for Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	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"> • 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; • Xerox copy of the latest approved tuition, miscellaneous & other school fees; • Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized; • Percentage of Increase of Tuition/Miscellaneous & other fees; • Copy of Government Recognition Certificate; and • 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 c. At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others. 	School Applicant School Applicant School Applicant School Applicant School Applicant School Applicant/PTA School Applicant School Applicant

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

Schools Division Office
Internal Services

SCHOOLS DIVISION OFFICE – INTERNAL SERVICES

Office of the Schools Division Superintendent

A. Budget Unit

1. Processing of ORS

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

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

4. AR/ATC (1 Original Copies, 2 Photocopy)				
Reimbursement of Travels				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Memorandum (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate print-out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III

	available appropriation (Box B)			
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allowment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:		None	30 minutes	

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

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

B. Cash Unit

1. Handling of Cash Advances

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

Office or Division:	Cash unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records

	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	TOTAL	None	1 day, 6 hours	

C. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

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

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> ICT Technical Assistance Form 				<ul style="list-style-type: none"> ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
Total:		None	38 minutes	

2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total		None	32 minutes	

2. Troubleshooting of ICT Equipment

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

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
• ICT Technical Assistance Form				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation	None	15 minutes	ICT Unit

	to the client on what to do			
	1.8. Return the equipment to the client	None	5 minutes	ICT Unit
TOTAL		NONE	2 hours and 7 minutes	

3. Uploading of Publications

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

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

D. Legal Unit

1. Issuance of Certificate of No Pending Case

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government issued ID			Requesting Entity	
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL		None	15 minutes	

E. Personnel Unit

1. Application for ERF (Equivalent Record Form)

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

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deped Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records – Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –(5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO

	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
TOTAL		None	1 hour, 50 minutes	

2. Application for Leave

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client Client
Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) 	Personnel Unit Client Client
Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies) 	Personnel Unit Client Front/ Information desk
Solo Parent Leave	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy) 		Client		
Special Privilege Leave <ul style="list-style-type: none"> • CS Form 6 (3 original copies) 		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to	None	15 minutes	Records Section -

	the Records Section for release			Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

3. Application for Retirement

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

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees that reached the retiring age requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application for Retirement (1 Copy)		DepEd Schools Division Office		
2.Service Record (1 Original Copy)				
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4.Statement of Assets & Liabilities (1 Original Copy)				
5.Certificate of No Pending Administrative Case (1 Original Copy)				
6.Certificate of Last Day of Service (1 Original Copy)				
7.Certificate of Last Salary Received (1 Original Copy)				
8.Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource	None	30 minutes	Human Resource Unit - Person in charge

	Management Officer			
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
	TOTAL:	None	5 days, 1 hour	

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

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

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

	documents and/or confirm any inconsistencies If complete and accurate, prepare the necessary additional requirements			
	1.2. Route the travel documents for signature of authorized officials	None	1 day	Personnel Unit - Person in charge
2.Receives travel documents	2.1 Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd NCR	None		Records Section
TOTAL:		None	1 day, 15 minutes	

5. Issuance of Certificate of Employment

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data sheet request form (1 Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
TOTAL:		None	14 minutes	

6. Issuance of Service Record

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

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

7. Loan Approval and Verification

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) For online transaction: 4. Submit request at email address of the SDO Subject: Approval of GSIS Loan			Requesting Entity Legal Unit School Head	
For Private Lending Institutions: 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
TOTAL:		None	55 inutes	

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

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

Office or Division:	Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	New entrants SDO employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Acknowledgement of published Items (1 photocopy)	Personnel Unit
	2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
	3. Checklist of Common Requirements (1 original)	Personnel Unit
	4. Appointments Processing Checklist (1 original)	Personnel Unit
	5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
	6. Certificate of Availability of funds (3 original, 1 photocopy)	Personnel Unit
	7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
	8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
	9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
	10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
	11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
	12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
	13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
	14. Work Experience Sheet (3 original)	Appointee
	15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School

16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC			
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC			
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee			
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee			
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility			
21. Results of Medical Exam and Laboratory test (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility			
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI			
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer	PSA			
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer	PSA			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and	None	30 minutes	

	Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
TOTAL		None	1 hour and 15 minutes	

9. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
5. Certificate of Last Payment (1 original copy)		Accounting Unit		
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit		
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave Cards- (1 original copy)				
10. Certification of Leave Credits Earned- (1 original copy)				
11. Fiscal Clearance (1 Original Copy)				
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person-In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
TOTAL:		None	3 hours, 55 minutes	

10. Request for Correction of Name and Change of Status

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

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

F. Property and Supply Unit

1. Requisition and Issuance of Supplies

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

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

2. Property and Equipment Clearance Signing

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

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

G. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Guide (1 Original Copy and 1 Photocopy)	LR Portal
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)	Author/ Owner
3. School/District Pre-Evaluation	Online Link
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)	Office of the PSDS/Office of the CID
5. Accomplished Quality Assurance Tool	LR Office
6. Accomplished Metadata Template for Cataloguing	LR Office
7. Signed Sworn Certification/Anti-Plagiarism Declaration	

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

	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor

revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days⁵	

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

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division:	Curriculum Implementation Division			
Classification:	Complex			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team (SQAT) Certification				
3. Supplementary Learning Resources (Soft and hard copy)				
4. Teacher User's Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate The Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	

4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
TOTAL		None	7 days and 15 minutes	

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

1. Request for Basic Education Data (Internal Stakeholder)

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

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

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

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

Office or Division:		SGOD – Planning Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL		None	50 minutes	

Schools Division Offices

External Services

Office of the Schools Division Superintendent

H. Legal Unit

1. Request for Correction of Entries in School Records

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Current and former learners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application indicating the entry/entries to be corrected (1 original copy)		Requesting party		
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)		PSA		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)		School		
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)		Affiants		
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application		Requesting party		
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record)		Requesting party		
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

School Records with consideration to Data Privacy Act	appropriate action.			
	1.2 Refers the documents to Legal Unit	None	10minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the publicor private school to change the entries in the school records ofthe applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy ofthe Order	1.1. Release a copy of the Order to the applicant andto the concerned school	None	10 minutes	Records/ Releasing In-Charge/Ad min Staff
TOTAL		None	2 days and 35 minutes	

I. Personnel Unit

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

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website			Applicant	
2. Letter of Intent for teaching position (1 original)				
3. Duly accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet (3 original copies)			Form from CSC Website/ SDO	
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)			Certification from PRC	
5. Certified true copy of ratings obtained in the LET/PBET (1 original)			PRC	
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)			SDO	
7. Certified true copy of Transcript of Record (1 Original Copy)			Applicant	
8. Certificate of specialized trainings (1 Photocopy of each)			Applicant	
9. NBI Clearance (1 Original Copy)			NBI	
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)			Applicant	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)			Applicant	
12. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	10 minutes	Client

2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre- assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
TOTAL:		None	1 day, 55 minutes	

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

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters(1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements/documents			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete pertinent documents to the Records Unit/SDO email add	1.1. Stamp Receive, issue receiving copy, and forward the pertinent documents to the HR Unit	None	5 minutes	Records Officer/ AA VI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff

2. Receive application receipt/email acknowledgment of application	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate the qualifications of the Applicant vis-à-vis the qualification standards of the position	None	5 minutes	HRMO
3. Applicant received the Result of Initial Evaluation	3.1. Inform the applicant of the result of initial evaluation through email	None	5 minutes	HRMO
TOTAL:		None		

J. Property and Supply

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

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

Office or Division:	Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery receipts		Supplier		
4. Inspection and Acceptance report/ Property Transfer Report 5. Requisition and Issuance Slip		Employee/ Property and Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers the textbook and/or equipment together with the receipts	1.1. Receives textbooks and/or equipment from suppliers	None	1 day	Property and Supply Personnel
	1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip (ICS) and Requisition and Issuance Slip (RIS) for recipient schools	None	1 day	

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

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

K. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

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

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

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

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

3. Certification, Authentication, Verification (CAV)

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

Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
High School/Elementary Graduates:	
10. CAV Form 2 – School Referral Form (SRF)	School Attended
11. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School attended
12. Diploma (1 Original and 2 certified true copies certified by the School Head)	School attended
13. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client
14. List of Graduates certified correct by authorized official (1 original and 2 photocopies)	School attended
15. Latest passport size ID Pictures (2 copies)	Client
16. Valid ID	
17. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person and/or Authorized Person
18. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person
<i>Additional Requirement for Undergraduates:</i>	
12. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	School Attended
13. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended
<i>Additional Requirements for Graduates from private schools:</i>	

12. Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended		
Graduate and undergraduate from public schools:				
10. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)		School Attended (for CAV form 6) Division Office (for CAV form 14)		
11. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)		School Attended/ BEA		
12. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)		Division Office		
13. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended		
14. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)		Division Office		
15. PEPT Test Result Rating (1 original and 2 certified true copies)		Division Office/BEA		
16. PSA Birth Certificate Copy (1 Original and 2 photocopies)		Client		
17. Latest Passport size ID picture (2 copies)		Client		
18. Documentary Stamp 2 pcs		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1. Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)

	2.2 Forward printed CAV to Records Section then to be signed by the ChiefAdmin Officer	None	15 minutes	Administrative Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelopeand paste the DFA Authentication section addressesat the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV.The DFA shall honor documents hand- carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	1 hour, 5 minutes	

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

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

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

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

5. Receiving of Complaints against Non-Teaching Personnel

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 5. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 6. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.4. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	1.5. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.6. Log the received document/s to the Incoming Logbook.		5 minutes	

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL		None	21 minutes	

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

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

Office or Division:	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	All


Checklist of Requirements	Where to Secure
4. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 5. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 6. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.3. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.4. Stamp received the documents and receiving copy with transaction number.	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)

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


	<p>2.10. Log the document, with attachment/s to the appropriate logbook</p> <p>2.11. Return signed communication to Legal Unit, for organization of documents</p>	None	<p>10 minutes</p> <p>5 minutes</p>	Administrative Aide VI or Administrative Assistant III (OSDS)
	<p>2.12. Arrange the documents to be forwarded to Records Unit.</p> <p>2.13. Forward to Records Unit, for releasing</p>	None	<p>20 minutes</p> <p>5 minutes</p>	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	<p>2.12. Stamp Release the documents and arrange for servicing/ sending to addressee</p> <p>2.13. Coordinate with the Office/Agency and contact the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p>	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	<p>3.3. Release the Communication</p> <p>3.4. If there is a proof of service, serve and secure a signed Proof of Service.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
TOTAL		None	3 days, 2 hours, 11 minutes	

SAMPLE TEMPLATE FOR COMPLAINT

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


Date of Filing (*Petsa kailan itinile*): _____

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

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

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
 (Please use/ask for another paper if the space provided is not enough)
 / (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
 [ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN]

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

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

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

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

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

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

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

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

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

L. Curriculum Implementation Division

1. 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:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Computer/Laptop and Internet Connection		Client		
3. Active LRMSD Portal Account using a. DepEd Email Address for DepEd Employees b. 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
	1.4 Assist creation of LR Account 1.5 Log-in to the LR Portal/ assist in technical issue	None	5 minutes	EPS-LR/PDO
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client

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

2. Borrowing of Learning Materials from Libraries

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

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

	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff
4. Receive LM	4.1. Prepare and release the LM	None	5 minutes	Librarian/ Library staff
	4.2. Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	TOTAL:	None	21 minutes	

3. Alternative Learning System (ALS) Enrollment

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

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

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

1. Request for Basic Education Data (External Stakeholders)

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

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1Original Copy, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel/ITO
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary	None	2 days	Clerk/Planning Officer

	action undertaken to the said letter request			
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
TOTAL:		None	2 days, 4 hours, 37 minutes	

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

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

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

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

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

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

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

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

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

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

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

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

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recognition	
2. 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 <ul style="list-style-type: none"> Philosophy and Goals of the course <ul style="list-style-type: none"> - Demand for the graduates - Prospective learners <ul style="list-style-type: none"> - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding school year approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • 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 Applicant

<ul style="list-style-type: none"> • 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) • Inspection and Application Fees 	
<p>B. SHS New Application or Additional Track/Strand</p>	
<p>2. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) • Certificate of Recognition of any of the following: (a) Secondary Education Program –DepEd; (b) 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, 	<p>School Applicant</p>

<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> • 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 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 forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers 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	

4. Application of Summer Permit for Private Schools

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. 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 intent to teach during summer classes • General class program for summer • Tuition and other school fees • Tentative list of summer enrollees with learning areas to be taken written opposite each name • A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student. • Written consent of parents whose children will attend student summer classes • Post summer activities 	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA Parents School Applicant

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

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

5. Application for No Increase in Tuition Fee

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

Office or Division:	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	Government to Business (G2B)
Who may Avail:	Any private school with permit to operate/recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of noincrease. Note: The miscellaneous and other fees should be itemized. Copy of Government Permit to Operate/Recognition Certificate 	School Applicant School Applicant School Applicant School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 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 prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	TOTAL:	None	6 days and 30 minutes	

6. Application for Increase in Tuition Fee

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. Application documents (1 original and each document)</p> <ul style="list-style-type: none"> • 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; • Xerox copy of the latest approved tuition, miscellaneous & other school fees; • Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized; • Percentage of Increase of Tuition/Miscellaneous & other fees; • Copy of Government Recognition Certificate; and • 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): <p>d. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</p> <p>e. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year</p> <p>f. 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.</p>	<p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant</p> <p>School Applicant/PTA</p> <p>School Applicant</p> <p>School Applicant</p>

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

Schools Division Office

Internal Services

Office of the Schools Division Superintendent

Issuance of Foreign Travel Authority

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

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

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

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

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

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

1.1 Issuance of Foreign Official Travel Authority

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

- g. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- h. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- i. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

- i. With pending administrative case;
- j. Will retire within one year from the date of the foreign official travel;

- k. Whose previous travel has not been liquidated and cleared;
 l. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Schools Division Superintendent (OSDS)	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	<p>DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically</p> <ul style="list-style-type: none"> • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf	
2. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization	
3. One (1) original copy of Itinerary of Travel		
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority ¹⁰ , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client	
5. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client	
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client	
7. One (1) copy of Estimated Travel Cost		
8. One (1) copy of Work and Financial Plan	Client's office	
Optional requirements:		
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client	
- For Teachers in the Exchange Visitor Program of the US Government:		
a. TA signed by the Secretary	Office of the Secretary Regional Office Commission on Filipino Overseas	
b. Clearance Certificate		
c. Copy of the Registration Sticker		

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

<p>- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office</p>	<p>Signing authority for OO designated by the Secretary</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete requirements to the SDO</p>	<p>1.1 Check the documents received, process for release to the Personnel Unit</p>	<p>None</p>	<p>10 minutes</p>	<p>Records Unit</p>
	<p>1.2 Receive documents and prepare TA for signature</p>	<p>None</p>	<p>5 minutes</p>	<p>Personnel Unit</p>
	<p>1.3 Check documents for completeness and accuracy</p>	<p>None</p>	<p>3 hours</p>	<p>Personnel Unit</p>
	<p>1.4 Countersign Form and TA and forward documents</p>	<p>None</p>	<p>15 minutes</p>	<p>Personnel Unit</p>
	<p>1.5 Review and sign the Form and TA</p>	<p>None</p>	<p>4 hours</p>	<p>SDS</p>
	<p>1.5 Return the documents to the Records Unit</p>	<p>None</p>	<p>10 minutes</p>	<p>OSDS</p>
	<p>1.5 Receive signed TA and other documents, forward to the Central Office</p>	<p>None</p>	<p>1 day</p>	<p>Records Unit</p>
	<p>1.6 Receive and process request; return documents to OSDS</p>	<p>None</p>	<p>5 days</p>	<p>Central Office</p>
<p>2. Receive requested document/s from the Records Section</p>	<p>2.1 Check documents received and process for release; release document/s to intended recipient.</p>	<p>None</p>	<p>20 minutes</p>	<p>Records Unit</p>
<p>3. Submit post-travel report addressed to the Office of the Secretary¹¹</p>	<p>3.1 Receive the post-travel report.</p>	<p>None</p>	<p>(One calendar month after returning to the permanent official station)</p>	<p>Records Unit</p>
TOTAL		<p>None</p>	<p>7 days</p>	

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

1.2 Issuance of Foreign Personal Travel Authority

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

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

Office or Division:	Office of the Schools Division Superintendent (OSDS)			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)		Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf		
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office		Client		
Certificate of No Pending Case		Legal unit with jurisdiction over the client		
CSC Form No. 6, s. 2020 (Leave Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
Optional requirements: - Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
- Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client		
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the	1.1 Receive the documents and log on the database, route to	None	10 minutes	Records Unit

SDO	Personnel Unit			
a. School Head				
b. Office of the School Head – for Teaching and Non-Teaching Personnel in Schools	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Personnel Unit
c. Division Chiefs and below, including PSDS in SDOs	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit
	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
2. Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Records Unit
TOTAL		None	5 days	

H. Budget Unit

1. Processing of ORS

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

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

4. AR/ATC (1 Original Copies, 2 Photocopy)				
Reimbursement of Travels				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit			
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit			
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit			
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)	Requesting Unit			
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)	Requesting Unit			
6. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit			
Cash Advances for school MOOE				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)	Requesting Unit			
2. Letter request (1 Original Copies, 2 Photocopy)	Requesting Unit			
3. WFP (1 Original Copies, 2 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2. Review, analyze and verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5. Generate print-out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III

	available appropriation (Box B)			
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allocation under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:		None	30 minutes	

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

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

I. Cash Unit

1. Handling of Cash Advances

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

Office or Division:	Cash unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records

	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAl)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAl to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAl and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAl and ACIC to the Headof Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAl and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAl and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAl and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
TOTAL		None	1 day, 6 hours	

J. Information and Communications Technology Unit

1. User Account Management for Centrally Managed Systems

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

Office or Division:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> ICT Technical Assistance Form 				<ul style="list-style-type: none"> ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/delete/rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit

	Total:	None	38 minutes
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2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
Total		None	32 minutes	

2. Troubleshooting of ICT Equipment

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

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		SDO Personnel		
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
<ul style="list-style-type: none"> ICT Technical Assistance Form 				ICT Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit
TOTAL		None	2 hours and 7 minutes	

3. Uploading of Publications

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

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Uploading of Publications Request Sheet 4. Request Sheet – Certification of Published Article/s		ICT Unit		
6. Request Sheet 7. Announcements 8. Articles		Records Unit		
12. Issuances 13. Bidding Documents 14. Invitation to Bid 15. Request for Quotation 16. Notice of Award 17. Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
TOTAL		None	16 minutes	

K. Legal Unit

1. Issuance of Certificate of No Pending Case

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

Office or Division:	Legal Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
TOTAL		None	15 minutes	

L. Personnel Unit

1. Application for ERF (Equivalent Record Form)

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

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Deped Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records –Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –(5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –(1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 yeras (1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO

	1.2 Process ERF application and attached necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
TOTAL		None	1 hour, 50 minutes	

2. Application for Leave

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 4. CSC Form 6 (3 original copies) 5. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 6. Letter request, if necessary (1 original copy)	Personnel Unit Client
Sick Leave 4. CSC Form 6 (3 original copies) 5. Medical Certificate, if more than 5 days sick leave (1 Copy) 6. Letter request, if necessary (1 original copy)	Personnel Unit Client Client
Paternity Leave 3. CSC Form 6 (3 original copies) 4. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy) 	Personnel Unit Client Client
Maternity Leave 3. CSC Form 6 (3 original copies) 4. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies) 	Personnel Unit Client Front/ Information desk
Solo Parent Leave	CSC website/ Front/ Information desk

3. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 4. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy) 		Client		
Special Privilege Leave <ul style="list-style-type: none"> • CS Form 6 (3 original copies) 		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
TOTAL		None	3 hours, 55 minutes	

3. Application for Retirement

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

Office or Division:	Personnel Unit			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees that reached the retiring age requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application for Retirement (1 Copy)		DepEd Schools Division Office		
2.Service Record (1 Original Copy)				
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)				
4.Statement of Assets & Liabilities (1 Original Copy)				
5.Certificate of No Pending Administrative Case (1 Original Copy)				
6.Certificate of Last Day of Service (1 Original Copy)				
7.Certificate of Last Salary Received (1 Original Copy)				
8.Certification of Leave with or without pay (1 Original Copy)				
9.Ombudsman Clearance (1 original copy)		Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)				
11.Provident Clearance (1 original copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Retirement toRecords Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource	None	30 minutes	Human Resource Unit -Person in charge

	Management Officer			
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit -Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit -Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit -Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit -Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit -Person in charge
	TOTAL:	None	5 days, 1 hour	

4. Issuance of Certificate of Employment

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data sheet request form (1Copy)		Front Desk/Information		
2. Letter request (for those personnel no longer connected in the Division)		Client		
3. Identification Card (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
TOTAL:		None	14 minutes	

5. Issuance of Service Record

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

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

6. Loan Approval and Verification

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd SDO employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For GSIS Loans 5. Recent Pay slip (one (1) photocopy) 6. Certificate of No Pending Case (one (1) original copy) 7. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy)			Requesting Entity Legal Unit School Head	
For online transaction: 8. Submit request at email address of the SDO Subject: Approval of GSIS Loan				
For Private Lending Institutions: 7. Last three (3) months' pay slip (one (1) original copy) 8. Latest Appointment (one (1) photocopy) DepEd Email address				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through e-mail.	None	15 minutes	
TOTAL:		None	55 minutes	

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

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	New entrants SDO employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)	Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
3. Checklist of Common Requirements (1 original)	Personnel Unit
4. Appointments Processing Checklist (1 original)	Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
6. Certificate of Availability of funds (3 original, 1 photocopy)	Personnel Unit
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School

16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional		PRC or CSC		
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional		PRC		
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment		Appointee		
19. Performance Rating (3 photocopy) – except for Original and reemployment		Appointee		
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		Accredited Health Care Facility		
21. Results of Medical Exam and Laboratorytest (3 photocopy) -except for promotion, reappointment and transfer		Accredited Health Care Facility		
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer		NBI		
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment and transfer		PSA		
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CS Form No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and	None	30 minutes	

	Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
TOTAL		None	1 hour and 15 minutes	

8. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original copy)		Concerned Retiree		
2. Service Record (1 original copy)		Personnel Unit		
3. GSIS Retirement Voucher (1 original copy)		Concerned Retiree		
4. GSIS Retirement Clearance (1 original copy)		Concerned Retiree		
5. Certificate of Last Payment (1 original copy)		Accounting Unit		
6. Clearances (Money & Property accountabilities (3 original copy)		School and SDO		
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)		Personnel Unit		
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)				
9. Certified Copies of Leave Cards-(1 original copy)				
10. Certification of Leave Credits Earned- (1 original copy)				
11. Fiscal Clearance (1 Original Copy)				
For deceased employee:				
1. Death certificate (1 photocopy)		Municipal registrar		
2. Marriage Certificate (1 photocopy)		NSO		
3. Survivorship (If applicable) (1 photocopy)		Spouse		
4. Special Power of Attorney (1 original copy, 2 photocopies)		Attorney		
5. Birth Certificate of Children (if employee has no living spouse) (1 photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person incharge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person-In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person incharge
TOTAL:		None	3 hours, 55 minutes	

9. Request for Correction of Name and Change of Status

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

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

M. Property and Supply Unit

1. Requisition and Issuance of Supplies

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

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

2. Property and Equipment Clearance Signing

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

Office or Division:	Property and Supply Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy		Supply Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	<p>1.2 Receive the accomplished form and checks if the concerned employee has an accountability for property and equipment</p> <p>a. If employee has no accountability, supply officer signs clearance part on property and equipment.</p> <p>b. If concerned employee has accountability, supply officer will request employee to settle all accountability.</p>	None	15 minutes	Property and Supply Unit Personnel
TOTAL		None	15 minutes	

N. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/ Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR

	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2. Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level 1 quality assurance of submitted LR	None	5 days	SLRQAT
4. Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5. Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the	None	5 days	Division LR Supervisor

revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LRs	None	1 day	Regional/ Division LR Supervisor
TOTAL:		None	45 days⁵	

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

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division:	Curriculum Implementation Division			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Detailed Lesson Plan		Employee		
2. School Quality Assurance Team(SQAT) Certification				
3. Supplementary Learning Resources(Soft and hard copy)				
4. Teacher User's Guide (For Manipulative Materials Only)				
5. Video of Demonstration Teaching				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources (SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	

4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher through a division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
TOTAL		None	7 days and 15 minutes	

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

3. Request for Basic Education Data (Internal Stakeholder)

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

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

4. Request for Data for EBEIS/LIS/NAT and Performance Indicators

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

Office or Division:	SGOD – Planning Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
TOTAL		None	50 minutes	

Schools

External Services

SCHOOLS – EXTERNAL SERVICES

1. Acceptance of Employment Application for Teacher I Position (walk-in)

Teacher-Applicants may submit their complete application requirements to the school, for onward submission to the Schools Division Office for evaluation and assessment.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Teachers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS			Teacher-applicant	
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)			Form from school or CSC website	
3. Certified True Copy of Certificate of Rating (2 copies)			PRC	
4. PBET/LET rating and valid and updated PRC License/ID			PRC	
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average			School where applicant graduated	
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable			Previous employer	
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable			Previous employer	
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable			Training provider/s	
9. NBI Clearance			NBI	
10. Voter's ID and/or any proof of residence acceptable by the School Screening Committee			COMELEC/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.2 Prepare certification	None	5 minutes	School Screening Committee

	1.3 Sign the certification	None	2 minutes	School Head
2. Receive copy of checklist and signed certification	2.1 Issue a duly verified and attested checklist and certification of requirement to the applicants	None	7 minutes	School Screening Committee
	2.2 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates	None	6 minutes	School Screening Committee
Total		None	1 hour	

2. Acceptance of Employment Application for Teacher I Position (online)

Due to the COVID-19 pandemic, schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Teachers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS			Teacher-applicant	
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)			Form from school or CSC website	
3. Certified True Copy of Certificate of Rating (2 copies)			PRC	
4. PBET/LET rating and valid and updated PRC License/ID			PRC	
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average			School where applicant graduated	
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable			Previous employer	
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable			Previous employer	
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable			Training provider/s	
9. NBI Clearance			NBI	
10. Voter's ID and/or any proof of residence			COMELEC/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Download submitted documents	None	15 minutes	School Screening Committee
	1.2 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee

	1.3 Prepare certification	None	5 minutes	School Screening Committee
	1.4 Sign the certification	None	5 minutes	School Head
2. Acknowledge email	2.1 Inform applicant of next steps via email, i.e. school will submit documents to SDO and SDO will contact applicant for updates; attach copy of e-signed checklist and certification	None	5 min	School Screening Committee
Total		None	1 hour, 10 minutes	

3. Borrowing of Learning Materials from the School Library/Learning Resource Center

Learners, teaching and non-teaching personnel are given free access to learning materials (LMs) such books, journals, magazines from Libraries or Learning ResourceCenters. However, accountability and accountability should be properly observed especially since borrowers are allowed to bring the LMs home. Thus, it is necessary to monitor the proper use and accounting of LMs.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Learners, Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/QR Code – 1 originalcopy		School Library		
2. School Identification Card – 1 original copy		Client		
3. Borrower’s Card –1 original copy		School Library		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the logbook		None	2 minutes	Librarian/ Designated School Librarian
2. Fill-out library card and present to librarian	2.1 Receive and check library/ SLRC card	None	3 minutes	
3. Request for the LM	3.1 Check card catalogue for LM requested	None	6 minutes	
4. Fill-out borrower’s card	4.1 Receive and check borrower’s card and clip it with the library card; issue the LM	None	3 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	3 minutes	
6. Return the LM and presentthe borrower’s card	6.1 Check the borrowed LM, sign borrower’s card and return the library card to the borrower	None	2 minutes	
TOTAL:		None	20 minutes	

4. Distribution of Printed Self-Learning Modules in Distance Learning Modality

The Basic Education-Learning Continuity Plan (BE-LCP) introduced different distance learning modalities that suit the learners' present situation due to the COVID-19 pandemic. One of the most appropriate modalities is the printed self-learning modules (SLMs) distributed to learners. Parents, guardians, and learners are oriented on how learning at home will be facilitated through the SLMs. The schedule and drop-off points for distribution are announced by the school through different channels.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Learners, Parents/Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Orientation of BE-LCP and Process of Distribution of Modules		School		
2. Schedule of Distribution and Retrieval of Learning Modules		School Information Officer/Class Adviser/School Facebook Page/FB Group Chat/Tarpaulin/School Bulletin Board		
3. Distribution and Retrieval Form of Learning Modules		Class Adviser		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/guardian report to the drop-off station	1.1. Ask the learner's name, log the attendance and release the module. Remind parents/guardians about schedule of distribution and submission of SLMs.	None	7 minutes	Class Adviser/Teacher-in-charge
2. Return the completed SLMs on the scheduled date.	2.1. Receive the completed SLMs. Check for completeness using module monitoring checklist.	None	10 minutes	Class Adviser/Teacher-in-charge
3. Segregate the submitted SLMs and answer sheets.	3.1 Assist in placing received SLMs and answer sheets in designated boxes.	None	3 minutes	Class Adviser/Teacher-in-charge

4. Receive new SLMs.	4.1 Release new set of SLMs.	None	5 minutes	Class Adviser/ Teacher-in-charge
	4.2 Affix signature in Distribution Form.	None	2 minutes	Class Adviser/ Teacher-in-charge
	4.3 Disinfect received SLMS and answer sheets(via disinfecting room/device).	None	14 minutes	Class Adviser/ Teacher-in-charge
	4.4 Forward disinfected submitted SLMs and answer sheetsto assigned teacher.	None	5 minutes	Class Adviser/ Teacher-in-charge
TOTAL:		None	46 minutes	

5. Enrollment (walk-in)

This is the process of registering learners into the Learner Information System (LIS) upon submission of complete requirements.

Office or Division:	Schools	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Learners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1 original, 1 photocopy	Records/Guidance Office	
2. Affidavit of Undertaking - 1 original copy		
3. Pledge of Transferee – 1 original copy		
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)		
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies	Philippine Statistics Authority / Local Civil Registrar	
6. Barangay Certification	Barangay Hall	
Eligibility Standards from DepEd Order 03, s. 2018		
Kinder Children aged five years old by October 31st of the School Year they enroll		
Grade 1 <ul style="list-style-type: none"> a. Children who completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six (6) years old and above by October 31st of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016) f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT) 	School	
	Bureau of Education Assessment (BEA), DepEd Central Office	

Grade 7				
a. Grade 6 Graduate		School		
b. School Form 9 Grade 6 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer		BEA, DepEd Central Office		
d. Result of PEPT or A&E Test				
Grade 11				
a. Grade 10 Completer		School		
b. School Form 9 Grade 10 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer		BEA, DepEd Central Office		
d. Result of PEPT or A&E Test				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Legibly fill- out the Basic Education Enrollment Form, Affidavit of Undertaking, Pledge of Transferees (For Transferees)	1.1 Check the completeness of information in the Basic Education Enrollment Form and other relevant requirements. Accomplish needed information in the forms.	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements for enrollment per grade level	2.1. Receive and log complete requirements per grade level If incomplete, tag as Temporary enrolled & required to submit Affidavit of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2. Approval of transfer	None	10 minutes	School Head
	2.3 Endorse list of enrollees to Records/ Registrar	None	1 day	School Enrollment Focal Person

	2.4 Complete the List of Enrollees for sectioning: a. old learners b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	1 hour	Teacher/Adviser
	2.5 Post List of Learner's Section.	None	2 days	Teacher/Adviser
3. Access list of learner's section.	3.1 Post List of Learner's Sections	None	1 hour	Teacher/Adviser
	TOTAL:	None	Old learners: 1 day, 1 hour, 40 minutes New Learners: 3 days, 40 minutes	

6. Enrollment (Online)

Due to the COVID-19 pandemic, schools began to accommodate the enrollment of learners through different web-based platforms such as Facebook (school's official account and FB Messenger), school's official email address, and Google form links. Learners are considered officially enrolled when all requirements are submitted online using the stated platforms.

Office or Division:	Schools	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Learners or their parents/guardians with access to the internet.	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1 original, 1 photocopy		Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy		
3. Pledge of Transferee – 1 original copy		
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)		
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies		Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification		Barangay Hall
Eligibility Standards from DepEd Order 32, s. 2021		
Kinder Children aged five years old by October 31st of the School Year they enroll		
Grade 1 a. Children who are completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six years old and above by August 31 st of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016)		School
f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)		Bureau of Education Assessment (BEA), DepEd Central Office

Grade 7 e. Grade 6 Graduate f. School Form 6 Grade 6 (formerly Form 138) g. PEPT Passer or A&E Test Passer h. Result of PEPT or A&E Test		School BEA, DepEd Central Office		
Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form 138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test		School BEA, DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request digital Basic Education Enrollment Form and/or Affidavit of Undertaking (for Transferees)	1.1 Send digitized form and list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
2. Fill out the online enrollment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	2.6 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.7 Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator

	b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	2 days	
4. Access list of learner's section.	2.9 Post List of Learner's Section.	None	1 hour	Teacher-in- Charge/ Adviser/ ICT Coordinator
TOTAL:		None	Old learners: 2 hours, 50 minutes New learners: 2 days, 1 hour, 50 minutes	

7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

Certified True Copy and Photocopy of DepEd official documents that are in the custody of the school may be released to the requesting client.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request Slip or Letter (1 Copy)			School/Client	
2. Valid ID - (original and 1 Photocopy)			Client	
3. Authorization Letter - 1 copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge
	1.2 Check the completeness of the information, search for the requested document	None	8 minutes	Teacher-in-Charge
	1.3 Print or photocopy the requested Document	None	8 minutes	Teacher-in-Charge
	1.4 Review, verify, and certify true copy of the document and affix dry seal	None	10 minutes	Records Officer /Admin Officer
	1.5 Sign the CTC	None	5 minutes	Principal/ Records Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	8 minutes	Records Officer and/ or Admin Officer
TOTAL			44 minutes	

8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)

Due to the COVID-19 pandemic, schools have provided the general public the option to request for documents via email.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request Slip or Letter – soft copy			School/Client	
2. One (1) Valid ID – soft copy			Client	
3. Authorization Letter - soft copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requisition slip/Letter via school email address	1.1 Acknowledge request via email, search for the requested document	None	5 minutes	Teacher-in-Charge
	1.2 Print or photocopy/scan document	None	10 minutes	Teacher-in-Charge
	1.3 Review, verify, and certify true copy of the document and affix school dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/ Records Officer
2. Acknowledge email received	2.1 Email the document to the client	None for active learners. For others – client pays fee directly to courier, as applicable	8 minutes	Records Officer and/ or Admin Officer
TOTAL			38 minutes	

9. Issuance of School Clearance for different purposes

Clearances may be requested by clients for a number of purposes: for clearance from money or property accountability, leaves (maternity, terminal, vacation/sick leave), retirement, travel, or transfer to another school, etc. Schools use CSC Form 7 as the template for the issuance of clearances, and the number of signatories would depend on the purpose of leave applicable to the client. Note that not all kinds of leave requests require clearances.

Office or Division:	School			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	Active, Retired/Resigned DepEd Employees			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter addressed to School Head (except for emergency leave) – 2 copies			Client	
2. CSC Form 7 – 3 copies			School	
3. Other requirements, depending on the purpose of the clearance			Client	
4. Authorization Letter and ID - 1 copy (if applicable)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review and decide on the request.	None	10 minutes	School Head/ Department Head
	If approved, refer to the office issuing CSC Form 7.			
	Otherwise, provide further details.			
	1.2 Issue CSC Form 7.	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
2. Fill out form and process clearance by visiting offices of	2.1 Check applicant records and sign clearance	None	15 minutes per signatory	Authorized signatory

applicable signatories				
3. Upon completion of required signatures, submit form to office that issued form	3.1 Check form for completeness	None	10 minutes	Admin Officer/ HR-designate/ Personnel in-charge
	3.2. Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide feedback to the school	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
4. Acknowledge message from school	4.1 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	Admin Officer/ HR-designate/ Personnel in-charge
TOTAL			2 days, 30 minutes	

10. Issuance of School Forms, Certifications, and other School Permanent Records

This service pertains to issuance of pertinent school records, certifications and other credentials related to the learner that are in the custody of school that may be requested to for any legal purpose it may serve the requestor.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip – 1 copy		Records Section/Registrar’s Office		
2. Valid Identification Card – 1 original copy and 1 photocopy		Client		
3. Authorization Letter–1 original copy for Authorized Personnel				
4. Request letter addressed to the School stating the reason for the Request				
5. Requisition slip given by School where the child is presently enrolled – For Certificate of Good Moral, Form 137 and/ or Form 138		School where child is presently enrolled (Follow the DO 54 s, 2016 -Guidelines on the Request and Transfer of 2.Learner’s School Records)		
6. Request slip given by DSWD – For Certificate of Enrollment needed in 4Ps		DSWD/Request from Parent/guardian		
7. Affidavit of Loss – For duplicate copy of documents		Client		
8. List of requirements from Local Civil Registrar – For Late Registration of Birth		Local Civil Registrar		
9. List of requirements from DFA – For Passport Application		Department of Foreign Affairs		
10. Proof of migration from the embassy – For Migration Purpose		Embassy of the country of destination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out requisition slip	1.1. Provide client requisition slip	None	5 minutes	Teacher- in Charge/ Registrar’s Office Personnel
	1.2. Check the form for completeness	None	10 minutes	Teacher- in Charge/ Registrar’s

	and search for the requested document.			Office Personnel
	1.3. Print or photocopy/scan document	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.4. Review and verify the document and certify true copy	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel /Records Officer/ Admin Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel/Reco rds Officer/ Admin Office
TOTAL:		None	40 minutes	

11. Public Assistance (walk-in/phone call)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of its clients.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete information			Client	
2. Intake sheet – 1 original copy			School Information Coordinator/Guidance Counselor/ Advocate	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Communicate details of concern (verbally or via intake sheet)	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/Guidance Counselor/ Advocate
	1.2 For simple concerns – provide immediate reply. For complex concerns – advise client of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
TOTAL			1 hour	

* If the resolution owner is internal, processing time would depend on type of concern as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

12. Public Assistance (email/social media)

Due to the COVID-19 pandemic, schools started to accommodate queries and complaints through their official email address and social media account/s.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete information			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in-charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in-charge
	For complex concerns – advise client of next steps. CC the concerned office/agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in-charge
TOTAL			1 hour, 15 minutes	

*If the resolution owner is internal, processing time would depend on type of concerns as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

13. Receiving and Releasing of Communications and other documents

The procedure for proper receiving and releasing of communications

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/official communication addressed to the School Head			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Check communication received and forward to the principal/school head	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.2 Review and provide instructions for further processing	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.4 Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacher in-charge
TOTAL			2 days, 2 hours, 25 minutes	

*If the resolution owner is internal, processing time would depend on type of concerns guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

14. Reservation Process for the use of school facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CSC examinations, board exam review, or coop membership meetings. Note that this specific process only applies to requests received directly from clients and not the SDO/RO.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the School Head stating the activity details			Client	
2. Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check activity details - date and time, purpose vs. the schedule of school activities	None	7 minutes	Receiving Clerk/AO
	1.2 If venue is available on the requested date, forward to School Head	None	5 minutes	School Head
	1.3 Inform client of next steps, i.e. request will be forwarded to SDO for approval and provide feedback to school	None	5 minutes	Receiving Clerk/AO
	1.4 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	
2. Applicant settles other requirements with school	2.1 Issue official receipt for payment made, as applicable	None	10 minutes	AO/ Cashier
Total		None	2 days, 27 minutes	

15. Request for Personnel Records for Teaching/Non-Teaching Personnel

Teaching and non-teaching personnel or their authorized representatives may request the following documents for different purposes:

- Certificate of Compensation
- Certificate of Employment
- Certificate of Last Payment Received/Certificate of Oneness
- Certificate of No Benefits Received
- Service Record
- Certificate of Leave Credit Balance
- Certificate of Service Credit Balance

The steps in processing this service depend on whether the school has the authority to process the said request or would need to forward the request to the SDO.

For schools with authority to process the request directly:

Office or Division:	School			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)			
Who may avail:	Active and retired/resigned DepEd teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip - 1 copy		Admin Section		
2. Valid ID of the requesting person and Authorized Person – original and photocopy		Client		
3. Authorization Letter – 1 copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBL E
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2 Prepare the requested document for signature	None	20 minutes	AO/Admin Assistant
	1.3 Sign the document	None	5 minutes	AO/School Head
	1.4 Affix dry seal, if applicable	None	5 minutes	AO/Admin Assistant
2. Sign the logbook upon receipt of document	2.1 Release document	None	5 minutes	AO/Admin Assistant
TOTAL:		None	1 hour	

	letter to be signed by school head			
	1.4 Check and sign transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
TOTAL:		None	3 days, 30 minutes	

Schools

Internal Services

SCHOOLS – INTERNAL SERVICES

1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits

Vacation service credits are given for work beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teachers including those which expose their lives to certain risks and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified.

Office or Division:	Schools - Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Active DepEd Teaching/Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor - 1 original		Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits		
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original		School Head		
3. Memorandum re: activity conducted		DepEd SDO/School Official Website/Principal's Office		
4. Certificate of Appearance		School Head/Program Facilitator		
As applicable: 5. Certificate of Attendance (<i>for Brigada Eskwela</i>)		School Head		
6. COMELEC Appointment (<i>for National, Local and Barangay Election</i>)		COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Check submitted requirements	None	15 minutes	AO/Admin Assistant
	1.2. Acknowledge client request and advise of next steps, i.e. request will be forwarded to the SDO and SDO will provide document to school. School will inform the client when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Sign the transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of documents from SDO	None	5 minutes	AO/Admin Assistant
TOTAL:		None	1 day, 40 minutes	

2. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	LGU, School Head, SDO, RO, CO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Inventory Form		School Property Custodian/ Supply Officer/Teacher-In-Charge		
2. National School Building Inventory Form (NSBIF)		School Property Custodian/ Supply Officer/Teacher-In-Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the conduct of inventory	1.1 Gather data on inventory from class advisers, laboratory custodian, etc. at the end of each school year or as needed	None	2 days	Class Advisers/ Property custodian/ Physical Facility Coordinator
	1.2 Consolidate school inventory and submit to school head for signature	None	1 day	Supply Officer/ Property Custodian / Physical Facility Coordinator/ School EBEIS Coordinator
	1.3 Review and sign the report	None	10 minutes	School Head
	1.4 Submit School Inventory Report to SDO via hard copy/email	None	30 minutes	Property Custodian / School EBEIS Coordinator
TOTAL		None	3 days, 40 minutes	

3. School Learning and Development

It is a school strategic initiative based from the result of electronic-Self Assessment Tool (e-SAT) and other similar needs assessments to address any competency gap/s that affect or contribute to the school's performance. This could be done through School Learning Action Cell (SLAC), Coaching and Mentoring, In-Service Training (INSET), Work Immersion, or Team Development.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Teachers or Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Action Plan Form -1 copy		LAC Coordinator		
2. Accomplished Individual Performance Commitment and Review Form (IPCRF) – 1 photocopy		HR/Teacher/School Head/Department Head		
3. Accomplished e-SAT		ICT Coordinator		
4. Accomplished Development Plan		Head Teacher , School Planning Team		
5. Project/Training/SLAC Proposal –for INSET		PMT, SLAC Coordinator/Master Teacher		
6. Monitoring & Evaluation Form		LAC Coordinator/Master Teacher		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements	1.1 Check submitted requirements	None	5 minutes	School Training Coordinator/ PMT/ SLAC Coordinator/ Master Teacher/ Head Teacher/ ICT Coordinator / School Head
	1.2 Identify needs of teachers based on documents	None	1 day	
	1.3 Craft an action/SLAC plan/proposal	None	1 day	
2. Attend learning and development activity and provide feedback	2.1 Implement SLAC	None	1 hour	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
	TOTAL:	None	2 days, 3 hours, 35minutes	

Feedback and Complaints

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

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

	<p>Online: Email the PAAC at action@deped.gov.ph</p>	<p>Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link)</p>	<p>Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link)</p>
	<p>Phone: Call the PAAC at (+63 2) 8636-1663 8633-1942 8635-9817 8638-7530 8638-7531 8638-7529</p>	<p>Phone: Call the (insert name of office) at (insert phone no. here)</p>	<p>Phone: Call the (insert name of office) at (insert phone no. here)</p>
	<p>SMS: Send a text message to 0919-456-0027 0995-921-8461</p>	<p>SMS: Send a text message to (insert name of office) at (insert phone no. here)</p>	<p>SMS: Send a text message to (insert name of office) at (insert phone no. here)</p>
<p>Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.</p>			
<p>Contact Information of 8888, ARTA, and CSC-CCB</p>	<p>8888: Call 8888 Text 8888 Visit https://8888.gov.ph/ ARTA: Call 0969-257-7242 or 0928-690-4080 Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 Text 0908-881-6565 Visit https://contactcenterngbayan.gov.ph/contact-us</p>		

X. List of Offices

A. Central Office

EXECUTIVE COMMITTEE		
Office	Name / Position	Contact Information
Office of the Secretary <ul style="list-style-type: none"> Public Affairs Service External Partnership Service Internal Audit Service 	SARA Z. DUTERTE Vice President and Secretary ATTY. SUNSHINE CHARRY A. FAJARDA Head Executive Assistant ATTY. MICHAEL WESLEY T. POA Director IV	8633-7208; 8633-7228; 8687-2922, 8636-4876; 8637-6209 osec@deped.gov.ph
School Infrastructure and Facilities <ul style="list-style-type: none"> Education Facilities Division School Infrastructure Program Management Office 	EPIMACO V. DENSING III Undersecretary	8638-8642; 8637-6208; 8636-4876 (f) osec.cos@deped.gov.ph
Administration <ul style="list-style-type: none"> Administrative Service Planning Service Information and Communications Technology Service Teachers Camp 	KRISTIAN R. ABLAN Undersecretary	8638-1780 useforadministration@deped.gov.ph
	ATTY. CHRISTOPHER LAWRENCE S. ARNUCO Assistant Secretary	8634-1169 oasa@deped.gov.ph
Curriculum and Teaching (CT) <ul style="list-style-type: none"> Bureau of Curriculum Development (BCD) Bureau of Learning Resources (BLR) Bureau of Learning Delivery (BLD) Bureau of Education Assessment (BEA) Bureau of Alternative Education (BEA) Literacy Coordinating Council Secretariat (LCC) 	GINA O. GONONG Undersecretary	8631-5057/ 8633-7202/ 8636-4879/ 8687-4146/ 8633-7242 ouci@deped.gov.ph
Curriculum and Teaching (CT) <ul style="list-style-type: none"> BCD BLR BLD 	ALMA RUBY C. TORIO Assistant Secretary	8633-7258/ 8633-5429/ oasci@deped.gov.ph
Curriculum and Teaching (CT) <ul style="list-style-type: none"> BEA BAE LCC Secretariat 	G.H. S. AMBAT Assistant Secretary	8631-8495/ 8636-6547/ asec.als@deped.gov.ph
Procurement <ul style="list-style-type: none"> Procurement Management Service 	GERARD L. CHAN Undersecretary	8633-7224/ 8633-1940/ 8635-3761 oupro@deped.gov.ph
	OMAR ALEXANDER V. ROMERO Assistant Secretary	8637-4611/ 8633-8925/ oasp@deped.gov.ph
Operations <ul style="list-style-type: none"> Learner Rights and Protection 	REVSEE A. ESCOBEDO Undersecretary	8631-8492/ 8633-5313/ oure@deped.gov.ph

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

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

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

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

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

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

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

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

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

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

B. Regional Offices

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

C. Schools Division Offices

Region I

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

Region II

Office	Address	Contact Information
SDO Batanes	San Antonio, Basco, Batanes	batanes@deped.gov.ph
SDO Cagayan	Regional Government Center, Carig Sur, Tuguegarao City	(078) 377-1065 sdo.cagayan@deped.gov.ph
SDO Isabela	Capitol Complex, Alibagu, City of Ilagan	(078) 323-0281 isabela@deped.gov.ph
SDO Nueva Vizcaya	Quezon St., Don Domingo Maddela, Bayombong	(078) 3212169; 8051047; nuevavizcaya.depedro2@gmail.com
SDO Quirino	Gundaway, Cabarroguis	(078) 374 6571; 692 5019 quirino.depedro2@gmail.com
SDO Cauayan City	Turayong Street, Cauayan City	(078) 6521614 cauayan.depedro2@gmail.com
SDO Ilagan City	INHS Compound, San Vicente, City of Ilagan	(078) 624 0077 ilagan.depedro2@gmail.com
SDO Santiago City	Calaocan, Santiago City, Isabela	(078) 3052016 santiago.city@deped.gov.ph
SDO Tuguegarao City	Regional Government Center, Carig Sur, Tuguegarao City	(078) 255-1618; 255-1602 tuguegarao@deped.gov.ph

Region III

Office	Address	Contact Information
SDO Aurora	Sitio Hiwalayan, Brgy. Bacong, San Luis, Aurora	(042) 2094254; 2099212 aurora@deped.gov.ph
SDO Bataan	Provincial Capitol Compound, Balanga	(047) 2373303; 2372102 bataan@deped.gov.ph
SDO Bulacan	Provincial Capitol Compound, Brgy. Guinhawa, Malolos	(044) 7906586; 7961361 bulacan@deped.gov.ph
SDO Nueva Ecija	Brgy. Rizal, Santa Rosa, Nueva Ecija	(044) 4631586; 4631707; nueva.ecija@deped.gov.ph
SDO Pampanga	High School Blvd., Brgy. Lourdes, City of San Fernando	(045) 9612148; 9613010; pampanga@deped.gov.ph
SDO Tarlac	Macabulos Drive, Brgy. San Roque, Tarlac City	(045) 9820374; 9824286; tarlac@deped.gov.ph
SDO Zambales	Zone VI, Iba, Zambales	(047) 8111421; 8113578; zambales@deped.gov.ph
SDO Angeles City	Jesus Street, Brgy. Pulungbulu, Angeles	(045) 8880582; 3225722 angeles.city@deped.gov.ph
SDO Balanga City	DFS Phase 3, Talisay, Balanga City	(047) 7911077; 6627562 balanga.city@deped.gov.ph
SDO Cabanatuan City	Maharlika Highway, Cabanatuan City	(044) 4637334; 4631627 cabanatuan.city@deped.gov.ph
SDO Gapan City	Don Simeon St, Gapan City	(044) 4866524; 4867910 gapan.city@deped.gov.ph
SDO Mabalacat City	P. Burgos St., Poblacion, Mabalacat	(045) 4027534 mabalacat.city@deped.gov.ph
SDO Malolos City	MacArthur Highway, Malolos, Bulacan	(044) 7916429; 6623034 malolos.city@deped.gov.ph
SDO Meycauayan City	Pag-asa St., Meycauayan City	(044) 234-0121 meycauayan.city@deped.gov.ph
SDO Olongapo City	Gordon Avenue, New Asinan, Olongapo City	(047) 2226569; 2222568 olongapo.city@deped.gov.ph
SDO San Fernando City	Civic Center, San Isidro, City of San Fernando	(045) 6364233; 6364209 sanfernando.city3@deped.gov.ph
SDO San Jose City	Sto. Niño 1st, 3121, Lupao - San Jose Rd.	(045) 9824439 sanjose.city@deped.gov.ph
SDO San Jose Del Monte	Eco Park Muzon, City of San Jose del Monte	(044) (045) 9824439 sanjosedelmonte.city@deped.gov.ph
SDO Science City of Muñoz	Linglingay Rd., ScienceCity of Muñoz	(044) 4565534; 4565895 munozscience.city@deped.gov.ph
SDO Tarlac City	Juan Luna Street, Brgy. Sto. Cristo, Tarlac City	(045) 9824439; 9824514 tarlac.city@deped.gov.ph

Region IV-A

Office	Address	Contact Information
SDO Batangas	DepEd Bldg., Provincial Sports Complex, Bolbok	(043) 7221840 loc 212 deped.batangas@deped.gov.ph
SDO Cavite	Capitol Compound, Luciano, Trece Martires	(046) 4191286 deped.cavite@deped.gov.ph
SDO Laguna	Provincial Capitol Cmpd., Brgy. Poblacion, Sta.Cruz	(049) 5665013 laguna@deped.gov.ph
SDO Quezon	Sitio Fori, Brgy. Talipan, Pagbilao	(042) 7840366 loc101/105 quezon@deped.gov.ph
SDO Rizal	Cabrera Rs., Hilltop, Taytay, Rizal	(02) 85395140-42 loc1002 rizal@deped.gov.ph
SDO Antipolo City	Sen. L. Sumulong Circle., San Isidro	(02) 6303110 loc 104 antipolo.city@deped.gov.ph
SDO Bacoor City	Bacoor Blvd., Brgy. Bayanan	(046) 4356100 bacoor.city@deped.gov.ph
SDO Batangas City	P. Herrera St., Batangas City	(043) 7860296 division.batangascity@deped.gov.ph
SDO Biñan City	102 P. Burgos St., Brgy. Sto. Domingo	(049) 5470105 loc 105/112 deped.binancity@deped.gov.ph
SDO Cabuyao City	Brgy. Banay Banay, City of Cabuyao	(049) 4701994 division.cabuyao@deped.gov.ph
SDO Calamba City	City Hall Compound, Brgy. Real, Calamba	(049) 5549830-34 loc 11 calamba.city@deped.gov.ph
SDO Cavite City	Chief E. Martin Sts., Caridad, Cavite City	(046) 435-9347 cavite.city@deped.gov.ph
SDO Dasmariñas City	DASCA Compound, Burol II, Dasmariñas	(046) 4329355 dasmarinas.city@deped.gov.ph
SDO Imus City	General Satorre St., Imus City, Cavite	(046) 4198450-53 loc 202 imus.city@deped.gov.ph
SDO Lipa City	J.P. Laurel Highway, Brgy. Marawoy	(043) 7575496 deped.lipacity@deped.gov.ph
SDO Lucena City	Brgy. Ilayang Iyam, Lucena City	(042) 6604471 lucena.city@deped.gov.ph
SDO San Pablo City	Rizal Avenue, San Pablo City, Laguna	(049) 5210645; 5035963 sanpablo.city@deped.gov.ph
SDO Sta. Rosa City	Tatlonghari St., Brgy. Market Area	(049) 5442202 santarosa.city@deped.gov.ph
SDO Tanauan City	Pob 1, Tanauan City	(043) 4050927; 7239015 tanauan.city@deped.gov.ph
SDO Tayabas City	Brgy. Potol, Tayabas City	(042) 7100329 tayabas.city@deped.gov.ph
SDO General Trias City	Brgy. Sampalucan, General Trias City	(046) 419-8720 division.gentri@deped.gov.ph
SDO San Pedro City	Luna St., Barangay Poblacion	(02) 8555 - 8871 division.sanpedro@deped.gov.ph
SDO Sto. Tomas City	Poblacion IV, Sto. Tomas City	(046) 419-8720 sdo.santotomas@deped.gov.ph

Region IV-B

Office	Address	Contact Information
SDO Marinduque	T. Roque St., Malusak, Boac, Marinduque	(042) 3321009; 3321611 records.sdomarinduque@deped.gov.ph
SDO Occidental Mindoro	San Jose St., Mamburao	(043) 7111126; 7115290 occidental.mindoro@deped.gov.ph
SDO Oriental Mindoro	Sta. Isabel, Calapan, Oriental Mindoro	(043) 4410160; 2882270 oriental.mindoro@deped.gov.ph
SDO Palawan	Bgy. Banca-Bancao, Puerto Princesa City	(048) 4336391; 4339941 deped.palawan2@gmail.com
SDO Romblon	Fetalvero Avenue, Romblon, Romblon	(054) 4728218 loc 2055 romblon@deped.gov.ph
SDO Calapan City	Hilltop Calero, Calapan City	(043) 2881581; 2881542 calapan.city@deped.gov.ph
SDO Puerto Princesa City	DepEd Building, Rafols Road, Government Center, Brgy. Sta. Monica	(048) 4338458; 4349438 puertoprincesa@deped.gov.ph

Region V

Office	Address	Contact Information
SDO Albay	Lignon Hill, Bogtong, Legazpi City	(052) 7425380; 2048535 albay@deped.gov.ph
SDO Camarines Norte	F. Pimentel Ave, Daet	(054) 440-1772 camarines.norte@deped.gov.ph
SDO Camarines Sur	Freedom Sports Complex, San Jose, Pili	(054) 8840423; 8813660 camarines.sur@deped.gov.ph
SDO Catanduanes	San Roque Street, Virac	(052) 8112193 catanduanes@deped.gov.ph
SDO Masbate	Rodeo Road, Masbate City	(056) 5782544 masbate@deped.gov.ph
SDO Sorsogon	Balogo Sports Complex, Balogo	(056) 2116461 sorsogon@deped.gov.ph
SDO Iriga City	San Nicolas, Iriga City	(054) 8845118 iriga.city@deped.gov.ph
SDO Legazpi City	Purok 3, Rawis, Legazpi City, Albay	(052) 8217921; 8205949 legazpi.city@deped.gov.ph
SDO Ligao City	95 National Highway, Ligao City, Albay	(052) 4852496; 4851336 ligao.city@deped.gov.ph
SDO Masbate City	Jolly T. Fernandez Ave., Masbate City	(056) 3336815 masbate.city@deped.gov.ph
SDO Naga City	Roxas Avenue, Brgy. Triangulo, Naga City	(054) 4738211; 4736079 naga.city@deped.gov.ph
SDO Sorsogon City	City Hall Compound, Cabid-An, East District	(056) 4215516 sorsogon.city@deped.gov.ph
SDO Tabaco City	San Lorenzo, Tabaco City	(052) 8206013 tabaco.city@deped.gov.ph

Region VI

Office	Address	Contact Information
SDO Aklan	Arch. Reyes St., Kalibo, Aklan	(036) 265-3740 aklan@deped.gov.ph
SDO Antique	Binirayan Hills, San Jose, Antique	(036) 5409837 antique@deped.gov.ph
SDO Capiz	Banica, Roxas City	(036) 6210974; 6210059 capiz@deped.gov.ph
SDO Guimaras	San Miguel, Jordan, Guimaras	(034) 5812970 guimaras@deped.gov.ph
SDO Iloilo	Luna St., La Paz, Iloilo City	(033) 3272252; 3200719 iloilo@deped.gov.ph
SDO Negros Occidental	Cottage Road, Bacolod City, Negros Occidental	(034) 7070126 negros.occidental@deped.gov.ph
SDO Bacolod City	Rosario-San Juan Sts., Bacolod City	(034) 4662313 bacolod.city@deped.gov.ph
SDO Bago City	Araneta St., Brgy. Poblacion, Bago City	(034) 703-9028 deped.bagocity@deped.gov.ph
SDO Cadiz City	Abelardi Street, Cadiz City, Negros Occidental	(034) 4450456 deped.cadizcitydivision@deped.gov.ph
SDO Escalante City	Escalante City, Negros Occidental	(034) 4550738; 4540746 escalante.city001@deped.gov.ph
SDO Iloilo City	Gen. Luna St, Iloilo City	(033) 3369273; 3276268 iloilocitydivision@gmail.com
SDO Kabankalan City	Kabankalan City, Negros Occidental	(034) 4712454; 4712003 kabankalan.city@deped.gov.ph
SDO La Carlota City	La Carlota City, Negros Occidental	(034) 7039203 lacarlota.city@deped.gov.ph
SDO Passi City	Simeon Aguilar St., Passi City, Iloilo	(033) 3115843 passi.city@deped.gov.ph
SDO Roxas City	Brgy. Banica, Roxas City, Capiz	(036) 5201737 deped.roxascity@deped.gov.ph
SDO Sagay City	Sitio Chloe, Brgy. Rizal, Sagay City	(034) 4880216; 7229141 sagay.city@deped.gov.ph
SDO San Carlos City	Azcona St., Brgy. II, San Carlos City	(034) 3125953; 3125332 sancarlos.city6@deped.gov.ph
SDO Silay City	Silay City, Negros Occidental	(034) 7147017 deped.silay@deped.gov.ph
SDO Himamaylan City	Vallega St., Brgy. I, Poblacion	(034) 744-6276 himamaylan.city@deped.gov.ph
SDO Sipalay	Barangay 3, SipalayCity	(034) 469-2526 deped.sipalaycity@deped.gov.ph
SDO Victorias City	Quezon St., Brgy. V, Victorias City	(034) 4693944; 7064336 victorias.city@deped.gov.ph

Region VII

Office	Address	Contact Information
SDO Bohol	Lino Chatto Dr., Brgy. Cogon, Tagbilaran City	(038) 4112720; 5017537 deped.bohol@deped.gov.ph
SDO Cebu	BAEX Bldg., Capitol, Cebu City	(032) 2556405; 2555208 cebu@deped.gov.ph
SDO Negros Oriental	Capitol Area, Dumaguete City	(035) 2250667; 2252838 negros.oriental@deped.gov.ph
SDO Siquijor	Helen, Larena, Siquijor	(035) 3772034; 4841175 siquijor@deped.gov.ph
SDO Bais City	Laurel St., Barangay I, Bais City	(035) 4029468 bais.city@deped.gov.ph
SDO Bayawan City	National Highway, Brgy. Villareal, Bayawan City	(035) 2283089 bayawan.city@deped.gov.ph
SDO Bogu City	Buac, Cayang, Bogu City	(032) 4349133 bogu.city@deped.gov.ph
SDO Carcar City	P. Nellas St., Poblacion III, Carcar City	(032) 4878495 carcarcitydivision@yahoo.com.ph
SDO Cebu City	New Imus Street, Day-as, Cebu City	(032) 2551516 cebu.city@deped.gov.ph
SDO Danao City	Sitio Upland, National Road, Danao City	(032) 2004460 danao.city@deped.gov.ph
SDO Dumaguete City	Taclobo, Dumaguete City	(035) 2252838; 4220267 dumaguete.city@deped.gov.ph
SDO Guihulngan City	Paterno Street, Poblacion, Guihulngan	(035) 2313297 guihulngan.city@deped.gov.ph
SDO Lapu-Lapu City	B. M. Dimataga St., Poblacion	Direct Line ; (032) 3407887; 3401141 deped.lapulapu@deped.gov.ph
SDO Mandaue City	Plaridel St., Centro, Mandaue City	(032) 3451553; 3450545 mandaue.city001@deped.gov.ph
SDO City of Naga	Ecology Center, City of Naga, Cebu	(032) 4898673 city.naga@deped.gov.ph
SDO Tagbilaran City	Division of City Schools- Tagbilaran City Bldg., Tagbilaran City	(038) 2356239; 5019449 tagbilarancity.division@deped.gov.ph
SDO Talisay City	Rizal St., Poblacion, City of Talisay, Cebu	(032) 2724635; 4913398 talisaycity.division@deped.gov.ph
SDO Tanjay City	Opao, Brgy IX, Tanjay City, Negros Oriental	(035) 4159360; 4158991 depedtanjaycity@yahoo.com
SDO Toledo City	D. Macapagal Highway, Poblacion, Toledo City	(032) 4678284; 4678448 toledo.city@deped.gov.ph
SDO Canlaon City	Lopez-Jaena St., Brgy. Mabigo, Canlaon City	canlaon.city@deped.gov.ph

Region VIII

Office	Address	Contact Information
SDO Biliran	Naval, Biliran, Leyte	(053) 5004060 depedbiliran@gmail.com
SDO Eastern Samar	Borongan City, Samar	(055) 5608859 eastern.samar@deped.gov.ph
SDO Leyte	Government Center, Candahug, Palo, Leyte	(053) 888-3527 leyte@deped.gov.ph
SDO Northern Samar	Mabini St. Brgy. Acacia, Catarman	(055) 500 9037; 500 9038 northern.samar@deped.gov.ph
SDO Samar (Western)	Arteche Blvd., Catbalogan, Samar	(055) 2512595 western.samar@deped.gov.ph
SDO Southern Leyte	R. Kangleon St., Brgy. Mantahan, Maasin City	(053) 3813855; 5702916 southern.samar@deped.gov.ph
SDO Baybay City	Diversion Road, Brgy. Gaas, Baybay City	(053) 5637615 baybay.city@deped.gov.ph
SDO Borongan City	San Fernando St., Brgy. G, Borongan City	(055) 5609198 borongancity.region8@deped.gov.ph
SDO Calbayog City	Brgy. Hamorawon, Calbayog City	(055) 2091467 calbayogcity@deped.gov.ph
SDO Catbalogan City	Maharlika Highway, Catbalogan City	(055) 251 6089; 2512595 depedcatbalogancitydivision15@gmail.com
SDO Maasin City	R. Kangleon Street, Maasin City	(053) 3813835; 5708933 maasin.city@deped.gov.ph
SDO Ormoc City	C.S. Mendola St., Ormoc, Leyte	(053) 2552554 ormoc.city@deped.gov.ph
SDO Tacloban City	Real Street, San Fernando Compound	(053) 8322989; 8322904 tacloban.city@deped.gov.ph

Region IX

Office	Address	Contact Information
SDO Zamboanga del Norte	Capitol Drive, Estaka, Dipolog City	(065) 9171127; 9171116 depedzanortedivision@yahoo.com
SDO Zamboanga del Sur	Pres. Corazon C. Aquino, Regional Government Center, Pagadian City	(062) 2141991; 2143575 depedzambosur@gmail.com
SDO Zamboanga Sibugay	Pangi, Ipil, Zamboanga Sibugay	(062) 3335492; 3335534 zamboanga.sibugay@deped.gov.ph
SDO Dapitan City	Sunset Boulevard, Dawo, Dapitan City	(065) 9175113; 9088242 dapitan.city@deped.gov.ph
SDO Dipolog City	Purok Farmers, Olingan, Dipolog City	(065) 9082583 dipolog.city@deped.gov.ph
SDO Isabela City	Ulbert Ulama St., Isabela City, Basilan	(062) 2003871; 2003967 isabela.city@deped.gov.ph
SDO Pagadian City	San Jose Heights, San Jose, Pagadian City	(062) 2144143; 2153060 pagadian.city@deped.gov.ph
SDO Zamboanga City	Baliwasan Chico Rd., Zamboanga City	(062) 9931514 zamboanga.city@deped.gov.ph

Region X

Office	Address	Contact Information
SDO Bukidnon	Fortich St., Sumpung, Malaybalay City	(088) 2212452; 8133634 bukidnon@deped.gov.ph
SDO Camiguin	Lakas, Mambajao, Camiguin	(088) 3870094 depedcamiguin@gmail.com
SDO Lanao del Norte	Pigcarangan, Tobod, Lanao del Norte	(063) 3415655; 3415244 lanao.norte@deped.gov.ph
SDO Misamis Occidental	Osilao St. Poblacion 1, Oroquieta City	(088) 5311145; 5311872 misamis.occidental@deped.gov.ph
SDO Misamis Oriental	Del Pilar cor. Velez St., Cagayan de Oro City	(088) 8564524; 8564454 misamis.oriental@deped.gov.ph
SDO Cagayan de Oro City	Fr. Masterson Ave., Upper Balulang	(08822) 722633; 711762 cagayandero.city@deped.gov.ph
SDO El Salvador City	Zone 3, Poblacion, El Salvador City	(088) 5310831 elsalvador.city@deped.gov.ph
SDO Gingog City	National Highway, Brgy 22, Gingog City	(088) 8611446 gingoog.city@deped.gov.ph
SDO Iligan City	Aguinaldo St., Poblacion, Iligan City	(063) 2213815; 2216069; iligan.city@deped.gov.ph
SDO Malaybalay City	Sayre Hway, Casisang, Malaybalay City	(088) 8133634 malaybalay.city@deped.gov.ph
SDO Oroquieta City	Osilao St, Oroquieta City	(085) 5310035 depedoroquieta@gmail.com
SDO Ozamis City	Mayor Benjamin Alinas Fuentes Ave., Ozamiz	(088) 5213317; 5211105 deped1miz@gmail.com
SDO Tangub City	Anecito Siete St., Mantic, Tangub City	(088) 3953372 tangub.city@deped.gov.ph
SDO Valencia City	Lapu-Lapu St., Poblacion, Valencia City	(0916) 2641608 depedvalencia21@gmail.com

Region XI

Office	Address	Contact Information
SDO Davao de Oro	Nabunturan, Davao de Oro	(084) 3760140 compostela.valley@deped.gov.ph
SDO Davao del Norte	Provincial Government Center, Mankilam, Tagum	(084) 2173197 tagum.city@deped.gov.ph
SDO Davao del Sur	Padada Memorial Valley, Padada	(082) 5534288; 5532496 deped.davsur@gmail.com
SDO Davao Occidental	Fisherman's Village, Fishing Vill. Rd, Malita	division.davaooccidental@deped.gov.ph
SDO Davao Oriental	Government Complex, Brgy. Dahican, Mati	(082) 3883370 davao.oriental@deped.gov.ph
SDO Davao City	Palma Gil St., DavaoCity	(082) 2243274; 2240100 davao.city@deped.gov.ph
SDO Digos City	Roxas St, Digos City, Davao del Sur	(082) 5538376; 5538375; digos.city@deped.gov.ph
SDO Mati City	Government Complex, Brgy. Dahican, Mati	(087) 3883372; 3883370 mati.city@deped.gov.ph
SDO Panabo City	Pan-Philippine Hwy, Panabo, Davao del Sur	(084) 6284161 panabo.city@deped.gov.ph
SDO Island Garden City of Samal (IGACOS)	Babak - Samal - Kaputian Rd, Samal	(084) 3014121 samalcity@deped.gov.ph
SDO Tagum City	E-park, Apokon, Tagum City	(084) 2172326 tagum.city@deped.gov.ph

Region XII

Office	Address	Contact Information
SDO Cotabato	Brgy. Amas, Kidapawan City	(064) 2881799; 2787017 northcotabato.division@deped.gov.ph
SDO Sarangani	A Isla Jardin del Mar, Glan, Sarangani	(083) 5082029 sarangani@deped.gov.ph
SDO South Cotabato	Alunan Ave., Koronadal City	(083) 2283801 south.cotabato@deped.gov.ph
SDO Sultan Kudarat	Barangay Kenram, Isulan, Sultan Kudarat	(064) 2003672 sultan.kudarat@deped.gov.ph
SDO General Santos City	Tiongson Street, Lagao, General Santos City	(083) 5528909; 5528907 generalsantos.city@deped.gov.ph
SDO Kidapawan City	JP Laurel cor. Quirino St., Kidapawan City	(064) 2784144 kidapawan.city@deped.gov.ph
SDO Koronadal City	Rizal Street, Koronadal City	(083) 2289705; 2282437 koronadal.city@deped.gov.ph
SDO Tacurong City	Alunan Highway, Poblacion, Tacurong	(064) 2006093 tacurong.city@deped.gov.ph

Region XIII - CARAGA

Office	Address	Contact Information
SDO Agusan del Norte	JP Rosales Avenue, Butuan City	(085) 3426822 agusan.delnorte@deped.gov.ph
SDO Agusan del Sur	Prosperidad, Agusan del Sur	(085) 3437114 depedagusandelsur@deped.gov.ph
SDO Dinagat Islands	White Beach, Dinagat, Surigao Del Norte	personnel.dinagatdivision@gmail.com
SDO Surigao del Norte	Rizal St., Surigao City	(086) 8268216 surigao.delnorte@deped.gov.ph
SDO Surigao del Sur	Balilahan, Mabua, Surigao del Sur	(086) 2113225 surigaodelsur.division@deped.gov.ph
SDO Bayugan City	Lanzones St., Poblacion,	(085) 3030766 deped.bayugan@gmail.com
SDO Bislig City	Government Complex, Poblacion, Bislig City	(086) 8532004 bislig.city@deped.gov.ph
SDO Butuan City	R. Palma St., Butuan City	(085) 3416830 butuan.city@deped.gov.ph
SDO Cabadbaran City	Km. #1 Hinagdanan Comagascas	(085) 3431882 cabadbaran.city@deped.gov.ph
SDO Siargao	Dapa, Siargao, Surigao del Norte	siargao@deped.gov.ph
SDO Surigao City	Roxas St., CV Diez, Brgy. Washington	(086) 8263075 surigao.city@deped.gov.ph
SDO Tandag City	Tandag, Surigao del Sur	(086) 2115730 tandag.city@deped.gov.ph

CAR – Cordillera Administrative Region

Office	Address	Contact Information
SDO Abra	Santiago St., Bangued	(074) 7528039; 7528675 abra@deped.gov.ph
SDO Apayao	Capagaypayan, Luna, Apayao	(0920) 4050108 apayao@deped.gov.ph
SDO Benguet	Wangal, La Trinidad, Benguet	(074) 3092047; 4222001 benguet@deped.gov.ph
SDO Ifugao	Rizal Ave., Poblacion South, Lagawe, Ifugao	(074) 3822102; 3822140 ifugao@deped.gov.ph
SDO Kalinga	Kalinga Sports Complex, Bulanao	09183711176 kalinga@deped.gov.ph
SDO Mountain Province	Bontoc, Mt. Province	(074) 4624135 mt.province@deped.gov.ph
SDO Baguio City	Upper Session Road, Baguio City	(074) 4427819; 4460275 baguio.city@deped.gov.ph
SDO Tabuk City	City Hall Compound, Dagupan Centro	tabuk.city@deped.gov.ph

NCR – National Capital Region

Office	Address	Contact Information
SDO Caloocan City	10th Ave., KalookanHS, Caloocan City	(02) 88781975 caloocan.city@deped.gov.ph
SDO Las Piñas City	Gabaldon Bldg., Padre Diego Cera Avenue	(02) 8835-9030 loc 102 laspinas.city@deped.gov.ph
SDO Makati City	Gov. Noble St., Brgy. Guadalupe Nuevo	(02) 8825862; 8825861 makati.city@deped.gov.ph
SDO Malabon City	Maya-maya St. Kaunlaran Vill., Longos	(02) 2851605 malabon.city@deped.gov.ph
SDO Mandaluyong City	H-way Hills ES, Calbayog St.	(02) 79555921; 79562476 sdo.mandaluyong@deped.gov.ph
SDO Manila	Manila Education Center, Arroceros Forest Park, Villegas St, Ermita	(02) 5275180; 5274969 manila@deped.gov.ph
SDO Marikina City	Shoe Ave., Sta. Elena, Marikina City	(02) 87423122 sdo.marikina@deped.gov.ph
SDO Muntinlupa City	Laguerta St. Tensuan Site, Poblacion	(02) 88292308; 84782846 sdo.muntinlupa@gmail.com
SDO Navotas City	Bagumbayan, Navotas City	(02) 82755239 navotas.city@deped.gov.ph
SDO Parañaque City	Kabihasanan St., Brgy. San Dionisio	(02) 8267937; 8268648 paranaque.city@deped.gov.ph
SDO Pasay City	P. Zamora St., Pasay City	(02) 8831-7948 depedpasaycity@yahoo.com
SDO Pasig City	Pasig ES, CarunchoAve., Pasig City	(02) 6418885; 6411883 pasig.city@deped.gov.ph
SDO Quezon City	Nueva Ecija St. Sitio Bago Bantay, Brgy. Pagasa,	(02) 352-6809; 920-3229 quezon.city@deped.gov.ph
SDO San Juan City	Pinaglabanan St., San Juan City	(02) 88913148; 84778988 depedsanjuan@gmail.com
SDO Taguig City-Pateros (TAPAT)	Gen. Santos Ave., Central Bicutan	(02) 8384251; 8392103 taguig.pateros@deped.gov.ph
SDO Valenzuela City	P. Valenzuela St., Marulas, Valenzuela	(02) 2923247; 2934507 valenzuela.city@deped.gov.ph