



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

1. Handling of Incoming Documents

The Records Section is dedicated to providing excellent service and ensuring that all incoming documents are handled efficiently and accurately.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	General Public DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents to be submitted		Records Section		
1. Client Log Sheet		Records Section		
2. Document Tracking System		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit incoming documents (e.g., Letters, Endorsements, Travel Orders, Form 6, Reports) to the Records Section.	1.1 Receive and review the documents for completeness, authenticity, and required attachments.	None	2 minutes	Records Receiving Personnel
2. Fill and sign the client log sheet.	2.1 Encode the documents in the DTS			



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

	2.2 Stamp the document "Received" and note the date, time, and name of the receiving personnel.	None	3 minutes	Records Receiving Personnel
	2.3 Return the receiving copy of the documents to the sender with the document slip.			
	2.1 Scan the documents received (if applicable).			
TOTAL:		None	5 minutes	



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

2. Releasing of Outgoing Documents

The Records Section is dedicated to delivering prompt and efficient services for releasing outgoing documents. This service is tailored to meet the needs of students, NGOs, and private companies, ensuring responses to their requests are managed with the utmost attention.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students NGO's Private Companies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents/Communication		Records Section		
2. Valid IDs of the claimant		Requesting Party		
3. Authorization Letter (for representative)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pick up the result of the response based on the request letter submitted.	1.1 Determine the applicable manner of releasing the outgoing documents.	None	2 minutes	Records Releasing Personnel
2. Fill and sign the client log sheet.	2.1 Request the client to fill and sign the Client Log sheet.			



Republic of the Philippines

Department of Education

REGION IV-A CALABARZON

SCHOOLS DIVISION OF CALAMBA CITY

	2.2 Scan the documents for release and file a hard copy for archive.	None	1 minute	Records Releasing Personnel
	2.3 Release all outgoing documents to the concerned person/offices.			
TOTAL:		None	3 minutes	



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

3. Access, Disclosure and Issuance of Requested Documents

The Records Section handles the Access, Disclosure, and Issuance of documents for stakeholders such as schools, learners, parents, teachers, and local government units. This covers the request and issuance of documents, such as CTC and Non-CTC, as well as Certification, Authentication, and Verification (CAV).

Office or Division:	Records Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government		
Who may avail:	DepEd Employees Learners/graduates of private and public schools in Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For CTC and Non-CTC			
1. Fully accomplished Records Request Form or Letter Request.		Records Section	
2. Valid IDs of the requesting party		Requesting Party	
3. Authorization Letter (for representative)		Requesting Party	
For CAV			
1. Fully accomplished Records Request Form		Records Section	
2. Valid IDs of the requesting party		Requesting Party	
3. SPA (for representative)		Requesting Party	
4. Original Diploma (With 2 certified photocopy)		Requesting Party	
5. Form 137 (With 2 certified photocopy)		Requesting Party	



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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a fully accomplished Records Request Form or Letter Request along with valid IDs.	1.1 Receive and log the Records Request Form and valid IDs.	None	5 minutes	Records Section Personnel
2. Fill in the client log sheet.	2.1 Check the availability of the requested documents.	None	5 minutes	Records Section Personnel
	2.2 Gather and prepare the requested documents.	None	2 minutes	Records Section Personnel
	2.3 Endorse the documents to the AO IV-Records Section for verification and certification.			
3. Receive the requested documents (for CTC)	3.1 Verify and certify the authenticity of the documents, and prepare necessary certifications if applicable.	None	3 mins	AO IV-Records Section
	3.2 Forward the certification to the Schools Division Superintendent (SDS) Office for signature. (for CAV)	None	1 day	Schools Division Superintendent



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

	3.3 Receive and scan the signed certification/endorsement, and email it to the Regional Office (RO) for advance notice. <i>(for CAV)</i>	None	3 minutes	ADA VI-Records Section
	3.4 Record the transaction in the logbook and prepare the documents for release.	None	2 minutes	ADA VI-Records Section
4. Receive the requested documents and certification.	4.1 Release the verified and certified copy of the requested documents and signed certification to the client/requestor.	None	2 minutes	ADA VI-Records Section
TOTAL:		None	1 day, 22 minutes	



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

4. Recording and Routing of Received Documents

The Records Section efficiently manages the recording and routing of received documents from various sources. The process ensures that all received documents are properly recorded and routed to the appropriate offices promptly.

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Division Office Section/Unit/Office Division Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client Log Sheet		Records Section		
2. Document Tracking System				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Download the report from the DTS and print it.	None	1 minute	Records Receiving Personnel
	1.2 Update the Master List of incoming documents in the Google Sheet.	None	1 minute	Records Receiving Personnel
1. Receive the stamped and acknowledged copy of the documents.	2.1 Forward a copy of documents to concerned sections or employees within the day with the printed list of incoming documents for signature.	None	10 mins <i>(Contingent upon the office location)</i>	Liaison Officer



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

	2.2 File and keep the signed list of routed documents in the designated file box/cabinet.	None	1 minute	Records Receiving Personnel
TOTAL:		None	13 minutes	



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

5. Handling of Outgoing Documents

The Records Section ensures the efficient and secure handling of all outgoing documents. This includes reviewing, dispatching, and logging documents to ensure proper release to the appropriate recipients. The process involves signing the Request for Dispatch Form, releasing documents according to the recommended manner, and maintaining accurate records of all transactions.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Schools Division Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Dispatch		Records Section		
Transmittal				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all official documents for release to the Records Section.	1.1 Review the completeness of the documents based on the submitted transmittal.	None	1 min	Records Releasing Personnel
2. Fill out the Request for Dispatch Form.	2.1 Sign and approve the Request for Dispatch Form.	None	30 sec	AO IV-Records Section
	2.2 Forward all outgoing documents and approved request for dispatch form to the Liaison Officer for release to the appropriate office/agency.	None	30 sec	AO IV-Records Section Records Releasing Personnel



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

	2.3 Scan copy of communication and indorsement.	None	2 mins	Records Releasing Personnel
3. Receive the transmittal of outgoing documents.	3.1 Return a copy of the communication/corr espondence transmitted from the Regional Office (RO) and Central Office (CO) to the concerned section/personnel.	None	5 mins	Records Releasing Personnel
TOTAL:		None	9 minutes	