



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF CALAMBA CITY

1. Filing of Complaints

Administrative complaints may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under DepEd Order 49, s. 2006 may file a complaint with the disciplining authority.

Office or Division:	Legal			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Any person complaining against personnel of the Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn written administrative Complaint containing the following (1 Original Copy): <ul style="list-style-type: none">• Full name, Address and Contact Details of Complainant• Full name, Address, Contact Details position and office of the person complained of• A narration of the acts or commission allegedly committed by the person		Client		
2. Documentary Evidence and Affidavits of witnesses, if any, Certification of non- forum shopping (1 CTC)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Receive the complaint from the Records Section	<p>1.1 Receives and records to DTS and/or logbook then forward to Legal Unit for appropriate action.</p> <p>1.2 Evaluate the completeness of the requirements and filled in excel file: Updates on Cases</p> <p>If complete, it is deemed submitted for indorsement to the proper disciplining authority (SDS – for non-teaching personnel; RD – for teaching personnel)</p> <p>Otherwise, the documents will be returned to the client and will be advised to complete the requirements.</p>	None	1 day	Records Unit Legal Officer
2. Receive the signed Indorsement of the Complaint	<p>2.1 Approval of the SDS</p> <p>2.2. Releasing of the approved Indorsement to the Records Section</p>	None	1 day and 30 minutes	SDS Legal Assistant
3. Transmittal to the Regional Office	3.1. Release the documents to the Regional Office (if applicable)	None	15 Minutes	Records Unit
TOTAL:		None	2 days and 45 Minutes	



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2. 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 errors.

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government
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



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CLIENT STEPS	1. AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act through Records Unit or through official email address	1.1 Receives and records to DTS and/or logbook then refers to Legal Unit for appropriate action.	None	2 days	Records Unit
	1.2 Check the completeness of all the requirements then prepare the Resolution for Correction			Legal Assistant/ Legal Officer
	1.3 Forward to SDS for signature. 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.			Legal Officer/ SDS
	1.4 Then forward to Records Section for releasing of document.			Legal Assistant
2. Receive the Order	2.1 Release a copy of the Order to the applicant and to the concerned school	None	10 Minutes	Records Unit
TOTAL:		None	2 days and 10 minutes	



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3. Issuance Certificate of No-Pending Case (for non-teaching personnel)

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:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SDO Calamba Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Required FORM (No Pending Case)		Downloaded from https://depedcalabarzon.ph/?page_id=4264 or at the Record Section.		
2. Government issued ID		Requesting Party		
3. Division Clearance				
4. Authorization letter (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all Documentary requirements.	Receives and records to DTS and/or logbook then forward to Legal Unit for appropriate action.	None	5 minutes	Records Unit
	Review and check requirement/s and Verify from the list of formally charged employees	None	15 minutes	Legal Assistant I



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Log at the log sheet provided if issued a certification	<p>If employee does not have a pending case, issue certification/ sign clearance</p> <p>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</p> <p>1.1</p>	None	5 minutes	Legal Officer
Receive action document/s.	Release action document/Sign Division Clearance	None	5 minutes	Records Unit/ Legal Unit
TOTAL:		None	30 minutes	



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4. Review of Contracts

All contracts must be reviewed and approved based on their legality, technicality, and due execution.

Office or Division:	Legal			
Classification:	Highly- Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Internal Clients (Anyone who relates directly to SDO Calamba)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Contracts/Legal Documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the contract for review and approval	1.1 Receives and records to DTS and/or logbook then forward to Legal Unit for appropriate action.	None	3 days and 20 minutes	Records Unit
	1.2 Review Contract/Legal Documents. Put initials/ recommendations on the documents			Legal Officer
	1.3 Forward to SDS for signature. The SDS will sign if she or he approves the Contract/Legal Documents then forward to Records Section for releasing of			Legal Assistant I SDS



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	document. Otherwise, she will return to the proponent for further improvement or revision, if there is any.			
2. Receive the approved document/ contract	2.1 Release the approved document to the Records Section.	None	10 minutes	Legal Assistant I
3. Releasing of approved document/contract	3.1 Releasing of approved document to the applicant/requestor	None	10 Minutes	Records Unit
TOTAL:		None	3 days, 40 minutes	