



DEPARTMENT OF EDUCATION
DIVISION OF CALAMBA CITY

CITIZEN'S CHARTER
2026



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



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In compliance with Republic Act (RA) No. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, this Office hereby adopts the revised Citizens' Charter as a guiding framework for the delivery of frontline services in the Department of Education, Division of Calamba City.

The services, procedures, and requirements outlined in this Charter are anchored on existing policies and guidelines issued by the Department. Minor revisions have been introduced to better align with the needs of clients and stakeholders, with the end goal of enhancing the efficiency, transparency, and quality of basic education services within the Division.

COMMITTEE ON ANTI-RED TAPE (CART)

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Schools Division Superintendent

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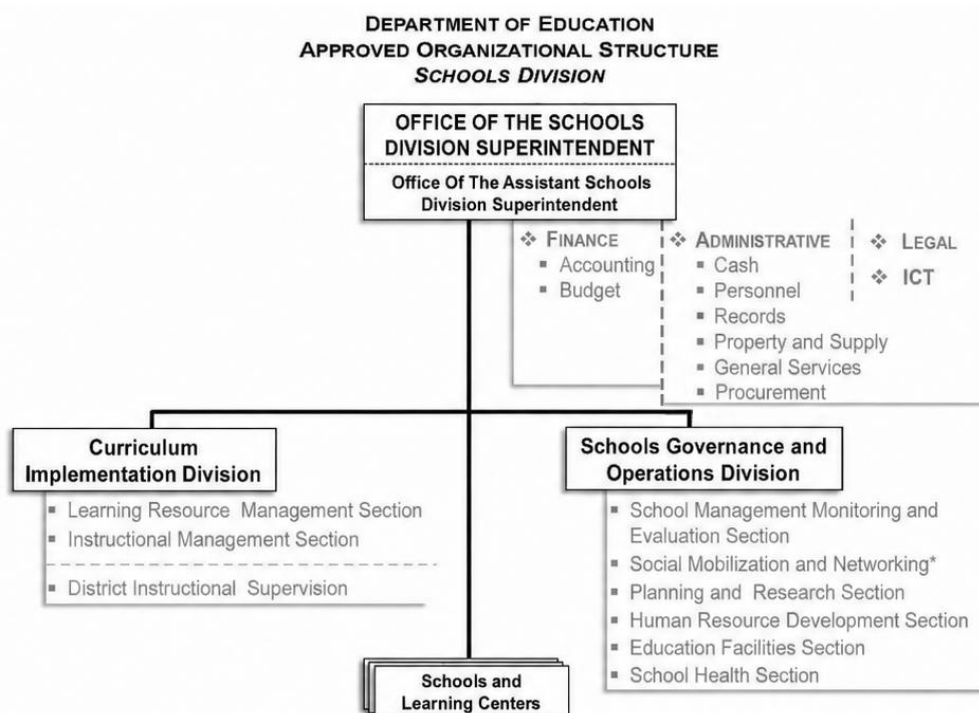
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I. DepEd Management Structure

To carry out its mandates and objectives, the Department of Education 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.



II. Mandate

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.



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The Republic Act 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 system, 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 and Mission

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.

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 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.

IV. Service Pledge

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

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- Responsive and relevant curricula
- Highly competent and committed officials, and teaching and non-teaching personnel



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- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholder's needs and expectations by adhering to constitutional mandates, statutory and regulatory requirements and sustain client satisfaction through continuous improvement of the Quality Management System.

V. Schools Division of Calamba City

“Una sa Lahat, Serbisyon Tapat at may Puso” has been the driving force that propels the Schools Division of Calamba City to its successes and achievements in the last 20 years since its establishment in 2002. The division aims to ensure that an excellent support of basic education services to all schools, learning centers and other stakeholders is efficiently delivered. Such endeavor is for the advancement and benefit of Calambeño learners to become effective and functional citizens of the community, taking to heart and putting into practice the *“Para sa Bata, para sa Bayan”* mantra.

With a total of 73 public schools, 105 private schools, and 39 community learning centers (CLCs) that it supervises, the division offers basic education to all school-aged learners, regardless of their socio-economic status, capacities, and geographical locations. Ensuring organizational effectiveness is one way of mitigating the various difficulties encountered by schools. Recognizing that school personnel play crucial roles in upgrading the quality of the teaching and learning process, instruction and other mechanisms make schools efficiently working.

The Division of Calamba City has a total of 3,229 personnel in the field consisting of 103 non-teaching personnel, 3,043 teaching personnel, and 73 school heads across grade levels and school classifications. 58% of the total number of personnel comes from elementary schools, 7% from secondary schools and 35% from integrated schools.

School heads guarantee the delivery of quality teaching and learning in schools by effectively coaching and mentoring their teachers. Their leadership is the pivotal force in the success of their schools. The commitment and leadership style of school heads in the division ensure an efficient and effective management of their respective schools.

As for the Division personnel, a total of 82 personnel including superintendents, division and district supervisors, officers, specialists, assistants, aides, and others work at the Division office. The Division office's main function is to give primary support structure for school operations and direct administrative supervision over schools that is made possible by its dedicated and efficient personnel.



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VI. Definition of Terms

Acronym	Definition
AA	Administrative Aide
ABC	Approved Budget for Contract
ACIC	Advise of Check Issued and Cancelled
ADA	Authority to Debit Advise
ADAS	Administrative Assistant
ALS	Alternative Learning System
APDS	Automatic Payroll Deduction System
AO	Administrative Officer
AR	Activity Request
ARTA	Anti-Red Tape Act
ATP	Authority to Conduct
BAC	Bids and Awards Committee
BEA	Bureau of Educational Assessment
BIR	Bureau of Internal Revenue
BMS	Budget Management System
CAV	Certification, Authentication, Verification
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
CTC	Certified True Copy
DBM	Department of Budget and Management



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DLRQAT	Division Learning Resource Quality Assurance Team
DV	Disbursement Voucher
EPSA	Education Program Specialist in ALS
ERF	Equivalent Records Form
GAA	General Appropriations Act
GAM	Government Accounting Manual
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
HOPE	Head of the Procuring Entity
IPCRF	Individual Performance Commitment and Review Form
LDDAP	List of Due and Demandable Account Payable
LGU	Local Government Unit
LR	Learning Resource
LRDM	Learning Resource Management Division
LRQAT	Learning Resource Quality Assurance Team
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MOOE	Maintenance and Other Operating Expenses
NCAE	National Career Assessment Examination
NOSA	Notice of Salary Adjustment
NOSI	Notice of Step Increment
ORS	Obligation Request Status
OSDS	Office of the Schools Division Superintendent
PAAC	Public Assistance Action Center
PAU	Public Affairs Unit
PEPT	Philippine Education Placement Test
PhilGEPS	Philippine Government Electronic Procurement System
PO	Purchase Order



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PSA	Philippine Statistics Authority
PSIPOP	Personal Services Itemization and Plantilla of Personnel
QAD	Quality Assurance Division
RAO	Registry Allotment and Obligations
RCI	Reports of Check Issued
RSPI	Recruitment, Selection Placement and Induction
SGOD	School Governance and Operation Division
SLRQAT	School Learning Resource Quality Assurance Team
SQAT	School Quality Assurance Team
STC	School Testing Coordinator
SUB-ARO	Sub-Allotment Release Order
TOSF	Tuition and Other School Fee
WFP	Work and Financial Plan



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EXTERNAL SERVICES



Address: City Hall Compound, Brgy. Real, Calamba City, Laguna
Telephone Nos.: (049) 554-9830 to 34
Email Address: calamba.city@deped.gov.ph
Website: <https://depedcalambacity.com.ph>



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A. ACCOUNTING UNIT

1. Issuance of Order Payment

Order of Payment is issued for all cash collections of the agency. Cash collections include but are not limited to refund of overpayments of personnel services and maintenance and other operating expenses, refund of cash advances, collection from tax receivables, sale of bid documents, sale of scrap materials, collection from other income, collection from disallowances, remittance of provident fund loan amortization.

Office or Division:	Finance – Accounting Section		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government		
Who may avail:	All DepEd employees, suppliers and contractors and other government agency.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Computation of salary or benefit overpayment, (for refund)		SDO Personnel Section	
2. Liquidation Report Working Paper (Overpayment of liquidation)		SDO Finance Accounting Section	
3. Indorsement letter from Bids and Awards Committee (BAC) (Sale of Bid Documents)		Secretariat – Bids and Awards Committee	
4. Inventory and Inspection Report of Scrap Materials (Sale of Waste Materials)		SDO Property and Supply Section	
5. Notice of Disallowance issued by Commission on Audit (Payment of Disallowances)		Client/COA	
6. Provident Fund Loan Remittance List (Payment of Provident Loan)		Client/SDO Finance Section	
7. Status of Loan Balances (Payment of Provident Loan)		SDO Finance Accounting Section	



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit/ present the applicable requirement/ s to the SDO Finance – Accounting Section	1.1 Receive complete requirements.	None	2 Minutes	Administrative Assistant III
	1.2 Checks the submitted/ presented applicable requirements.	None	3 Minutes	Administrative Assistant III
	1.3 Prepares and print the Order of Payment	None	5 Minutes	Administrative Assistant III
	1.4 Checks the details of the Order of payment and signs when found complete and correct.	None	2 Minutes	Accountant III
2 Receive the Order of Payment	2.1 Issues the Order of Payment to the requesting party.	None	3 Minutes	Administrative Assistant III
TOTAL:		None	15 Minutes	



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2. Signing of Fidelity Bond

The Accountable Officials/Employees are the employees of the government of the Philippines whose duties performed permits or requires the custody of funds or properties for which he is accountable be deemed bonded and his fidelity insured in accordance with Public Bonding Law (Sec. 314). Public officers are accountable to others who are primarily accountable. Public officers designated as authorized signatories and counter signatories in the issuance of checks and approval of disbursement vouchers. Failure to comply with requirements of PD 1445 (Government Auditing Code of the Philippines, Sections 101 & 127) is a neglect of duty will be subject to administrative and criminal liabilities.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. Head of the Agency 2. School Heads 3. Administrative Officers 4. Administrative Assistant II 5. Property Custodians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Fidelity Bond Application Form (Attachment: 1 Annex D - Request for Application for Bonding and/or Cancellation of Fidelity Bond of Accountable Public Officer)		Computer generated once encoded at https://fidelitybonding.treasury.gov.ph/fidelity/views/login.php		
2 List of Bonded Accountable Public Officers		SDO Finance Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Application Form through official email address	1.1 Receives application documents and encodes the information	None	20 minutes	Administrative Assistant II (Accounting Section)



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	1.2 Receives and verifies if the bonded accountable officer has pending case and countersign in the List of Bonded Accountable Public Officer (as to pending case) and forwards to Legal Office	None	2 hours	Attorney III or Legal Assistant
	1.3 Receives and encode details of personnel to NGCDS system (New/Renewal)	None	30 minutes	Administrative Assistant II (Accounting Section)
	1.4 For approval of the Head of Agency	None	1 day	Schools Division Superintendent
	1.5 Send the Approved Form (soft copy) from NGCDS to personnel (client) for signing and attachment of picture	None	10 minutes	Administrative Assistant II (Accounting Section)
2. The Personnel will return the signed form through Record Section	2.1 Receives complete documents and encodes the information from the Route Slip in the Data Tracking System and forward to Administrative Assistant II (Accounting Section)	None	3 days	Administrative Aide I (Record Section)



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	2.2 Attach List of Bonded Accountable Public Officers	None	10 minutes	Administrative Assistant II
	2.3 Sign the documents (Prepared by) and forward to Administrative Officer V	None	10 minutes	Administrative Assistant II
	2.4 Review and sign the document and forward to Head of then Agency (SDS)	None	20 mins.	Administrative Officer V
	2.5 Signs the Approved documents and forward to Accounting Section	None	1 day	Schools Division Superintendent
	2.6 Send the signed documents to Accountable Officers for Notary	None	3 days	Administrative Assistance II
	2.7 Receive, scan and upload the documents to BTR for ATAP issuance	None	1 day	Administrative Assistant II Accounting Section
	2.8 Monitor and send ATAP from BTr System to Accountable Officer for payment	None	3 days	Administrative Assistant II Accounting Section
3. After payment the personnel will submit/send through email the proof of	3.1 Receives ONCOL slip uploaded to BTR system	None	2 days	Administrative Assistant II Accounting Section



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payment Validated ONCOLL slip				
	3.2 Monitor BTr system for issuance of Confirmation Letter and send to Accountable Officer	None	3 days	Administrative Assistant II Accounting Section
TOTAL:		None	17 days, 3 hrs and 20 minutes	



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3. Provident Fund Application

Provident fund aims to provide DepEd officials and employees with benefits and loans 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 houses; and for other similar purposes as determined by the Board of Trustees. This Loan is granted to all qualified applicants from SDO Calamba City employees.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DepEd Employees of SDO Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Provident Fund 1. 2 copies of Loan Application Form 2. 1 Photocopy of Payslip Borrower and Co-Borrower 3. 1 Photocopy of ID Borrower and Co-Borrower 4. Tentative computation of Loan Amount (Purpose of Loan)		SDO Finance Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower submits document to Record Section	1.1 Receives complete documents and encodes in the Data Tracking System	None	30 mins	Administrative Assistant III (Records Section)
	1.2 Forwards the documents to Admin DTS user	None	30 mins	Administrative Assistant III (Records Section)



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	1.3 Receives documents from the Inter-Office Document Transmittal Form and DTS then forwards to Accounting Section for assessment of documents and provide computation of loans net proceeds	None	2 hours	Administrative Assistant III (Accounting)
	1.4 Forward to Personnel Unit to evaluates the borrower's application if qualified or not to avail the loan. The Net Take Home Pay must not be lower than Php 5,000.00 after the deduction of monthly amortization and other incoming obligations. If approved, forwards documents to AAO for signing and if not, directly forward to Accounting Unit for releasing of documents	None	2 days	Administrative Assistant III (Personnel)
	1.5 If approved, signs the Loan Application Form then forwards to DTS user	None	4 hours	Administrative Officer V / Administrative Officer IV (Personnel)



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	1.6 DTS user forwards document to Legal Section for verification of no pending case, if approved forward to Admin for signature if with case forward to Personnel Unit for coding of disapproved loan and forward to accounting to cancel application and inform the borrower	None	1 hour	Administrative Aide I (Legal Office)
	1.7 If approved Admin receives and signed the loan application documents and forward to DTS User	None	4 hours	Administrative Officer V (Admin Unit)
	1.8 DTS user forwards document to OSDS	None	15 mins.	Administrative Aide VI (Admin)
	1.9 Receives documents and forward to SDS for approval	None	1 day	Schools Division Superintendent
	1.10 DTS user forwards document to Accounting for payment	None	15 minutes	Administrative Officer V / Administrative Officer IV (Personnel)



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	1.11 Receive documents and prepare disbursement voucher. Submit to DTS user to forward documents to Cash Section	None	2 hours	Administrative Assistant III Accounting
	1.12 Receive documents, prepare cheque and ACIC. Submit to DTS user to forward documents to OSDS	None	1 hour	Cash
	1.13 Receive documents and forward to SDS for approval of documents. Submit to DTS user to forward documents to Cash	None	1 day	Schools Division Superintendent
	1.14 Receive documents and forward to ACIC to Land Bank for verification (24 hours Bank Procedure). Contact borrower for releasing of loan.	None	1 day	Cash
TOTAL:		None	5 days, 13 hours, 30 minutes working days	



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B. ADMINISTRATIVE UNIT

1. Reservation Process for the Use of Auditoriums

School auditorium request is managed by the Division Office from other government agencies and private organizations. Note that this specific process only applies to requests received directly from clients and not the SDO.

Office or Division:	Administrative Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request addressed to the Schools Division Superintendent stating the activity details (Paying and Non-Paying clients)		Client		
2. Letter of Indorsement from the City Mayor (Non-Paying clients)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Submit requirements to Records Section	None	2 mins	Records Receiving Personnel
	1.2 Records will release the document to the Office of the Schools Division	None	1 min	Records Releasing Personnel



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	Superintendent			
	1.3 OSDS will turnover the request to the Administrative Unit for appropriate action and/or recommendations	None	1 day	ADA VI
	1.4 Check activity details – date and time, purpose vs. the schedule of school activities. AO V will prepare the letter for approval/disapproval signed by the SDS.	None	7 minutes	ADA VI /AO V
	1.5 Inform client of next steps, i.e. get the letter from the Admin Office. AO V will discuss the guidelines in the use of the auditorium if approved fill up the application form and guidelines for the use of auditoriums. The filled-up form will be indorsed to the School Head.	None	1 day	ADA VI /AO V
	1.6 If disapproved, the client will also receive a letter of disapproval signed by the SDS.	None	5 minutes	ADA VI / AO V
2. If client is paying the rental fee, Application form and	2.1 Issue official receipt for payment made, as applicable	PhP 10, 000.00 for the first five hours	10 minutes	AO V / Cashier



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guidelines for the use of auditorium shall be discussed to the renters and direct the client to the Cashier's Office for payment.		PhP 2,000.00 for every succeeding hours		
TOTAL:		None – For Non-Paying client, PhP 10,000.00 for paying clients	2 days, 25 mins	



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C. CASH SECTION

1. Issuance of Official Receipts

Issuance of Official Receipts is one of the basic functions of the Cash Section. It is issued to clients for payments received such as overpayment of salaries, over the counter payment of Provident fund loans and other forms of payments.

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Employees and external clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Total amount to be paid				
2. Order of Payment		Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Order of Payment from Accounting Section	1.1 Issues Order of payment signed by the Accountant	None	5 Minutes	Accounting Staff
2. Forward to the Cash Section the signed Order of payment form.	2.1 Checks the accuracy of the amount to be paid against the amount indicated on the Order of Payment	None	1 minute	Cash Personnel



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	2.2 Prepare Official Receipt and receive the amount to be paid by the client	None	2 minutes	Cash Personnel
	2.3 Cashier reviews the amount indicated on the Official Receipt and Check the actual amount paid by the client. Signed the Official Receipt	None	1 minute	Cashier
	2.4 Issue Official Receipt to client	None	1 minute	Cash Personnel
TOTAL:		None	10 minutes	



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D. LEGAL UNIT

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): • 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



Address: City Hall Compound, Brgy. Real, Calamba City, Laguna
Telephone Nos.: (049) 554-9830 to 34
Email Address: calamba.city@deped.gov.ph
Website: <https://depedcalambacity.com.ph>



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2. Legal Assistance to Walk-In Clients

This process is intended 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:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A copy of written query/concern, if necessary		Requesting party/ Client		
2. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	1. AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Legal Unit	1.1 For external clients, refer to the visitors' logbook for proper documentation.	None	5 minutes	Legal Assistant/ Staff
	1.2 For internal clients, direct the matter to the Legal Officer concerned.		30 minutes	Legal Officer
	1.3 Gather the necessary information related to the query. The Legal Officer shall assess whether the information provided is sufficient or if supporting documents are required prior to the issuance of legal advice.			



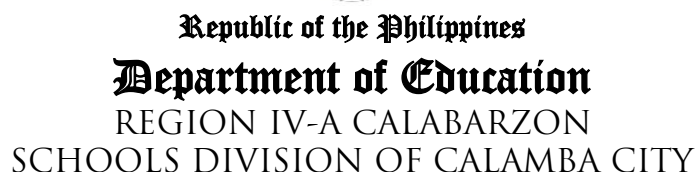
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2. Receive info from Legal Officer	2.1 If the Legal Officer determines that the information or documents provided are sufficient, the same shall be evaluated, and legal advice shall be issued based on the data gathered. However, if the submission is found to be incomplete, the client shall be advised to secure and submit the necessary information or documents before a final evaluation and issuance of legal advice can be conducted.	None	30 Minutes	Legal Officer
TOTAL:		None	1 hour and 5 minutes	

3. 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	



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Telephone Nos.: (049) 554-9830 to 34
Email Address: calamba.city@deped.gov.ph
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or through official email address	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. 1.4 Then forward to the Records Section for releasing of document.			Legal Officer/ SDS Legal Assistant
4. Receive the Order	2.2 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	

E. PERSONNEL SECTION

1. Acceptance of Employment Application (Teaching & Non-Teaching)

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any person who is eligible to the position
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	



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1. Letter of intent addressed to the Head of Office or highest Human Resource Officer	Applicant
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)	CSC Website
3. Photocopy of valid and updated PRC license /ID, if applicable	Applicant
4. Photocopy of Certificate of Eligibility/ Report of Rating , if applicable	PRC/ CSC
5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post graduate units/degrees, if available	School/s attended
6. Photocopy of Certificate/s of Training, if applicable	Applicant
7. Photocopy of Certificate of Employment, Contract of Service, or duly signed service record, whichever is applicable	Previous employers
8. Photocopy of latest appointment	Applicant
9. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable	Applicant
10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form.	



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11. Other documents: Means of verification (MOVs) showing Outstanding Accomplishments, Application of Education and Application of Learning and Development reckoned from the date of last issuance of appointment.				
12. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in item (9) is not relevant to the position to be filled.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the Records Section	1.1 Stamp Receive, issue a receiving copy, and forward the pertinent documents to the Personnel Section	None	10 minutes	Records Officer / ADA VI
	1.2 Check completeness of documents submitted	None	10 minutes	Records Officer/ ADA VI
	1.3 Receive application from Records Section	None	10 minutes	Administrative Assistant III/ Administrative Aide VI
	1.4 Check in the database if the applicants answer the online registration (bit.ly/CALAMBA CITYVACANCIES)	None	10 minutes	Administrative Assistant III/ Administrative Aide VI
TOTAL:		None	40 minutes	



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2. 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 Section		
Classification:	Highly Technical		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All non-teaching and teaching related who accumulated leave credits		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application for Terminal Leave (CSC Form 6) (2 copies)		School/ District Office/ SDO- Records Personnel applying for Terminal Benefits Claim	
2. Copy of Last Appointment / CSC Appointment (2 copies)			
3. Approved Intent letter to Retire/ Resign (2 copies)			
4. Statement of Assets Liabilities and Net worth (SALN) as of the last day of service (2 copies)			
5. Latest NOSI/ NOSA (2 copies)			
6. PSA Marriage Certificate for change of name of married women (2 copies)			
7. Accomplished Division Clearance (2 copies)			
8. Certificate of Last Payment (2 copies)			



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9. Copy of GSIS Application for retirement (2 copies)	
10. Complete Service Record (2 copies)	Personnel Section
11. PSIPOP (Plantilla) (2 copies)	Personnel Section
12. Certificate of Leave of Absence & T/L Computation (2 copies)	Personnel Section
13. Certification on the conversion of VL/ SL (that no payment PVP was made) (2 copies)	Personnel Section
14. Statement of Vacation/ Sick Leave Credits (certified by the HRMO) (2 copies)	Personnel Section
15. Certificate of Highest Salary Received (2 copies)	Personnel Section
16. Original Leave Card (1 copy)	Personnel Section
17. Clearance/ Approval from GSIS (2 copies)	GSIS
18. Approved Ombudsman Clearance	Ombudsman
19. Certificate of No Pending Administrative Case	Division Legal Office or Regional Legal Office
20. Additional Requirements for SDS Only 1. Clearance from DepEd Regional Office	
21. Additional Requirements in case of death claim a. Decision /Designation of Beneficiaries b. Affidavit of Next Kin/Legal Heirs c. PSA Marriage Contract d. PSA Death Certificate e. PSA Birth Certificate of Beneficiaries f. GSIS Application for Survivorship	



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g. Waiver of Rights (optional)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Pertinent documents	1.1 Receives complete and properly fill-out the documents and encodes the information from the Route Slip in the Data Tracking System	None	30 mins	Administrative Assistant III (Windows 1-4) Records Section
	1.2 Records in the Inter- Office Document Transmittal Form and forwards the document to Personnel DTS user	None	30 mins	Administrative Aide VI (Records Section)
	1.3 Checks for correctness and completeness of Pertinent Papers and Encodes the information in the database for Terminal Leave Benefits Claim	None	1 hour	Administrative Assistant III
	1.4 Updates leave card. As validated from the service record and write the ending balance to CSC Form 6 (Leave Form)	None	1 hour	Administrative Assistant III



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	1.5 Prepares certificate of leave of absences, certification on the conversion of VL/SL (if teaching) Statement of vacation and sick leave credits, Certificate of highest salary received	None	1 day	Administrative Officer II/ Administrative Officer IV
	1.6 Signs CSC Form 6, certificate of leave of absences, certification on the conversion of VL/SL (if teaching) Statement of vacation and sick leave credits, Certificate of highest salary received	None	15 minutes	Administrative Officer II/ Administrative Officer IV
	1.7 Forwards the Pertinent Documents to the Administrative Officer V for recommendation and approval of the Schools Division Superintendent	None	1 day	Administrative Officer II/ Administrative Officer IV
	1.8 Signs documents and indorsement letter	None	1 day	Schools Division Superintendent
	1.9 Receives signed endorsement letter and pertinent papers from	None	30 minutes	Administrative Officer II



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	Schools Division Superintendent for recording			
	1.10 Forwards approved indorsement and pertinent documents to the Records Section for release to Regional Office	None	1 hour	Administrative Aide VI
TOTAL:		None	3 days, 4 hours and 45 minutes	



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F. PROPERTY AND SUPPLY

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

Distribution of materials based on approved allocation lists provided by the concerned division/office and program proponents.

Office or Division:	Property and Supply Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery Receipts (no. of copies depending on supplier)		Supplier / Forwarder / Service Provider		
2. Inspection and Acceptance Report (no. of copies depending on supplier)		Property and Supply Unit Personnel and Supplier / Forwarder / Service Provider		
3. CFA / ITR / PTR (no. of copies depending on supplier)		Property and Supply Unit Personnel and Supplier / Forwarder / Service Provider		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Acceptance of Textbooks, Supplies and Equipment				
1. Receives notification of the delivery schedule and arrival details from the service provider	1.1 Schedule the Supply personnel who will receive the delivery	None	5 minutes	Supply Officer or Supply Personnel



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2	Delivery	2.1 Notify the inspectorate committee to inspect the items.	None	5 minutes	Supply Officer or Supply Personnel
3	Receipt of CFA and IAR	3.1 Accepts the deliveries and other attached documents and prepares CFA to be signed by SDS	None	2 hours or depends on the bulk of request	Supply Officer or Supply Personnel, Inspectorate Committee, and Schools Division Superintendent

B. Distribution of Textbooks, Supplies and Equipment

1.	Recipients receive a memo with an allocation list duly approved by the SDS	1.1 Prepares documents and signs DL / PAR or ICS / ITR or PTR	None	30 minutes	Supply Officer / Proponent / SDS / Recipients
2	Pick-up the item/s or materials, and sign the Distribution List and PAR or ICS	2.1 Release or Issuance of items or materials with complete issuance documents	None	1 hour or depends on the bulk of request	Supply Officer or Supply Personnel / Recipients
TOTAL:			None	3 hours and 40 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO) – Procured with Logistics Services

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.



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Specifically, this service covers the re-inspection of items procured by the Central Office through a third-party service provider and delivered to the Schools Division Office. It includes the conduct of a pre-inspection prior to the signing of the Delivery Receipt and the subsequent physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies		DepEd Central Office		
Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	1 hour	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the TMO to the Inspectorate Team for the	None	5 minutes	Administrative Officer IV (Supply Officer),



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	inspection of goods.			OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	1 hour	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of TMO.	None	3 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	3 hours, 23 minutes	



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3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO) – Procured

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Items procured by the Central Office and delivered to the Schools Division Office must be re-inspected through the conduct of pre-inspection before the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	DepEd Central Office – Asset Management Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	1 hour	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU



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	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	1 hour	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer.	None	5 minutes	Inspectorate Team
	<i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>			
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	3 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 hours, 18 minutes	



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4. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	1 hour	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	1 hour	Administrative Officer IV (Supply Officer), OSDS-PSU



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	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	1 hour	Inspectorate Team
	1.6 Sign the inspection portion of the IAR and forward to the Supply	None	5 minutes	Inspectorate Team
	Officer to sign the acceptance portion. <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>			
	1.7 Sign the acceptance portion of the IAR	None	3 minutes	Administrative Officer IV (Supply Officer, OSDS-PSU)
	1.8 Release a copy of the signed DR to the Client.	None	3 minutes	OSDS-PSU-AO IV (Supply Officer)
TOTAL (Returning):		None	3 hours, 16 minutes	



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5. Request for Certificate of Final Acceptance or Certificate of Completion

This form is requested by the supplier upon completion of the delivery.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release will be sent to their provided contact info.</i>	None	3 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Receive submitted documents and forward to SDS for review.	None	5 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for	None	30 minutes	Schools Division



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	appropriate action.			Superintendent
	1.4 Forward documents to PSU	None	10 minutes	Administrative Assistant III, OSDS
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	15 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to SDS office for signature.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	Schools Division Superintendent
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Administrative Assistant III, OSDS
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
2. Claimed the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp "RELEASED"	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	2 Hours, 5 Minutes	



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G. RECORDS SECTION

1. Handling of Incoming Documents

The Records Section is committed to delivering high-quality service by managing all incoming documents with efficiency and precision.

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		
3. Client Log Sheet		Records Section		
4. 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			



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	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.			
	2.4 Scan the documents received (if applicable).			
TOTAL:		None	5 minutes	



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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.			



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	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	



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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			
High School/Elementary Graduates			
1. CAV Form 1- Request Form-School CAV Form 2 – School Referral Form (SRF)		Records Section School Attended	
2. Certificate of Enrollment/ Completion/ Graduation – CAV Form 4 (1 original and 2 photocopies)		School Attended	
3. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended	



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4. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client
5. List of Graduates certified correct by authorized official (1 original and 2 photocopies)	School Attended
6. Latest passport size ID Pictures (2 copies)	Client
7. Valid ID	Client
8. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person and/or Authorized Person
9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person
Additional Requirement for Undergraduates:	
10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/Registrar)	School Attended
11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended
Additional Requirements for Graduates from private schools:	
12. Special Order (1 original and 2 photocopies certified by the School Head)	School Attended
Graduate and undergraduate from public school	



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13. 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)		
14. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)		School Attended/ BEA		
15. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)		Division Office		
16. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended		
17. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)		Division Office		
18. PEPT Test Result Rating (1 original and 2 certified true copies)		Division Office/BEA		
19. PSA Birth Certificate Copy (1 Original and 2 photocopies)		Client		
20. Latest Passport size ID picture (2 copies)		Client		
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



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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. <i>(for CAV)</i>	None	1 day	Schools Division Superintendent
	3.1 Receive and scan the signed certification/endorsement, and send to client for online CAV appointment to Regional Office	None	3 minutes	ADA VI-Records Section
	3.2 Record the transaction in the logbook and prepare the documents for release.	None	2 minutes	ADA VI-Records Section



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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	



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H. CURRICULUM IMPLEMENTATION DIVISION

1. Accessing Available Learning Resources from LRMDs Portal

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

- Books – (textbooks, storybooks, 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 hard copy,
- Media Gallery – copyright-free illustrations and graphics for teachers and learners use
- Standards, Specifications, and Guidelines for assessing and evaluating, acquiring and harvesting, modification, development, and production of resources

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd email address for DepEd employees b. Any active email address for learners, parents, and non-DepEd stakeholders		LRMDs Portal (lrmds.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 LRMDs Portal (New Account)	1.1 Access https://lrmds.deped.gov.ph	None	1 minute	Client



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	1.2 Assist creation of LR account 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 LRMS Portal Dashboard	None	3 minutes	EPS-LR/PDO
	2.4 Send email notification for new password	None	2 minutes	EPS-LR/PDO
3. Access LR thru https://lrms.deped.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		None	1 minute	Client



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

2. Borrowing of Learning Materials from Libraries



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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:	G2G - Government to Government			
Who may avail:	Students and Teaching-Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Log Sheet		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 Log sheet Form (Online/face to face)	1.1 Check accomplished/ Log sheet form/ ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.3 Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.4 Send the (1) list of available LMs, (2) Borrower's Form, and (3) Returning Transaction Form	None	1 minute	Librarian/ Library Staff



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3. Accomplish Borrower's and Returning Transaction Forms	3.3 Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library Staff
	3.4 Check the completeness of the Forms	None	3 minutes	Librarian/ Library Staff
	3.5 Inform the borrower on the schedule of returning the LM	None	3 minutes	Librarian/ Library Staff
4. Receive LM	4.3 Prepare and release the LM	None	5 minutes	Librarian/ Library Staff
	4.4 Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library Staff
TOTAL:		None	21 minutes	



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3. Alternative Learning System (ALS Enrolment)

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

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.0 with name tag)		Client		
2. Photocopy of Birth Certificate or Baptismal Certificate – 1 copy/Valid ID (Driver's License, Postal ID, Voter's ID) – 1 photocopy		Client		
3. Copy of Learner's Permanent Record (F-137) Card/Certificate of Rating (COR)		Client		
4. Enrollment Form (AF 2)		SDO/School/ALS Community Learning Center		
5. Functional Literacy Test (FLT)		SDO/School/ALS Community Learning Center		
6. Assessment of Basic Literacy (ABL)		SDO/School/ALS Community Learning Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General inquiry about Alternative Learning System (face-to-face, online)	1.1 Respond to the queries in the FB page/ contact individuals who enrolled in the enrollment link via Google Form	None	2 minutes	Curriculum Implementation personnel



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	1.2 Interview and provide face-to-face enrollees with copy of ALS Enrollment Form (AF 2)	None	10 minutes	Curriculum Implementation personnel
2. Submit the accomplished AF 2	2.3 Receive and check the accomplished AF 2 and all required documents (face to face or online)	None	5 minutes	EPSA/ALS Teacher
	2.4 Conduct assessment/screening: ABL or FLT	None	4 hours	EPSA/ALS Teacher
	2.5 Identify the entry level attained	None	15 minutes	EPSA/ALS Teacher
	2.6 Group the learners according to literacy level	None	1 hour	EPSA/ALS Teacher
3. Receive details and information regarding learning session	3.3 Inform schedule of learning session	None	10 minutes	EPSA/ALS Teacher
TOTAL:		None	5 hours and 42 minutes	



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SCHOOLS GOVERNANCE AND OPERATIONS DIVISION

I. PLANNING AND RESEARCH SECTION

1. Request for Basic Education Data

This includes official certifications on enrolment, Division data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from external stakeholders must be officially communicated through proper channels indicating the purpose of such request.

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request addressed to SDS (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request address to SDS. Attention to Planning Officer through Division Official Email	1.1 Receive and acknowledge the letter request from the client through walk-in/email.	None	30 minutes	Records Unit Staff/ITO
	1.2 Forward letter of request to SDS	None	30 minutes	Records Unit/ITO



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	1.3 Read and review request letter in consideration of Data Privacy Act/ Freedom of Information	None	12 hours	SDS
	1.4 Receive the endorsed letter of request from SDS and refer to Planning Officer	None	10 minutes	SGOD Chief
	1.5 Make the necessary action to be undertaken	None	1 day	Clerk/Planning Officer
	1.6 Prepare the transmittal letter and attachment to be signed by the SDS then forward to the Record Section	None	12 hours	Planning Officer
2. Receive the necessary documents	2.1 Release of the documents to the end user together with the feedback form	None	5 minutes	Records Unit Staff/ADA
TOTAL:		None	2 Days, 1 hour, and 15 minutes	



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2. Processing of Learner Information System Request from End-Users

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

- Level 1 – Resetting of Password, LRN approval, enrollment with GAP, and enrollment of ineligible.
- Level 2 (escalated issues) – Unmerged LRN, Request of Correction of First Attendance, Request for 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, and school head updating.

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	School LIS/ICT Coordinator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		https://bit.ly/CalambaCityLISDataBank		
2. Optional Requirements depending on the type of Request		Client		
• Photocopy of birth Certificate • SF10/SF9 certified True Copy by School Head				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Level 1 Request				
Encode data requirements for the uploading of the documents based on the request as per pending enrolment	Validate submitted requirements in the data against the pending enrolment in the data correction facility of the LIS	None	15 minutes	LIS Staff/ADA/Planning Officer
	Approved/Disapproved pending enrolment based	None	15 min	LIS Staff/ADA/Planning Officer



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	on the documents uploaded			
TOTAL:		None	30 minutes	
B. Level 2 Request-continuation of Level 1 request but for escalated issues				
1. Acknowledge email.	1.1 Inform client via email function of the ticketing system that issue is escalated to Level 2/ICTS-SDD/Process Owner.	None	15 minutes	LIS Staff/ADA/Planning Officer
	1.2 Process request (Solutions Development Division (SDD) or assess and approve (Process Owner).	None	1 day	LIS Staff/ADA/Planning Officer
	1.3 Validate if issue is resolved,	None	1 hour	LIS Staff/ADA/Planning Officer
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution via email function of ticketing system and close ticket	None	20 minutes	LIS Staff/ADA/Planning Officer
TOTAL:		None	1 day, 1 hour, and 35 minutes	



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J. SCHOOL MANAGEMENT, MONITORING, AND EVALUATION

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 and Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen
Who may avail:	Private Schools
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)	School applicant
2. 1 copy of notarized comprehensive Feasibility Study (for new/recognition)	School applicant
3. 1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition	School applicant
4. 1 copy of articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)	SEC
5. 1 copy of Copy/ies of Transfer of Certificate of Title of School Sites (for New/Government Recognition)	School Applicant
6. Documents of ownership of school building(s) (for new/recognition)	School Applicant



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7. 1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)		School Applicant		
8. 1 copy of class Program of the classes offered (for new/recognition)		School Applicant		
9. 1 copy of Qualitative Evaluation Processing Sheet (for SH Applicant)		Provided by the EPS/In-charge of Private School		
10. School Bond (for new/recognition)		To be provided by the RO to the client		
11. Latest Enrolment Data (for renewal)		Client/from the Division Planning Officer		
12. Copy of the Updated Government PTO (for renewal)		School Applicant		
13. Ocular Inspection Report (for new/recognition/renewal)		Provided by the (In-Charge of Private Schools		
14. Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		Provided by the SMM&E (In-charge of the Private School)		
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 Record Section	1.1 Receive and record the documents through DTS/Logbook with assign tracking number, then forward to SGOD Chief	None	10 minutes	Admin Officer IV/Admin Staff of Record Section



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	1.2 Receive documents by SGOD Chief and route to designated/In-Charge of 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 the onsite validation to school applicant.	None	24 hours	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID and SGOD) PSDS (CID) Division Engineer (if applicable)
	1.5 Conduct post-conference regarding the inspection results and prepare reports	None	2 hours	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID and SGOD) PSDS (CID)



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				Division Engineer (if applicable)
2. School applicants acknowledge the results of validation and inspection	2.3 Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID and SGOD) PSDS (CID) Division Engineer (if applicable)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.3 Receive the lacking documents/ prepare the endorsement to the Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.4 Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.5 Release and forward documents to Regional Office requesting for favorable action	None	1 hour	Admin Officer IV/Admin Staff of Record Section
4. Receive the information through email/SMS	4.3 Inform the school applicant that the application has	None	15 minutes	Education Program Specialist II (SMM&E)



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stating the status of the forwarded application to the Regional Office	been forwarded to the Regional Office.			Senior Education Program Specialist (SMM&E)
TOTAL:		None	10 Days, 4 hours, and 35 minutes	



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

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

Office or Division:	School Management, Monitoring and Evaluation (SMM&E) Section			
Classification:	Highly Technical			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application documents (1 original in each document) • 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) • For IX (SHS Graduation Form) • Original Form 137 (JHA Student Permanent Record) • Birth Certificate (PSA)		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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)



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	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
	1.1 Secure the signature of the SDS for the Indorsement	None	1 day	SDS
	1.1 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	



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

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

Office or Division:	School Management, Monitoring and Evaluation (SMM&E) Section		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Any private school		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Application for DepEd Permit to Operate/ Recognition			
1. Application documents (1 original in each document) • Letter of Intent addressed to the Regional Director thru the Schools Division Superintendent • Board Resolution • Feasibility Study - Philosophy and Goals of the course - Demand for the graduates - Prospective learners - 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)		School Applicant	



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- | | |
|---|--|
| <ul style="list-style-type: none">● Certificate of Occupancy of school building(s)● Picture of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteen, 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 Bond● Copy of Retirement Plan registered with 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 | |
|---|--|



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B. SHS New Application or Additional Track/Strand	
1. Application documents (1 original of each document) • Letter of Intent addressed to the Regional Director thru the Schools division 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) Qualification; 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	School Applicant



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(for STEM-minimum of 3 laboratories) Workshop Room/Studios; c) Athletic facilities; d) Learner's Resource Center or Library; e) Internet Facilities; f) ancillary Services • A copy of Memorandum/Memoranda of Agreement/Memorandum of Understanding for partnership arrangement 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 School 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.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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)



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	1.2 Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	Records Unit Staff/ADA 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	None	1 day	SDS
	1.1 Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Records Unit Staff/ADA
TOTAL:		None	6 days and 30 minutes	



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4. Application of Summer Permit for Private Schools

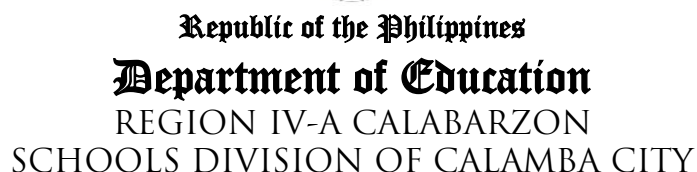
The Schools Division Office is authorized to evaluate, process, and issue summer permits to private school with summer enrollees to address the learning gaps or failed subjects or learners.

Office or Division:	School Management, Monitoring and Evaluation (SMM&E) Section		
Classification:	Complex		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Any private school with summer enrollees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Application for DepEd Permit to Operate/ Recognition			
1. Application documents (1 original of each document)			
• Letter of Intent addressed to the Schools Division Superintendent		School Applicant	
• School Calendar for Summer- 35 days		School Applicant	
• List of teachers who intent to teach during summer classes		School Applicant	
• General class program for summer		Teacher/School Applicant	
• Tuition and other school fees		School Applicant	
• Tentative list of summer enrollees with learning areas to be taken written opposite each name		School Applicant	
• 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.		PTA/PTCA	
• Written consent of parents whose children will attend student summer classes		Parents	
• Post-summer activities		School Applicant	



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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	None	1 day	SDS
	1.1 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 30 minutes	



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



Address: City Hall Compound, Brgy. Real, Calamba City, Laguna
Telephone Nos.: (049) 554-9830 to 34
Email Address: calamba.city@deped.gov.ph
Website: <https://depedcalambacity.com.ph>



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requirements to the SDO	System the application from the school and forwards to SGOD-SMM&E Section			
	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	None	1 day	SDS
	1.1 Refer to the Records Unit and release to the Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
TOTAL:		None	6 days and 30 minutes	



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6. Application for Increase in Tuition Fee

The Schools 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 an increase in tuition and miscellaneous fees.

Office or Division:	School Management, Monitoring and Evaluation (SMM&E) Section		
Classification:	Highly Technical		
Type of Transaction:	G2B - Government to Business		
Who may avail:	Any private schools with recognition		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Application for DepEd Permit to Operate/ Recognition			
1. Application documents (1 original of each document) - Letter of Intent addressed to the Regional Director through the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year. - Photocopy of the latest approved tuition, miscellaneous and other school fees. - Comparative tuition, miscellaneous and other school fees for the current school year with that of the previous year indicating in both peso and percentage in form for increase. Note: The miscellaneous and other fees should be itemized - Percentage of increase of Tuition/Miscellaneous and other fees		School Applicant	
		School Applicant	
		School Applicant	
		School Applicant	
		School Applicant	



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• Copy of Government Recognition Certificate • 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 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 year, and • 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 opposite each item with supporting documents and photocopies of sample receipts of purchase and others.		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 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	None	10 minutes	Admin Officer IV/ Admin Staff (Records)



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	and routes to designated/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3 Process, evaluate the documentary requirements and prepares indorsement with breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School) Alternate Focal
	1.4 Secure the signature of the SDS	None	1 day	SDS
	1.1 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	



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INTERNAL SERVICES



Address: City Hall Compound, Brgy. Real, Calamba City, Laguna
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OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

A. Personnel Section

1. Issuance of Foreign Travel Authority - Official

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

Office or Division:	Personnel Unit		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	All teaching and non-teaching personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Application for DepEd Permit to Operate/ Recognition			
1. Letter of Intent (1 original copy)		Personnel Applying for Foreign Travel	
2. Clearance from School custodian/school head of requesting party and Division Clearance (1 original copy)		School Property Custodian	
3. Designation of relieving teacher/employee in their absence (1 original copy)		Personnel Applying for Foreign Travel	
4. Indorsement from the School Head (1 original copy)		School Head or Immediate Head	
5. Certification of No Pending Case (1 original copy)		SDO Legal Office/ RO Legal Office	
6. Annex A Travel Authority DepEd Order 043, s. 2022 (1 original copy)		SDO/ DO	
7. Certification of School Head that the Teacher has no scheduled		School Head	



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Training/Seminars (summer & Christmas vacation only) (1 original copy)				
8. CSC Leave Form (Form 6) (1 original copy)		Requesting Party		
9. Invitation (1 original copy) Estimated Travel Cost (1 copy) Complete Staff Work (1 copy) Itinerary (1 copy)		Requesting Party		
10. Certification of Cash Advance (If applicable)		Accounting Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Pertinent Documents	1.1 Checks for correctness and completeness of Pertinent Papers and Encodes the information in the database for Travel Abroad.	None	30 minutes	Records Section Person in charge
2. Route the clearance for the signature of the authorized officials.	2.1 Supply and Property Procurement and Management Services	None	30 minutes	Administrative Officer IV-Supply Officer
	2.2 Information Communication Technology (ICT)	None	30 minutes	Information Technology Officer I
	2.3 Human Resource Welfare & Assistance	None	30 minutes	Administrative Officer IV



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	2.4 SGOD-Planning	None	30 minutes	Planning Officer III
	2.5 Admin Section	None	30 minutes	Administrative Officer V
	2.6 Library Services	None	30 minutes	EPS-LRMDS
	2.7 Accounting Section	None	30 minutes	Accountant III
	2.8 Cash	None	30 minutes	Administrative Officer IV
	2.9 Scholarship	None	30 minutes	Assistant Schools Division Superintendent
	2.10 Certificate of No Pending Case	None	1 day	Legal Unit
	2.11 Receives complete and properly fill out the documents from Records Section with signed transmittal form. Accept and encodes the information from Data Tracking System.	None	10 minutes	Personnel Unit - Person in charge
	2.12 Processing of leave to indicate the total number of leave credits balance.	None	15 minutes	Administrative Aide VI
	2.13 Preparation of indorsement	None	15 minutes	Administrative Officer IV



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	2.14 Affixes signature on the Division Clearance and sign indorsement for Travel Abroad	None	1 day	Assistant Schools Division Superintendent/ Schools Division Superintendent
	2.15 Received signed indorsement letter from SDS	None	15 minutes	Personnel Unit- Person in charge
	2.16 Forwards signed documents and update in Document Tracking System to Records Section for submission to Regional Office.	None	15 minutes	Personnel Unit-Person in charge
	2.17 Forwards approved indorsement for Travel Abroad to the Records Section from Regional Office	None	30 minutes	Administrative Aide VI
TOTAL:		None	2 days, 6 hours, 35 minutes	



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2. Foreign Travel Authority – Personal

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

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (1 original copy)		Personnel Applying for Foreign Travel		
Clearance from School custodian/school head of requesting party and Division Clearance (1 original copy)		School Property Custodian		
Designation of relieving employee in their absence (1 original copy)		Personnel Applying for Foreign Travel		
Indorsement from the Immediate Head (1 original copy)		Immediate Head		
Certification of No Pending Case (1 original copy)		SDO Legal Office/ RO Legal Office		
Annex D Travel Authority DepEd Order 043, s. 2022 (1 original copy)		SDO/ DO		
Certification of School Head that the Teacher has no scheduled Training/Seminars (summer & christmas vacation only) (1 original copy)		School Head		
CSC Leave Form (Form 6) (1 original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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Submit Pertinent Documents	Checks for correctness and completeness of Pertinent Papers and Encodes the information in the database for Travel Abroad.	None	30 minutes	Records Section - Person in charge
Route the clearance for signature of the authorized officials.	Supply and Property Procurement and Management Services	None	30 minutes	Administrative Officer IV-Supply Officer
	Information Communication Technology (ICT)	None	30 minutes	Information Technology Officer I
	Human Resource Welfare & Assistance	None	30 minutes	Administrative Officer IV
	SGOD-Planning	None	30 minutes	Planning Officer III
	Admin Section	None	30 minutes	Administrative Officer V
	Library Services	None	30 minutes	EPS-LRMDS
	Accounting Section	None	30 minutes	Accountant III
	Cash	None	30 minutes	Administrative Officer IV
	Scholarship	None	30 minutes	Assistant Schools Division Superintendent
	Certificate of No Pending Case	None	1 day	Legal Unit



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	Receives complete and properly fill out the documents from Records Section with signed transmittal form. Accept and encodes the information from Data Tracking System.	None	10 minutes	Personnel Unit - Person in charge
	Processing of leave to indicate the total number of leave credits balance.	None	15 minutes	Administrative Aide VI
	Preparation of indorsement	None	15 minutes	Administrative Officer IV
	Affixes signature on the Division Clearance and sign indorsement for Travel Abroad	None	1 day	Assistant Schools Division Superintendent/Schools Division Superintendent
	Received signed indorsement letter from SDS	None	15 minutes	Personnel Unit-Person in charge
	Forwards signed documents and update in Document Tracking System to Records Section for submission to Regional Office.	None	15 minutes	Personnel Unit-Person in charge
	Forwards approved indorsement for Travel Abroad to the Records Section from Regional Office.	None	30 minutes	Administrative Aide VI
TOTAL:		None	2 days, 6 hours, 35 minutes	



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B. ACCOUNTING UNIT

1. Issuance of Duplicate Copy of Certificate of Compensation Payment/Taxes withheld (BIR Form 2316) or Certified Copy of Transmittal to Bureau of Internal Revenue (BIR) District Office

Duplicate copy of Certificate of Compensation Payment/Taxes Withheld (BIR Form 2316) or Certified Copy of Transmittal to Bureau of Internal Revenue (BIR) District Office may be requested by all SDO Calamba employees.

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. 1 copy Request Letter		Client		
2. 1 copy Authorization Letter, if representative		Client		
3. DepEd Issued Identification Card (photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements through Records Unit or through official email address	1.1 Receive complete requirements	None	10 Minutes	Accounting Section Staff/ Records Section
	1.2 Evaluate the details in the requirements	None	2 Minutes	Administrative Assistant III /



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				Administrative Assistant II
	1.3 Retrieve remittance records	None	8 Minutes	Administrative Assistant III / Administrative Assistant II
	1.4 Reprint the BIR Form 2316 or photocopy the transmittal to BIR	None	5 Minutes	Administrative Assistant III / Administrative Assistant II
	1.5 Sign the BIR Form 2316 or certify the transmittal as true copy of the original	None	3 Minutes	Accountant III
2. Receive the Certification	1.2 Issue the BIR Form 2316 or transmittal to BIR to the requesting party thru the Records Section or official email address	None	2 Minutes	Accounting Section Staff/Records Section
TOTAL:		None	30 minutes	



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B. ADMINISTRATIVE UNIT

1. Request for Vehicle Service

This service aims to provide transportation services to SDO Calamba Personnel upon request subject to the availability of the transport vehicle.

Office or Division:	Schools Division Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	SDO Calamba Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client fills up Request for Use of Vehicle form		Administrative Office		
2. Memorandum in relation to the travel		Client		
3. Authority to Travel		Client		
4. Approved Request Letter for the Use of an Official Vehicle, duly signed by the Schools Division Superintendent (SDS		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Use of Vehicle Form with the requirements	1.1 Submit requirements to Admin Unit	None	2 mins	ADA VI
	1.2 ADA VI evaluate the request on the following: - Official nature of the trip - Availability of the	None	10 min	ADA VI



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	Vehicle and driver			
	1.3 If found satisfactory complied, indicate the assigned driver, vehicle and refer the Request for the use of the Vehicle form to the AO V for approval. If there is no available driver/vehicle proceed to step 1.5	None	7 minutes	ADA VI/AO V
	1.4 Record the approved request, and inform the driver on the details of the trip.	None	5 minutes	ADA VI
	1.5 Inform the requesting party on the approval/disapproval of request. Provide the driver and vehicle for approved request and administration of Client Satisfaction Survey.	None	5 minutes	ADA VI
TOTAL:		None	29 minutes	



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C. BUDGET UNIT

1. Processing of ORS

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

Office or Division:	Budget Section	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. ORS (1 Original Copy, 2 Photocopies)		Budget Unit
2. Disbursement Voucher (1 Original Copy, 2 Photocopies)		Accounting Unit
Purchase Orders (pre-audited)		
1. AR/ATC (1 Original Copy, 2 Photocopies)		Requesting Unit
2. Other supporting documents (1 Original Copy, 2 Photocopies)		Requesting Unit
Biddings		
1. Notice of Award (1 Original Copy, 2 Photocopies)		BAC Secretariat
2. Signed Contract (1 Original Copy, 2 Photocopies)		Requesting Unit
3. Sub-AROs (1 Original Copy, 2 Photocopies)		Requesting Unit/Budget
4. AR/ATC		Requesting Unit



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(1 Original Copy, 2 Photocopies)	
Cash Advances for Travels	
1. Approved Travel Order (1 Original Copy, 2 Photocopies)	Requesting Unit
2. Memorandum (1 Original Copy, 2 Photocopies)	Requesting Unit
3. Itinerary of Travel (1 Original Copy, 2 Photocopies)	Requesting Unit
4. AR/ATC (1 Original Copy, 2 Photocopies)	
Reimbursement of Travels	
1. Approved Travel Order (1 Original Copy, 2 Photocopies)	Requesting Unit
2. Memorandum (1 Original Copy, 2 Photocopies)	Requesting Unit
3. Itinerary of Travel (1 Original Copy, 2 Photocopies)	Requesting Unit
4. Certificate of Appearance/Participation/Attendance (1 Original Copy, 2 Photocopies)	Requesting Unit
5. Certification of Travel Completed (1 Original Copy, 2 Photocopies)	Requesting Unit
6. AR/ATC (1 Original Copy, 2 Photocopies)	Requesting Unit
Cash Advances for school MOOE	
1. Purpose of cash advance (1 Original Copy, 2 Photocopies)	Requesting Unit
2. Letter request (1 Original Copy, 2 Photocopies)	Requesting Unit



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3. WFP (1 Original Copy, 2 Photocopies)		Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward to budget	1.1 Receive the documents from the requesting party	None	2 minutes	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 available appropriation (Box B)	None	5 minutes	Budget Officer III
	1.7 Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment	None	5 minutes	Requesting Party



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	ent under his/her direct supervision (Box A)			
	1.8 Forward to Accounting Division	None	3 minutes	ADAS I
TOTAL:		None	30 minutes	



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2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to Debit Account Issued (RADAI)		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required reports (RCI & RADAI)	1.1 Receives the reports	None	3 Minutes	Budget Unit Staff
	1.2 Posts/ Updates disbursements in the Enhanced Budget Monitoring System (e-BMS)	None	5 Minutes	Budget Officer/ Staff
TOTAL:		None	8 minutes	



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3. Certification of Availability of Allotment

The Budget Unit certifies the availability of resources to fund the implementation of various Programs, Activities and Projects in the Budget Proposal or Work Program in accordance with the valid documents as submitted by the Requesting Office.

Office or Division:	Budget Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Proposal/Work Program		Requesting Office		
2. Fund Request (Activity Request/Authority to Conduct)/ Accomplished Travel Order				
3. Memorandum (if there is)				
4. Authority to Procure (if applicable)				
5. Approved Work and Financial Plan (as required)				
6. Approved Annual Procurement Plan (as required)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Budget Proposal/Work Program and Fund Request with attachments	1.1 Receives the documents and forwards to the Budget Officer	None	3 Minutes	Budget Unit Staff
	1.2 Evaluates the documents,	None	7 Minutes	Budget Officer



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	validates the purpose, and verifies availability of allotment			
	1.3 Signs as to availability of allotment. Forwards documents to the Budget Staff	None	5 Minutes	Budget Officer
2. Receives the Signed Request and attachments	2.1 Forwards the signed request and attachments	None	5 Minutes	Accounting Section/ Requesting Office
TOTAL:		None	20 minutes	



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D. 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			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance (1 Original Copy)		Accounting Unit		
2. Certification of No Unliquidated CA's		Accounting Unit		
3. Other 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 unliquidated CA's	1.1 Issue the Authority to Cash Advance and Certification of No unliquidated CA's	None	20 Minutes	Accounting Staff
2. Forward to Head of Office for Approval, then prepare DV and ORS	2.1 Sign the documentary requirements needed for Cash Advance	None	15 Minutes	Schools Division Superintendent



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and attached documentar y requirement s needed for Cash Advances				
3. Prepare DV and ORS and attached documentar y requirement s needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents from the Head of Office	None	1 minute	Cash Personnel
	3.3 Encode the received DV to Check and Advice to Debit Account Disbursement Record (CkADADRec)	None	2 minutes	Cashier
	3.4 Encode the transaction thru Electronic Modified Disbursement System (EMDS) for approval of Head of Agency	None	2 minutes	Cashier
	3.5 Head of Agency approves the transaction for	None	2 minutes	Head of Agency



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	approval of Landbank of the Philippines			
	3.6 Landbank of the Philippines Approves the transaction and credit the amount to the payee	None	Next banking day	Landbank
	3.7 Cash personnel notify the client the cash advance was already credited to their account.	None	2 minutes	Cash Personnel
TOTAL:		None	1 day, 44 minutes	



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2. Payment of Obligations through Checks or LDDAP-ADA and Electronic Modified Disbursement System (EMDS)

Payment of obligations shall be made in the form of checks, LDDAP-ADA or through Electronic Modified Disbursement Systems (EMDS). Such payment includes salaries, allowances, other employee benefits and obligations to suppliers.

Office or Division:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client G2G - Government to Government			
Who may avail:	All DepEd Employees and other client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		Accounting Unit		
2. Other supporting documents		Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accounting forward Disbursement Vouchers to Cash Section ready for payment.	1.1 Receive the Disbursement Vouchers	None	1 Minute	Cash Personnel
	1.2 Encode the received DV to Check and Advice to Debit Account Disbursement Record (CkADADRec)	None	2 minutes	Cashier
Payment thru EMDS:				



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	1.1 Encode the transaction thru Electronic Modified Disbursement System (EMDS) for approval of Head of Agency	None	2 minutes	Cashier
	1.2 Head of Agency approves the transaction for processing of Landbank of the Philippines	None	2 minutes	Head of Agency
	1.3 Landbank of the Philippines Approves the transaction and credit the amount to the payee	None	Next banking day	Landbank
	1.4 Cash personnel notify the client the cash advance was already credited to their account.	None	2 minutes	Cash Personnel
TOTAL:		None	1 day, 6 minutes	
Payment thru Checks:				
	1. Prepare check payable to client	None	2 minutes	Cashier
	2. Encode the transaction thru Electronic Modified Disbursement System (EMDS) for approval of Head of Agency	None	2 minutes	Cashier
	3. Head of Agency approves the transaction for	None	2 minutes	Head of Agency



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	processing of Landbank of the Philippines			
	4. Landbank of the Philippines Approves the transaction and credit the amount to the payee	None	Next banking day	Landbank
	5. Forward the checks for signature of Head of Agency	None	Same day	Cash Personnel
	6. Cash personnel notify the client that the checks are ready for pick-up	None	2 minutes	Cash Personnel
TOTAL:		None	2 days	
Payment thru LDDAP-ADA				
	1.1 Prepare LDDAP-ADA and SLIAE	None	10 minutes	Cashier
	1.2 Review and signs the LDDAP-ADA and SLIAE	None	2 minutes	Cashier
	1.3 Forward the processed LDDAP-ADA and SLIAE to the Head of Agency for signature	None	2 minutes	Cash Personnel
	1.4 Review and signs the LDDAP-ADA and SLIAE	None	Same day	Head of Agency
	1.5 Forward the approved LDDAP-ADA and SLIAE to the Cash Section	None	Same day	SDS Personnel
	1.6 Forward the approved LDDAP-	None	1 hour	Cash Personnel



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	ADA and SLIAE to Landbank of The Philippines			
	1.7 LBP credits the payment to respective payee	None	Within 24 hours upon receipt of LDDAP-ADA	Landbank Personnel
	1.8 Cash personnel notify the payees that the payment was already credited with their account	None	Same day	Cash Personnel
TOTAL:		None	2 days	



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E. INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT

1. User Account Management

Creation, deletion and renaming of user accounts, and resetting of passwords for the permanent teaching and non-teaching personnel of the division. This includes, but not limited to the following information systems and services: DepEd Google Account, DepEd Microsoft 365 Account, DepEd Partnerships Database System, Learner Information System, etc.

Office or Division:	Information and Communications Technology			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Permanent Division Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) valid ID for walk-in		Requesting Personnel		
2. Official DepEd Email of the School for online		Requesting Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward user account management request	1.1 Received request (online or walk-in)	None	1 minute	ICT Unit
	1.2 Analyze user account request (add, update, delete) and in which services and/or information system	None	2 minutes	ICT Unit
	1.3 Coordinate with the Personnel Unit for verification of employment	None	15 minutes	ICT Unit



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	1.4 Process the request (create, update or delete)	None	5 minutes	ICT Unit
	1.5 Issue the processed account request	None	1 minute	ICT Unit
TOTAL:		None	24 minutes	

2. Troubleshooting of ICT Equipment

Troubleshooting of ICT equipment covers the diagnosing and resolving of computer hardware and software issues in all government-issued ICT equipments in the Division.

Office or Division:		Information and Communications Technology		
Classification:		Simple		
Type of Transaction:		Highly Technical		
Who may avail:		Permanent Division Personnel, Public School		
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. Fill-up and submit the ICT Technical Assistance Form to the ICT Unit	1.1 Received the ICT Technical Assistance Form together with the ICT equipment	None	1 minute	Client ICT Unit
	1.2 Inspect, test and conduct technical analysis of the equipment	None	30 minutes	ICT Unit
	1.3 Troubleshoot the reported equipment. If troubleshooting the equipment is not possible within the	None	1 hour	ICT Unit



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	day, give a recommendation to the client for the next step.			
	1.4 Release the ICT equipment with attached recommendation or equipment status report	None	10 minutes	ICT Unit
TOTAL:		None	1 hour and 41 minutes	

3. Uploading of Publications

Uploading of publications refers to the posting of issuances and other advisories in the official division website.

Office or Division:	Information and Communications Technology			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Personnel and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Soft copy of article/document		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the soft copy of the document to the ICT Unit	1.1 Received the verified soft copy of the document through the DTS or email.	None	5 minutes	ICT Unit
	1.2 Upload the document to the website	None	5 minutes	ICT Unit
TOTAL:		None	10 minutes	



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F. LEGAL UNIT

1. 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 requested DepEd personnel have 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 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)		Records Section or Legal Unit (Legal Assistant)		
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	If an employee does not have a pending case, issue certification/ sign clearance If employee has a pending administrative case, inform the employee that he/she will be cleared after case has been resolved or sanction has been completed. Certificate with remarks of "with pending case" will be issued.	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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2. 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/comments/recommendations, whatever necessary, 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			Legal Assistant I SDS



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	Records Section for releasing of 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	



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G. PERSONNEL SECTION

1. Acceptance of Application for Reclassification of Teaching Positions

This service is to validate the classification level of teachers applying for reclassification. The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval.

Office or Division:	Office the Schools Division Superintendent – Personnel Unit		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd Licensed Public School Teachers / School Principal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of intent addressed to the SDS containing the following information – one (1) original copy): i.Statement of Purpose/ Expression of interest ii. Position applied for		Applicant/Client	
Duly accomplished PDS (CS Form 212, Revised 2025, with Work Experience Sheet – one (1) original copy		Civil Service Commission (CSC) Website	
Valid and updated PRC License/ID – one (1) photocopy		Professional Regulatory Commission (PRC)	
Certificate of Competency level issued by authorized body (if applicable) – one (1) photocopy		Technical Education and Skills Development Authority (TESDA)	
Scholastic/academic record (i.e., Special Orders, Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available) – one (1) photocopy		Applicant/Client	
Certificate/s of completion of National Educators Academy of the Philippines		Public and Private Accredited Training Institution	



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(NEAP)-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy	
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy	Previous/Current Employer/s
Latest appointment – one (1) photocopy	Applicant/Client
Required Performance Ratings with at least Very Satisfactory rating – one (1) photocopy <i>(Note: The applicant must submit three (3) performance Rating depending on the performance requirements needed in particular position they applied for; and the latest performance rating shall cover one (1) complete performance rating period in the current position)</i>	Applicant/Client
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the attached form (Annex C-2) – one (1) original copy	DepEd Order No. 7, s. 2023 / Personnel Section
Other documents as may be required by the HRMPSTB including but not limited portfolio for the assessment of identified PPST non-classroom observable indicators – one (1) photocopy	Applicant/Client
Duly accomplished Reclassification Form for Teachers Position (RFTP) – four (4) original copies	DepEd Order No. 24, s. 2025 / Personnel Section



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Duly accomplished Reclassification Form for School Principal Position (RFSP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Commitment Form, if applicable – one (1) original copy		DepEd Order No. 34, s. 2025 / Applicant		
TESDA National Certificate/s / Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational-Livelihood (TVL) track only)		Technical Education and Skills Development Authority (TESDA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Division's online system for the assignment of an application code	1.1 Issue the application code to the Applicant	None	15 minutes	Administrative Assistant III, OSDS-Personnel Section
2. Submit the complete pertinent documents to the applicant's incumbent school/district station	2.1 Receive, stamp and check the completeness of the submitted documents vis-à-vis application code	None	1 hour	School or District Sub-Committee
TOTAL:		None	1 hour, 15 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.



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2. Application for Leave

Managing personnel attendance to reduce absences, so that workers are consistently present to do their jobs, work productively for the benefits of the organization.

Office or Division:	Personnel Section
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Teaching and Non-teaching personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. CSC Form 6 (2 original copies) 2. Clearance form, only if traveling local for more than 15 days (2 original copies) 3. Letter request; if necessary (1 original copy)	Personnel Client
Sick Leave 1. CSC Form 6 (2 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 (2 original copies) 2. Letter request, if necessary (1 original copy) Additional Requirements Marriage Contract (1 photocopy) Birth Certificate of child or Medical Certificate (1 photocopy)	Personnel Unit Client Client
Maternity Leave 1. CSC Form 6 (2 original copies) 2. Letter request, if necessary (1 original copy) Additional Requirements	Personnel Unit Client Front/ Information Desk



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Special Order Form (3 original copies) Medical Certificate (1 copy)				
Solo Parent Leave 1. CSC Form No. 6(2 original copies) 2. Letter request, if necessary (1 original copy) Additional Requirements Birth Certificate of Child (1 photocopy) Photocopy of Solo Parent ID (1 photocopy)		Personnel Client		
Special Privilege Leave CSC Form 6 (3 original copies)		Personnel Unit		
VAWC Leave 1. Barangay Protection Order (BPO) (2 copies) 2. Temporary/Permanent Protection Order (TPO/PPO) (2 copies) 3. In the absence of the BPO/TPO/PPO or the certification, a police report-VAWC Leave (2 copies)		Barangay Unit Court Order Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed CSC Form 6 (Leave Form) - attached medical certificate if applicable	1.1 Receives complete and properly fill-out the documents and encodes the information from the Route Slip in the Data Tracking System	None	30 mins.	Administrative Aide VI/Office Clerk (Windows 1-2) Records Section
	1.2 Records in the Inter-Office Document Transmittal Form and forwards the document to Personnel DTS user	None	30 mins	Administrative Aide VI/ Officer Clerk (Records Section)



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	1.3 Checks for correctness and completeness of pertinent documents and encodes the information in the database for Leave	None	20 mins	Administrative Aide VI (Personnel Unit)
	1.4 Deduct number of days with pay from the leave/service credit balances for Leave with pay and deduct in Form 7 if leave without pay	None	20 mins	Administrative Aide VI (Personnel Unit)
	1.5 Review and certifies leave form	None	20 mins	Administrative Officer IV
	1.6 Affixes signature on the Leave Form	None	8 hours	Assistant Schools Division Superintendent / Schools Division Superintendent
2. Receive approved and actioned Leave Form	2.1 Records Division releases actioned CSC Form 6 to the requesting employee.	None	1 day	Administrative Aide VI / Records Division
TOTAL:		None	2 days, 2 hours	



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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 Section	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd employees who reached the retirement age requirement	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent (1 copy)		Personnel Applying for Retirement
2. 1st Indorsement to SDS (1 copy)		School Head
3. Certification of Last Payment-from Region (1 copy)		DepEd Schools Division
4. Updated Service Record (1 copy)		
5. LAWOP (1 copy)		
6. Division Clearance (1 copy)		
7. School Clearance (1 copy)		
8. Certificate of No Pending Administrative Case (1 copy)		
9. GSIS FORM-Application For Retirement/Separation/Life Insurance Benefits (3 copies)		Concerned retiree
10. Sworn Statement of Assests, Liabilities and Net Worth (SALN) as of the last day of Service for Non-Teaching only		Personnel Applying for Retirement



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11. Individual Performance Commitment and Review Form (IPCRF) as of the last day of Service				
12. Ombudsman Clearance for Non-Teaching Personnel only		Ombudsman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Pertinent documents	1.1 Check corrections for Request Letter of Intent and Indorsement 1.2 Create Route Slip and Acceptance of Retirement 1.3 Request of CLP from Region 1.4 Issuance of Division Clearance, School Clearance, and No pending case	None	30 mins.	Human Resource Unit-Person in charge
2. Submits Pertinent documents	2.1 Receives complete and properly filled out documents and encodes to the database of retired employees then forward to records for encoding to the Document Tracking System (DTS).	None	30 minutes	Records Unit-Person in charge



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3. Route the clearance to the authorized officials	3.1 Supply and Property Procurement and Management Services	None	30 minutes	Administrative Officer IV-Supply Officer
	3.2 Information Communication Technology	None	30 minutes	Information Technology Officer I
	3.3 Human Resource Welfare & Assistance	None	30 minutes	Administrative Officer IV
	3.4 SGOD-Planning	None	30 minutes	Planning Officer III
	3.5 Admin Section	None	30 minutes	Administrative Officer V
	3.6 Library Services	None	30 minutes	EPS-LRMDS
	3.7 Accounting Section	None	30 minutes	Accountant III
	3.8 Cash	None	30 minutes	Administrative Officer IV
	3.9 ASDS	None	30 minutes	Assistant Schools Division Superintendent
	3.10 Legal	None	3 days	Legal Officer
4. Submit the complete signed clearance with supporting documents	4.1 Receives all the document from the Legal Office and make indorsement and forwards documents for signature of the SDS	None	1 hour	Personnel Unit – Person in charge
	4.2 Affixes signature on the Division Clearance and sign	None	1 day	Schools Division Superintendent



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	indorsement for Retirement			
	4.3 Receives signed indorsement letter from the Schools Division Superintendent.	None	15 minutes	Personnel Unit-Person in charge
	4.4 Forwards signed documents and update in Document Tracking System to Records Section for submission to Regional Office	None	15 minutes	Personnel Unit-Person in charge
TOTAL:		None	4 days and 7 hours	



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4. Application for Resignation and Deceased Employees' Benefit Claims

Employees who wish to resign and to help identify realistic resignation goals and choices.

Office or Division:	Personnel Section		
Classification:	Complex		
Type of Transaction:	G2G - Government to Government		
Who may avail:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent, if applicable (1 copy)		Personnel Applying for Resignation	
2. 1st Indorsement to SDS (1 copy)		School Head	
3. Exit Interview		DepEd Schools Division	
4. Certification of Last Payment-from Region (1 copy)			
5. Updated Service Record (1 copy)			
6. LAWOP (1 copy)			
7. Division Clearance (1 copy)			
8. School Clearance (1 copy)			
9. Certificate of No Pending Administrative Case (1 copy)			
10. GSIS FORM-Application For Retirement/Separation/Life Insurance Benefits/Survivorship (3 copies)			
11. Affidavit of Surviving Heirs/Surviving Spouse/Guardian of Minor or Dependent Children (3 copies)			



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12. ID of Beneficiary/ies (Children & Spouse) (3 copies)				
13. Sworn Statement of Assests, Liabilities and Net Worth (SALN) as of the last day of Service for Non-Teaching only, if applicable				
14. Individual Performance Commitment and Review Form (IPCRF) as of the last day of Service				
15. Personal Undertaking of Loans/Screenshot of Loan Balance/GSIS Touch				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Pertinent documents	1.1 Check corrections for Request Letter of Intent and Indorsement 1.2 Create Route Slip and Acceptance of Retirement 1.3 Request of CLP from Region 1.4 Issuance of Division Clearance, School Clearance, and No pending case	None	30 mins.	Human Resource Unit-Person in charge
2. Submits Pertinent documents	2.1 Receives complete and properly filled out documents and encodes to the database of	None	30 minutes	Records Unit-Person in charge



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	retired employees then forward to records for encoding to the Document Tracking System (DTS).			
3. Route the clearance to the authorized officials	3.1 Supply and Property Procurement and Management Services	None	30 minutes	Administrative Officer IV-Supply Officer
	3.2 Information Communication Technology	None	30 minutes	Information Technology Officer I
	3.3 Human Resource Welfare & Assistance	None	30 minutes	Administrative Officer IV
	3.4 SGOD-Planning	None	30 minutes	Planning Officer III
	3.5 Admin Section	None	30 minutes	Administrative Officer V
	3.6 Library Services	None	30 minutes	EPS-LRMDS
	3.7 Accounting Section	None	30 minutes	Accountant III
	3.8 Cash	None	30 minutes	Administrative Officer IV
	3.9 ASDS	None	30 minutes	Assistant Schools Division Superintendent
	3.10 Legal	None	3 days	Legal Officer
4. Submit the complete	4.1 Receives all the document from the Legal Office and	None	1 hour	Personnel Unit –



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signed clearance with supporting documents	make indorsement and forwards documents for signature of the SDS			Person in charge
	4.2 Affixes signature on the Division Clearance and sign indorsement for Retirement	None	1 day	Schools Division Superintendent
	4.3 Receives signed indorsement letter from Schools Division Superintendent	None	15 minutes	Personnel Unit-Person in charge
	4.4 Forwards signed documents and update in Document Tracking System to Records Section for submission to Regional Office	None	15 minutes	Personnel Unit-Person in charge
TOTAL:		None	4 days, 7 hours	



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5. Issuance of Certificate of Employment/Compensation

Issuance of Certification that confirms the employment experience of the individual, their current position, and the amount of salary.

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Teaching and Non-teaching personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form (1 copy)		Request via email: hr.depedcalamba@deped.gov.ph or through walk in at the Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. Fill up and submit the Requisition Form.	1.1 Receives complete filled-out request form	None	5 minutes	Administrative Aide VI / Office Clerk Records Section
2. Wait while the requested certification is being processed	2.1 Prepares Certification of Employment as verified in the Plantilla Personnel Service Itemization and Plantilla of Personnel (PSIPOP), Payroll Masterfile and 201 Files	None	30 minutes	Administrative Aide VI (Window 1) Personnel Section
	2.2 Approve and sign the certification	None	5 minutes	Administrative V or Administrative Officer IV in the absence of the



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				Administrative Officer V
Receive signed Certification	3.1 Release signed Certification	None	10 minutes	Administrative Aide VI / Office Clerk
TOTAL:		None	50 inutes	

5. Issuance of Service Record

Issuance of Certification that confirms the employment experience of the individual, their current position, and the amount of salary.

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Teaching and Non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form (1 copy)		Request via email: hr.depedcalamba@deped.gov.ph or through walk in at the Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Requisition Form.	1.1 Receives complete filled-out request form	None	5 minutes	Administrative Aide VI / Office Clerk Records Section
2. Wait while the requested service record is being processed	2.1 Prepares Service Record of Employees as verified in the Plantilla Personnel Service Itemization and Plantilla of Personnel (PSIPOP), Payroll Masterfile and 201 Files	None	30 minutes	Administrative Aide VI (Window 1) Personnel Section



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	2.2 Approve and sign the service records		5 minutes	Administrative Officer IV
3. Receive signed service record	3.1 Release the signed service record.	None	10 minutes	Administrative Aide VI/ Office Clerk
TOTAL:		None	50 minutes	

7. Uploading of Publications

Posting of vacant positions in accordance with RA No. 7041

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Schools/ District with vacant item			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. NOSCA		DBM, DepEd Regional Office		
2. Indorsement from office/school for Natural Vacancies due to separation from service		School or office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit indorsement letter to records unit	1.1 Receives complete and properly fill-out the documents and encodes the information from the Route Slip in the Data Tracking System	None	30 mins	Administrative Assistant III (Windows 1-4) Records Section
	1.2 Records in the Inter-Office Document Transmittal Form and forwards the	None	30 mins	Administrative Aide VI (Records Section)



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	document to Personnel DTS user			
	1.3 Validate the item number for publication, the incumbent of the position and the reason for vacancy	None	15 minutes	Administrative Assistant III
	1.4 Prepares summary of the Request for Publication of Vacant Position and signed by the Administrative Officer IV	None	30 minutes	Administrative Assistant III/ Administrative Officer IV
	1.5 Sends the accomplished soft copy to CSC Regional Office through email	None	15 minutes	Administrative Assistant II
	1.6 Transmit the accomplished hard copy to CSC Field Office.	None	1 day	Administrative Assistant III
	1.7 Posts the publication in conspicuous places	None	1 day	Administrative Assistant III
TOTAL:		None	2 days 2 hours	



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7. Loans Approval and Verification (Online)

A loan application is used by borrowers to apply for a loan. The borrowers reveal key details/information about their finances (salaries, deductions, other loans, and net take-home pay) to the lender. It is very useful in determining whether the borrower will be granted their request or not.

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2G – Government to Government			
Who may avail:	All DepEd Employees of SDO Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For GSIS Emergency, Policy and Multi- Purpose Loan, Computer Loan and others 2. For Pagibig MPL 3. Verifier's Ledger		through any of the following: GSIS Kiosk, GSIS Branch Office, GSIS Touch Mobile Apps, Virtual Pagibig RPSU		
For Private Lending Institutions (PLI's) Initial evaluation from the PLI's includes the following scanned documents: 1. Updated payslip with stamped 2. Computation from PLI's 3. Certification of Buy-out (if necessary)		Banks, cooperative, etc. (on-line through email)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceeds to any GSIS kiosk, GSIS office or GSIS Touch Mobile Apps to apply loans	Log in to GSIS website to view pending loan applications. (cert.gsis.gov.ph/AAO/#/login)	None	5 minutes	Administrative Assistant III (verifier)
	Evaluates the	None	35 minutes	Administrative



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	borrower's data and analyze if qualified or not based on the verifiers data to avail the loan. The Net Take Home Pay must not be lower than Php 5,000.00 after the deduction of monthly amortization and other incoming obligations and no pending case.			Assistant III (verifier) Legal Unit
	Approves /disapproves application based on evaluation.	None	5 minutes	Administrative Assistant III (verifier)
Viewed the result of the confirmation / evaluation	For approved loans check the status thru GSIS Touch and Virtual Pagibig for disapproved loans, email on the NTHP after deduction to adjust loan amortization amount	None	15 minutes	Administrative Assistant III (verifier)
TOTAL:		None	1 hour	
For Private Lending Institutions (PLI)				
1. Forwards the initial evaluation from the PLI's to verifiers email address	1.1 Receives email from the borrower through verifiers email address	None	5 minutes	Administrative Assistant III (Verifier)
	1.2 Evaluates the borrower's data and analyze if qualified or not based on the verifiers data to avail the loan. The	None	35 minutes	Administrative Assistant III (verifier) Legal Unit



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	Net Take Home Pay must not be lower than Php 5,000.00 after the deduction of monthly amortization and other incoming obligations.			
	1.3 Approves/disapproves application based on evaluation then sends confirmation / evaluation to the borrower. receives documents and releases to the borrower	None	5 minutes	Administrative Assistant III (Verifier)
2. Received the result of the confirmation / evaluation	2.1 Verifier send loan confirmation to borrower	None	15 minutes	Administrative Assistant III (Verifier)
TOTAL:		None	1 hour	



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9. Loans Approval and Verification (Walk-In)

A loan application is used by borrowers to apply for a loan. The borrowers reveal key details / information about their finances (salaries, deductions, other loans, and net take home pay) to the lender. It is very useful in determining whether the borrower will be granted their request or not.

Office or Division:	Personnel Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All DepEd Employees of SDO Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Pagibig MPL and other GSIS Loan (e.g. Study Now Pay Later)		Agency Branch (Pagibig and GSIS) Agency website (Pagibig and GSIS)		
1 copy of Loan Application Form 1 Photocopy of Payslip 1 copy of Loan Tentative Computation (if applicable) 2 valid IDs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower submits document to Personnel Section	1.1 Receives documents from the borrower then forwards to loan verifiers	None	30 mins	Administrative Aide I (Personnel)
	1.2 Evaluates the borrower's application if qualified or not to avail the loan. The Net Take Home Pay must not be lower than Php 5,000.00 after the deduction of monthly	None	1 hour	Administrative Assistant III (Verifier)



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	amortization and other incoming obligations. If approved, forwards documents to Legal and AAO for signing and if not, directly release documents to the borrower			
	1.3 If approved, signs the Loan Application Form	None	30 minutes	Administrative Officer V / Administrative Officer IV / Administrative Assistant III / Atty III (Admin/Personnel/Legal)
	1.4 Receives documents and releases to the borrower	None	15 minutes	Administrative Assistant III (verifier)
TOTAL:		None	2 hours and 15 minutes	



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

Processing of Appointment of qualified applicants and personnel, whether provisional, substitute or permanent in status, teaching and non- teaching whether original, transfer, reappointment, reemployment, reclassification, and promotion in nature.

Office or Division:	Personnel Section	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Personnel, whether provisional, substitute or permanent in status, teaching and non-teaching whether original, transfer, reappointment, reemployment, reclassification and promotion in nature.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. 1 st Indorsement for Recommendation		School/ District where the vacancy exists
2. Position Description Form signed by the School Head		
3. Work Experience Sheet		
4. Oath of office (3 copies)		
5. Assumption to Duty (3 copies)		
6. Fully Accomplished Personal Data Sheet (PDS)		All personnel for appointment
7. Authenticated Eligibility/ PRC License		
8. Copy of Transcript of Record		
9. Copy of Certificate of Employment		
10. Trainings/ Seminars		
11. Marriage Certificate (If applicable)		
12. Birth Certificate		



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13. Medical Certificate CSC Form 211 with Original Results		Personnel Unit		
14. Statement of Assets Liabilities and Net worth		Personnel Unit		
15. NBI Original		Resources/downloadable-forms/		
16. BIR TIN Verification slip (if with existing TIN) BIR Form 1902 (if no existing TIN		NBI		
17. Duly Filled up Philhealth ER2		BIR/ SDO - Personnel		
18. GSIS Membership Information Sheet		Philhealth/ SDO - Personnel		
19. Registry of Qualified Applicant for Current Year		GSIS/ SDO - Personnel		
20. Copy of Previous Appointment		All Personnel for Promotion		
21. Copy of Approved Special Order for Transfer		All Personnel Promotion/ Transfer		
22. Latest Approved IPCRF				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Pertinent documents	1.1 Receives complete and properly fill-out the documents and encodes the information from the Route Slip in the Data Tracking System	None	30 mins	Administrative Assistant III (Windows 1-4) Records Section
	1.2 Records in the Inter-Office Document Transmittal Form and forwards the	None	30 mins	Administrative Aide VI (Records Section)



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	document to Personnel DTS user			
	1.3 Validates inclusion in RQA and verifies publication.	None	1 hour	Administrati ve Assistant III
	1.4 Encodes the information in the database for Appointment. Prints Appointment	None	1 hour	Administrati ve Assistant III
	1.5 Affixes signature of the Administrative Officer IV after verification	None	1 hour	Administrati ve Officer IV
	1.6 Forwards the appointment to the Administrative Officer V and Assistant Schools Division Superintendent for approval of the Schools Division Superintendent	None	3 days	Administrati ve Officer V/ Assistant Schools Division Superintend ent
	1.7 Receives approved appointment letter from Schools Division Superintendent	None	30 minutes	Administrati ve Assistant III
	1.8 Updates Off-line Plantilla database and online Personnel Service Itemization and Plantilla of Personnel (PSIPOP) and the CSC Inventory of	None	30 minutes	Administrati ve Officer II



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	Government Human Resource System			
	1.9 Issue a memorandum to notify applicants for oath taking and signing of approved appointment	None	1 day	Administrative Assistant III
	1.10 Prepares transmittal of approved appointment to Civil Service Commission field office for attestation	None	30 minutes	Administrative Assistant III
	1.11 Creates 201 Files for records keeping	None	30 minutes	Administrative Aide VI
TOTAL:		None	4 days and 6 hours	



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11. Correction of Personal Information and Change of Civil Status

The legal act of a person by adopting a new name different from their name at birth through marriage or adoption

Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Teaching and Non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Contract (2 copies)		PSA or LCR		
2. Birth Certificate		PSA or LCR		
3. Duly Accomplished Special Order for Change of Name (2 copies)		SDO-Personnel Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Pertinent documents	1.1 Receives complete and properly fill-out the documents and encodes the information from the Route Slip in the Data Tracking System	None	5 minutes	Administrative Aide VI/Office Clerk (Windows 1-2) Records Section
	1.2 Records in the Inter-Office Document Transmittal Form and forwards the document to Personnel DTS user	None	15 minutes	Administrative Aide VI/Office Clerk (Windows 1-2) Records Section
	1.3 Update the Service Record to Married Name	None	10 minutes	Administrative Aide VI



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				(Personnel Section)
	1.4 Provides a copy for GSIS ARA	None	30 minutes	Administrative Assistant III
	1.5 Affixes initial in the indorsement	None	5 minutes	Administrative Officer IV
	1.6 Forwards the Special Order for the signing of the Schools Division Superintendent for signing	None	15 minutes	Administrative Assistant III
	1.7 Receives approved SO from SDS for recording	None	15 minutes	Administrative Assistant III
	1.8 Forwards signed SO for Change of Name and pertinent documents to Regional Office via email	None	1 hour	Administrative Assistant III
TOTAL:		None	3 hours 35 minutes	



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H. PROPERTY AND SUPPLY SECTION

1. Requisition and Issuance of Supplies

Requisition and issuance of supplies to the employee/personnel of the Division Office of Calamba

Office or Division:		Property and Supply Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled Out Requisition and Issue Slip (RIS)		DepEd Personnel - Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of stocks in the system e-Aims and submit	1.1 Receive and check accomplished RIS 1.2 If the requested items are unavailable, a Purchase Request should be prepared	None	1 minute	Property and Supply Unit Personnel
	1.3 Forward the RIS form to the Division Supply Officer for approval	None	1 minute	Property and Supply Unit Personnel
2. Receive the supplies and the copy of approved RIS Form	2.1 Release of Request Supplies	None	3 minutes or depends on the bulk of request the bulk of request	Property and Supply Unit Personnel
TOTAL:		None	5 minutes	



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2. Property and Equipment Clearance Signing

Property and Equipment Clearance Signing to the employee/personnel of the School Division Office of Calamba.

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 7 Revised 2018		DepEd Employee		
2. Receipt of Returned Semi-expendable Property (RRSP) and Receipt of Returned Property and Equipment (RRPE)		DepEd Employee		
3. Certification of clear accountability of school asset (from school signed by SH and AOII/SPC)		DepEd Employee		
4. Latest Inventory Report (for SH and AOII/SPC only)		DepEd Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance form with attached documents	1.1 Receive and check the attached documents and forward it to supply officer	None	2 minutes	Property and Supply Unit Personnel
	1.2 Sign the clearance	None	1 minute	Supply Officer
TOTAL:		None	3 minutes	



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I. RECORDS SECTION

1. 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:	Records 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 and print the report from DTS.	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



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	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	

2. 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



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	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
	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/correspondence 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	



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J. PROCUREMENT SECTION

1. 1. Purchase Request of Supplies and Equipment, Food, Accommodation and Services

Procurement of Supplies and Equipment, Food, Accommodation, and Services in the Division Office of Calamba.

Office or Division:	Property and Supply Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Proponent		
2. Approved Budget Proposal		Proponent		
3. Approved Work Program and/or Memo		Proponent		
4. Approved PPMP		Proponent		
5. Approved RIS		Proponent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submits accomplished PR (Purchase Request) through E-AIMS and attached documents needed	1.1 Receives accomplished PR with attached documents	None	1 minute	Property and Supply Unit Personnel
	1.2 Checks the PR and attached documents	None	3 minutes	Property and Supply



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				Unit Personnel
	1.3 Records in the logbook for trucking purposes	None	3 minutes	Property and Supply Unit Personnel
	1.4 Forwards PR to Supply Officer for initial/counter sign	None	1 minute	Property and Supply Unit Personnel
	1.5 Forwards PR to the Office of the Schools Division Superintendent to recommend approval	None	3 minutes	Property and Supply Unit Personnel and Schools Division Superintendent
	1.6 Forwards approved PR to BAC for bidding and awarding process	None	3 minutes	Property and Supply Unit Personnel and BAC Member
TOTAL:		None	14 minutes	



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I. CURRICULUM IMPLEMENTATION DIVISION

1. Program 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	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



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



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on to District/Division Quality Assurance Team				
	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 revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopy to the Regional Office	None	5 days	Division LR Supervisor
7. Prepare endorsement for uploading to LR portals	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 writer through written communication of the approved and uploaded LRs	None	1 day	Regional/Division LR Supervisor
TOTAL:		None	45 days	



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2. Quality Assurance of Supplementay 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. Curriculum Implementation Division		Employee		
2. Complex				
3. Government to Government (G2G)				
4. DepEd employees				
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. Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID Presonnel
2. Evaluate the process to ensure the quality standards of the Supplementa	2. Assess/evaluate Supplementary Learning Resources	None	1 day	



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ry Learning Resources				
3. Receive the Endorsement Letter from the Division Office	3. Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	
4. Submit the corrected SLR	4. 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. Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6. Release the certificate	None	1 day	
TOTAL:		None	7 days 15 minutes	



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K. SCHOOL GOVERNANCE AND OPERATIONS DIVISION

1. Request for Basic Education Data

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 Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of 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
Walk-In				
1. Submit Letter of Request or Filled-up form to the Records Unit	1. Receive letter of request or Data request form from the client and forward to the OSDS for approval	None	10 minutes	Records Unit Staff/ADA
	2. Refer letter of request to SGOD Chief	None	5 minutes	SDS
	3. Refer letter of request to Planning Officer	None	5 minutes	SGOD Chief
	4. Prepare requested data for signature of SDS and update the status in the	None	2 days	Planning Officer/ADA



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	Division Document Tracking System			
2. Receive the necessary documents	2.1 Release of the documents to the end user together with the feedback form	None	2 minutes	Records Unit Staff/ADA
TOTAL		None	2 days and 22 minutes	

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

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

Office or Division:		Planning Unit		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request addressed to SDS (1 original copy)			Station assignment (to be secured by the concerned employee)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In				
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	10 minutes	Records Unit Staff/ADA
	1.2 Approval of letter request & referred to the SGOD Chief	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD



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	1.4. Prepare requested data for signature of SDS and update the status in the Division Document Tracking System.	None	16 hours	Planning Office/ADA
2. Receive the necessary documents	1. Release of the documents to the end user together with the feedback form	None	2 minutes	Records Unit Staff/ADA
TOTAL		None	2 days and 22 minutes	



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D. 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	Previous employer	



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period/s prior to the assessment, if applicable				
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
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Prepare certification	None	5 minutes	School Screening Committee
3. Receive the Endorsement Letter from the Division Office	3.1 Sign the certification	None	2 minutes	School Head
4. Receive copy of the checklist and signed certification	4.1 Issue a duly verified and attested checklist and certification of	None	7 minutes	School Screening Committee



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	requirement to the applicants			
5. Present the Final Presentation of SLR	5.1 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	



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2. Acceptance of Employment Application for Teacher I Position (Online)

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	



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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 Download submitted documents	None	15 minutes	School Screening Committee
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Check documents for completeness, accuracy, veracity, and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare certification	None	5 minutes	School Screening Committee
	3.2 Sign the certification	None	5 minutes	School Head
4. Acknowledge email	4.1 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates; attach copy of e-signed	None	5 minutes	School Screening Committee



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	checklist and certification			
TOTAL		None	1 hour 10 minutes	



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2 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 Resource Centers. However, 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 original copy		School Library		
2. School Identification Card – 1 original copy		Client		
3. Borrower's card – 1 original copy		School Library		
CLIENT STEPS	AGENCY ACTION	FEES 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	5 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	4 minutes	



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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 present the 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	



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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 learner's present situation due to the extreme heat and typhoon signals. 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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/Guardian reports to the drop-off station	1.1 Ask the learner's name, log the attendance and release the module. Remind the parents/guardians about schedule of distribution and submission of SLMs	None	7 minutes	Class Adviser/ Teacher-in-charge



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2. Return the completed SLMs on the scheduled date	2.1 Receive the completed SLMs. Check for completeness using module monitoring checklist	None	5 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	6 3 minutes	Class Adviser/ Teacher-in-charge
4. Receive new SLMs	4.1 Release new set of SLMs	None	6 5 minutes	Class Adviser/ Teacher-in-charge
	4.2 Affix signature in the Distribution Form	None	4. 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 sheets to the assigned teacher	None	5 minutes	Class Adviser/ Teacher-in-charge
TOTAL		None	46 minutes	



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5. Enrolment (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 Enrolment Form/Modified Learner's Enrolment 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
<i>Eligibility Standards from DepEd Order No. 03, s. 2018</i>	
Kinder Children aged five years old by October 31 st of the School Year they enroll	



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Grade 1 1. Children who completed Kindergarten programs in DepEd Accredited schools and centers 2. Certificate of Completion and Progress Report Card 3. Children who are six (6) years old and above by October 31 st of the school year they will enroll in and who have not completed Kindergarten 4. Result of Early Childhood Care and Development (ECCD) Assessment Checklist 5. Children who completed any form of Kindergarten program in non-DepEd accredited learning and day care centers, or home-schooled learners (DO #47, s. 2016) 6. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)		School Bureau of Education Assessment (BEA), DepEd Central Office		
Grade 7 1. Grade 6 Graduate 2. School Form 9 Grade 6 (formerly Form 138) 3. PEPT Passer or A&E Test Passer 4. Result of PEPT or A&E Test		School BEA, DepEd Central Office		
Grade 11 1. Grade 10 Completer 2. School Form 9 Grade 6 (formerly Form 138) 3. PEPT Passer or A&E Test Passer 4. 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. Legibly fill-out the Basic education	1.1 Check the completeness of information in the	None	15 minutes	School Enrollment



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Enrolment Form, Affidavit of Undertaking, Pledge of Transferees (for transferees)	Basic Education Enrollment Form and other relevant requirements. Accomplish needed information in the forms.			Focal Person
2. Submit complete requirements for enrolment per grade level	2.1 Receive and log complete requirements per grade level If incomplete, tag as Temporary enrolled and required to submit Affidavit of Undertaking	None	7 15 minutes	School Enrollment Focal Person
	2.2 Approval of transfer	None	7 10 minutes	School Head
	2.3 Endorse list of enrollees to Records/Registrar	None	3 1 day	School Enrollment Focal Person
	2.5 Complete the List of Enrollees for sectioning: • Old learners • Incoming Kinder/Grade 1/Grade 4/Grade 7/Grade 11/Balik-Aral/Transferees	None	6. 1 hour	Teacher/Adviser
	2.6 Post List of Learner's Section	None	1 day	Teacher/Adviser



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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: 2 days, 4 hours, 40 minutes	



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6. Enrolment (Online)

Schools began to accommodate the enrolment 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 REQUIREMENTS		WHERE TO SECURE
7. Basic Education Enrolment Form/Modified Learner’s Enrolment Survey Form (MLESF)-1 original, 1 photocopy		Records/Guidance Office
8. Affidavit of Undertaking – 1 original copy		
9. Pledge of Transferee – 1 original copy		
10.Learner’s Credentials (SF9/Form 138 and SF10/Form 137)		
11.PSA Birth Certificate (formerly NSO) – 1 original, 2 photocopies		Philippine Statistics Authority / Local Civil Registrar
12.Barangay Certification		Barangay Hall
Eligibility Standards from DepEd Order No. 03, s. 2018		
Kinder Children aged five years old by October 31 st of the School Year they enroll		



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Grade 1 7. Children who completed Kindergarten programs in DepEd Accredited schools and centers 8. Certificate of Completion and Progress Report Card 9. Children who are six (6) years old and above by October 31 st of the school year they will enroll in and who have not completed Kindergarten 10. Result of Early Childhood Care and Development (ECCD) Assessment Checklist 11. Children who completed any form of Kindergarten program in non-DepEd accredited learning and day care centers, or home-schooled learners (DO #47, s. 2016) 12. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	School Bureau of Education Assessment (BEA), DepEd Central Office			
Grade 7 5. Grade 6 Graduate 6. School Form 9 Grade 6 (formerly Form 138) 7. PEPT Passer or A&E Test Passer 8. Result of PEPT or A&E Test	School BEA, DepEd Central Office			
Grade 11 5. Grade 10 Completer 6. School Form 9 Grade 6 (formerly Form 138) 7. PEPT Passer or A&E Test Passer 8. Result of PEPT or A&E Test	School BEA, DepEd Central Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Request digital Basic Education Enrolment 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 enrolment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	8 10 minutes	Teacher-in-Charge/Adviser/ICT Coordinator
3. Receive status of enrolment and submit missing requirements if any.	3.1 Provide status of enrolment	None	8 5 minutes	Teacher-in-Charge/Adviser/ICT Coordinator
	3.2 Endorse list of enrollees to Records/Registrar	None	4 30 minutes	Teacher-in-Charge/Adviser/ICT Coordinator
	3.3 Incoming Kinder/ Grade 1/ Grade 7/ Grade 11/ Balik-Aral/ Transferees	None	7. 2 days	
4. Access list of learner's section	4.1 Post List of Learner's Sections	None	1 hour	Teacher-in-Charge/Adviser/ICT Coordinator
TOTAL		None	OLD LEARNERS: 2 hours, 50 minutes	



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		NEW LEARNERS: 2 days, 1 hour, 50 minutes
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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:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		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	9 8 minutes	Teacher-in-Charge
	1.3 Print or photocopy the requested document	None	9 8 minutes	Teacher-in-Charge
	1.4 Review, verify, and certify true copy of	None	5 10 minutes	Records Officer/ Admin Officer



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	the document and affix dry seal			
	1.5 Sign the CTC	None	8. 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		None	44 minutes	



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8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)

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:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Request Slip or Letter (1 copy)		School / Client		
5. Valid ID – (Original and 1 Photocopy)		Client		
6. Authorization Letter – 1 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



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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		None	38 minutes	



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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/requires 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 REQUIREMENTS		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 If approved, refer to the office issuing CSC Form 7 Otherwise, provide further details.	None	10 minutes	School Head/ Department Head



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	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 applicable signatories	2.1 Check applicant records and sign clearance	None	15 minutes per signatory	Authorized signatory
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		None	2 days 45 minutes	



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10. Issuance of School Forms, Certification, 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 and 1 photocopy	Client
3. Authorization Letter – 1 original copy for Authorized Personnel	Client
4. Request letter addressed to the School stating the reason for the Request	Client
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 DO 54, s. 2016 – Guidelines on the Request and Transfer of Learner's School Records)
6. Request slip given by DSWD – For Certificate of Enrolment 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



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9. List of requirements from DFA – <i>For passport application</i>		Department of Foreign Affairs		
10. Proof of migration from the embassy – <i>For migration purpose</i>		Embassy of the country of destination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition form	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge/ Registrar's Office Personnel
	1.2 Check the form for completeness and search for the requested document	None	10 minutes	
	1.3 Print or photocopy/scan document	None	5 minutes	
	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	
TOTAL		None	30 minutes	



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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 the 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	None	15 minutes	SIC/ Guidance Counselor/ Advocate



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	another copy to the concerned office (internal resolution owner)			
TOTAL		None	1 hour	

**If the resolution owner is internal, processing time would depend on the type of concerns guided by the 3-7-20 rule of RA 11032 and/or applicable laws.*



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12. Public Assistance (email/social media)

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		
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. 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. For simple concerns – provide immediate reply	None	20 minutes	AO/ICT Coordinator/ Teacher-in-Charge
	3. 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



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TOTAL	None	1 hour 15 minutes
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**If the resolution owner is internal, processing time would depend on the type of concerns guided by the 3-7-20 rule of RA 11032 and/or applicable laws.*



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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		
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



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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		None	2 days, 2 hours, 25 minutes	

**If the resolution owner is internal, processing time would depend on the type of concerns guided by the 3-7-20 rule of RA 11032 and/or applicable laws.*



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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 Citizen (G2C) Government to Business (G2B) 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



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	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	



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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	PROCESSING TIME	PERSON RESPONSIBLE



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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	

For schools that need to forward the request to SDOs:

Office or Division:	School		
Classification:	Simple		
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)		
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			
4. Transmittal Letter from School Head		School	



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	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 to 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 documents 2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
TOTAL		None	3 days 50 minutes	



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E. 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 Elections</i>)		COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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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 letter to be signed by school head	None	1 day	AO/Admin Assistant
	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 to 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



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TOTAL	None	3 days, 40 minutes

1.



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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	Class Advisers/ Property Custodian/ Physical Facility Coordinator/ School EBEIS Coordinator



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	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	



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3. School Learning and Development

It is a school strategic initiative based on 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:	Teacher 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 and 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/



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				School Head
	1.2 Identify needs of teachers based on documents	None	1 day	SIC/ Guidance Counselor/ Advocate
	1.3 Craft an action/SLAC Plan/Proposal	None	1 day	SIC/ Guidance Counselor/ Advocate
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, 1 hour, 35 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box located in every floor of the Division Office or scan the QR code displayed in the cubicle of the servicing personnel and answer the client feedback form from the web-based application. Contact Information: (049) 554-9830 or calamba.city@deped.gov.ph
How feedback is processed?	Every Monday and Thursday, the Feedback Committee opens the feedback boxes and compiles and records all feedback submitted. Feedback requiring answers or interventions are forwarded to the Office of the Schools Division Superintendent and the office concerned. The Office of the Schools Division Superintendent, the Administrative Office, the Feedback Committee and the concerned office will process the feedback base on the nature of the concern. A resolution shall be made as soon as possible upon receipt of the feedback. The concerned client is then notified of the resolution (if possible).
How to file complaints?	Walk-in: Visit the Legal Unit Office However, if the client already has the required documents for filing a complaint, the said documents shall be received by the Records Unit. Online: Email the Legal Unit Office at legal.depedcalamba@deped.gov.ph. Complaints can also be filed via telephone. (049) 554-9830 – 554-9834 (16)



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	Make sure to provide the following information: 1. Full name, Address and Contact Details of Complainant 2. Full name, Address, Contact Details position and office of the person complained of 3. A narration of the acts or commission allegedly committed by the person 4. Documentary Evidence and Affidavits of witnesses, if any, Certification of non-forum shopping
How are complaints processed?	The Legal Officer will evaluate the completeness of the requirements and filled in excel file: Updates on Complaints If complete, it is deemed submitted for indorsement to the concerned office/ proper disciplining authority (SDS – for non-teaching personnel; RD – for teaching personnel) Otherwise, the documents will be returned to the client and will be advised to complete the requirements.
Contact Information of	
ARTA	0928-690-4080 / 0969-257-7242 Email complaints@arta.gov.ph
PCC	Dial 8888 Email at 8888complaint@op.gov.ph Visit https://8888.gov.ph/
CCB	0908-881-6565 Email at contactcenterngbayan.gov.ph Visit https://contactcenterngbayan.gov.ph/



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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Schools Division Superintendent	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 11
Office of the Assistant Schools Division Superintendent	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 12
School Governance and Operations Division (SGOD)	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 13
Curriculum Development Division (CID)	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 14
Information and Communications Technology (ICT)	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 15
Legal Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 16
Administrative Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 17
Human Resource – Personnel Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 18
Records Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 19
Accounting and Budget Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 20
Cashier's Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 21
Property and Supply Office	DepEd Building, City Hall Compound, Bgy. Real Calamba City	(049)554-9830 to 34 Local 22