

**OFFICE OF THE REGIONAL DIRECTOR  
PUBLIC AFFAIRS UNIT**

**1. Public Assistance (Email)**

This process involves the answering of inquiries or addressing concerns of clients coursed the email. These emails might be sent through the Public Affairs Unit or emails from 8888 Citizens' Complaint Hotline, DepEd Public Assistance Action Center (DepEd PAAC), Presidential Action Center (PACE), 8888 Citizens' Complaint Hotline, or any other emails forwarded to the Public Affairs Unit.

<b>Office or Division:</b>		Public Affairs Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Details of the client and his or her concern (might be contained on the referral form of the communication platform, depending on the source)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Public Assistance Channels (i.e. , DepEd Public Assistance Action Center (DepEd PAAC), Presidential Action Center (PACE), 8888 Citizens' Complaint Hotline, etc.)</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provides or sends inquiry or concern through public assistance channels	1.1 Receives inquiry or concern	None	1 minute	Public Affairs Unit Staff
	1.2. Evaluate or assess inquiry or concern	None	5 minutes	Public Affairs Unit Staff
	1.3.1 If the	None	5 minutes	Public Affairs Unit Staff

	concern can be answered at PAU's level, provide answers directly to the client.			
	1.3.2 If the concern needs further assistance by RO functional division, unit, or section, coordinate with and refer the client to the appropriate RO office.	None	20 minutes	Public Affairs Unit Staff
	<p>1.3.3 If the concern can be answered at the SDO level, refer the client to the concerned SDO</p> <p>1.3.3.1 Prepare referral letter to the concerned SDO if concern needs SDO intervention</p> <p>1.3.3.2 Forward document to ORD for RD's signature</p> <p>1.3.3.3</p>	None	<p>3 Days</p> <p>(Concerned office is given 72 hours to answer indorsement)</p>	Public Affairs Unit Staff and Concerned Offices

	Receive signed referral letter			
	1.3.3.4 Release signed indorsement			
	1.4. Receive action taken from the concerned office	None	1 minute	Public Affairs Unit Staff
	1.5. Review answers and documents receive	None	1 day	Public Affairs Unit Staff
	1.6. Prepares letter reply to client	None	2 hours	Public Affairs Unit Staff
	1.7. Release answer to client	None	5 minutes	Public Affairs Unit Staff
<b>TOTAL:</b>			<b>4 Days, 2 hours, and 37 minutes</b>	

## 2. Public Assistance (Hotline and Walk-in)

This process involves the answering of inquiries or addressing concerns of clients course their concern/inquiries through the following channels: Official Facebook Page and Hotline. Walk-in clients are provided assistance by RO staff stationed at the lobby.

<b>Office or Division:</b>		Public Affairs Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Details of the client and his or her concern</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provides or sends inquiry or concern	1.1 Receives inquiry or concern	None	5 minutes	Public Affairs Unit Staff
	1.2 Evaluate and assess inquiry or concern	None	5 minutes	Public Affairs Unit Staff
	1.3.1 If the concern can be answered at PAU's level, provide answers directly to the client.  1.3.2 If the concern needs	None	5 minutes	Public Affairs Unit Staff

	<p>further assistance by RO functional division, unit, or section, coordinate with and refer the client to the appropriate RO office.</p> <p>1.3.3 If the concern can be answered at the SDO level, refer the client to the concerned SDO</p> <p>1.3.3.1. Provide the client with the contacts details of the concerned SDO</p>			
<b>TOTAL:</b>			<b>15 minutes</b>	

### 3. Standard Freedom of Information (FOI) Request through Walk-In Facility and Mail

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

<b>Office or Division:</b>	Public Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request containing the following: <ul style="list-style-type: none"> <li>Name of the client</li> <li>Contact details of the client (email and/or contact number)</li> <li>Purpose of request</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Freedom of Information portal or facility</li> <li>DepEd Public Assistance Action Center</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Submits request	1.1 Receives request	None	1 minute	Public Affairs Unit Staff
	1.2. Evaluate request	None	5 minutes	Public Affairs Unit Staff
	1.3.1 If the concern can be answered at PAU's level, provide answers	None	5 minutes	Public Affairs Unit Staff

	directly to the client.			
	1.3.2 If the concern needs further assistance by the Regional Office, forward the request to the Office of the Regional Director for proper referral	None	5 minutes	Public Affairs Unit Staff
	1.3.3 If the request can be answered at the SDO level, refer the client to the concerned SDO  1.3.3.1 Prepare endorsement letter to the concerned SDO  1.3.3.2 Forward document to ORD for RD's signature	None	20 minutes	Public Affairs Unit Staff and
	1.3.3.3 Receive signed endorsement  1.3.3.4 Release signed endorsement	None	5 minutes	Records Section
<b>TOTAL:</b>			<b>36 minutes</b>	

**OFFICE OF THE REGIONAL DIRECTOR  
LEGAL UNIT**

**INTERNAL SERVICES**

**1. PROCESSING OF COMMUNICATION RECEIVED THROUGH PUBLIC ASSISTANCE ACTION CENTER (PAAC)**

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

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

	1.6 Released the signed document through the Records Section	None	10 minutes	ADAS/LU Staff/Records Unit Staff
<b>TOTAL:</b>		<b>None</b>	<b>2 hours and 30 minutes</b>	

## 2. REQUEST FOR CERTIFICATION AS TO THE PENDENCY OR NON-PENDENCY OF AN ADMINISTRATIVE CASE.

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

<b>Office or Division:</b>	Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Teaching and Teaching Related Personnel, Regional Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Form of Certificate of No Pending Case		Division Office/DepEd Calabarzon Website <a href="https://depedcalabarzon.ph">https://depedcalabarzon.ph</a> (About Us>FAQ's)		
2. Government issued ID (original)		Client		
3. Authorization letter (if requesting party is not the named applicant) (original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements	1.1 Review and evaluate the requirement/s and verify the name of applicant from Masterlist of Administrative Cases/LSIS if applicant is	None	20 minutes	ADAS/LU Staff/

	with formal charge			
	1.2 Process the Certificate of No Pending Case	None	5 minutes	ADAS/LU Staff
	1.3 Release action document	None	5 minutes	ADAS/LU Staff
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

**OFFICE OF THE REGIONAL DIRECTOR  
LEGAL UNIT**

**EXTERNAL SERVICES**

**1. LEGAL ASSISTANCE TO WALK-IN CLIENTS**

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

<b>Office or Division:</b>		Legal Unit		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who may avail:</b>		Regional Office personnel, Schools Division Office of School Personnel and General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. A copy of written query/concern, if necessary		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Legal Unit	1.1 If external client, refer to the visitor's logbook.	None	5 minutes	Legal Unit Staff
	1.2 If internal client, refer to Legal Officer			
	1.3 Ask necessary information on query. The Legal Officer determines whether information is sufficient, or documents are needed before a legal advice is given.	None	1 hour	Atty. IV/Atty. III/SI/Legal Officer
2. Receive info from Legal Officer	2.1 If sufficient information or documents are	None	30 minutes	Atty. IV/Atty. III/SI/Legal

	acquired by the Legal Unit, the information is then evaluated and legal advice is given based on the gathered data; or If the information provided by the client is incomplete, advise client to acquire the needed information/ documents first and then return for further final evaluation and legal advice			Officer/Legal Unit Staff
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 30 minutes</b>	

## 2. REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORD

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

<b>Office or Division:</b>	Legal Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizen	
<b>Who may avail:</b>	Students with records in DepEd	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Birth Certificate from the Philippines Statistics Authority (PSA)		PSA
2. Original or Certified True Copy of Form 137		School
3. Original or Certified True Copy of Diploma		School
4. Indorsement from Schools for correction of school entry/ies or Certification from the School as to date of graduation		School

5. Letter of request for correction of school entry/ies by the applicant or by the parent/guardian or Original Affidavit of Discrepancy of the Applicant		Client		
6. Joint Affidavit of two (2) disinterested persons (friend or neighbor, not relatives)		Notary Public		
7. PSA Negative Result (discretionary)		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Evaluate the completeness of the requirements	None	10 minutes	ADAS/LU Staff/
2. Hand carry documents to Records Sections	2.2 Stamp/Code receive documents	None	10 minutes	Records Section
	2.3 Prepare/ draft resolution/ order	None	15 minutes	ADAS/LU Staff
	2.4 Review and countersign the draft	None	5 minutes	Atty. IV/Atty. III/SI
	2.5 Signature and approval of the order	None	15 minutes	RD/ARD
	2.6 Forwarded the signed resolution/ order to Records Section	None	5 minutes	RD/ARD Staff
3. Receive resolution/ order for correction	3.1 Resolution/ Order to be officially released from the Records Section	None	5 minutes	Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 5 minutes</b>	



## **CURRICULUM AND LEARNING MANAGEMENT DIVISION**

### **EXTERNAL SERVICES**

#### **1. APPLICATION FOR CURRICULUM EVALUATION/ REVIEW**

(for the Establishment of Schools and/or Special Programs)

This application serves as a formal request for the evaluation and review of curricula for the establishment of schools or the implementation of special programs such as Special Education (SPED), Special Program in the Arts (SPA), Indigenous Peoples Education (IPEd), Special Program in Sports (SPS), Special Science, and Technical-Vocational Education (TechVoc). It ensures that proposed curricula align with the Department of Education's standards, address the specific needs of learners, and provide relevant and quality education tailored to specialized learning pathways.

<b>Office or Division:</b>	Curriculum and Learning Management Division (CLMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Schools who would like to establish or implement Special Programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out FORM A1-APPLICATION FOR CURRICULUM EVALUATION/REVIEW  (for the Establishment of Schools and/or Special Programs)		DepEd Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the requirements for the APPLICATION FOR CURRICULUM EVALUATION/REVIEW  (for the Establishment of Schools and/or Special Programs)	1.1 Received the documents submitted	None	10 minutes	Records Section
	1.2 Initial evaluation of the submitted documents based from FORM A1-APPLICATION FOR CURRICULUM EVALUATION/REVIEW  (for the Establishment of Schools and/or Special Programs)	None	2 weeks	CLMD Focal Person

	1.3 Review the remarks from the CLMD Focal as indicated in the FORM A1  1.4 Make a communication letter address to the concern SDS for the scheduled onsite validation  1.5 Request of Special Order to implement the program	None	2 weeks	QAD
2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
<b>TOTAL:</b>		<b>None</b>		

## 2. APPLICATION FOR ASSESSMENT FLEXIBILITY

A formal request to adjust or adapt assessment methods for different types of curricula, including Regular, Senior High School (SHS), Alternative Learning System (ALS), Indigenous Peoples Education (IPEd), Kindergarten, Madrasah, Multigrade, Special Education (SPED), and Special Curricular Programs (SCP). This application allows schools or educators to propose modifications to assessment strategies, timelines, or tools to better cater to the unique learning needs of students. It ensures that assessments remain equitable, flexible, and aligned with the goals and competencies of each curriculum, while accommodating learners' diverse abilities, cultural backgrounds, and educational

<b>Office or Division:</b>	Curriculum and Learning Management Division (CLMD)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Government (G2G)

<b>Who may avail:</b>		Schools who would like to establish or implement Special Programs		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out FORM D1 - APPLICATION FORM FOR ASSESSMENT FLEXIBILITY		DepEd Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the requirements for the APPLICATION FOR ASSESSMENT FLEXIBILITY	1.1 Received the documents submitted	None	10 minutes	Records Section
	1.2 Initial evaluation of the submitted documents based from FORM D1 - APPLICATION FORM FOR ASSESSMENT FLEXIBILITY	None	2 weeks	CLMD Focal Person
	1.3 Review the remarks from the CLMD Focal as indicated in the FORM D1			
	1.4 Make a communication letter address to the concern SDS for the scheduled onsite validation	None	2 weeks	QAD
	1.5 Request of Special Order to implement the program			

2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
<b>TOTAL:</b>		<b>None</b>		

### 3. APPLICATION FOR CHANGING AND CREATING NEW-UNIQUE STRAND FOR SENIOR HIGH SHOOOL

This application is used to formally request revisions to existing strands or to create new, specialized strands within the Senior High School (SHS) curriculum. It applies to the Academic Track (including Accountancy, Business, and Management [ABM]; Science, Technology, Engineering, and Mathematics [STEM]; General Academic Strand [GAS]; Humanities and Social Sciences [HUMSS]), as well as the Arts and Design, Technical-Vocational-Livelihood (TVL), Sports Track, and other unique strands. Schools can propose changes to meet specific educational goals, industry demands, or community needs. This process ensures that new or modified strands align with national curriculum standards, while offering relevant and tailored learning pathways for students' diverse interests and future careers.

<b>Office or Division:</b>	Curriculum and Learning Management Division (CLMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Schools who would like to change or create new-unique strand for Senior High School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out Form D2 - APPLICATION FOR CHANGING AND CREATING NEW-UNIQUE STRAND FOR SENIOR HIGH SHOOOL		DepEd Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the requirements for the APPLICATION FOR CHANGING	1.1 Received the documents submitted	None	10 minutes	Records Section
	1.2 Initial evaluation of the submitted	None	2 weeks	CLMD Focal Person

AND CREATING NEW-UNIQUE STRAND FOR SENIOR HIGH SHOOL	documents based from Form D2 - APPLICATION FOR CHANGING AND CREATING NEW-UNIQUE STRAND FOR SENIOR HIGH SHOOL			
	<p>1.3 Review the remarks from the CLMD Focal as indicated in the FORM D2</p> <p>1.4 Make a communication letter address to the concern SDS for the scheduled onsite validation</p> <p>1.5 Request of Special Order to implement the program</p>	None	2 weeks	QAD
2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
<b>TOTAL:</b>		<b>None</b>		

## QUALITY ASSURANCE DIVISION (QAD)

### 1 Application for Government Recognition and Permit to Operate of Private Schools

The Quality Assurance Division (QAD) monitors the regulatory and statutory compliance of the private schools applying for government permit and recognition. DO 88 s. 2010 or the 2010 Revised Manual of Regulations for Private Schools as the primary reference of the Agency to ensure that the provisions and guidelines of such Order are being implemented and regulated. The private schools who intended to operate shall apply for government permit. QAD evaluates such applications as to its compliance with the documents and facilities standards.

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to General Public			
<b>Who may avail:</b>	Private Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- RO-QAD-F001 Processing Sheet for Applications for Renewal of Government Permit/Recognition - RO-QAD-F002 Processing Sheet for Application for New Government Permit		Schools Division Office (SDO) Regional Office (RO)- Quality Assurance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Private school submits the application and its documentary requirements to SDO, then the SDO forwards/endorse the application to	1. Receive the application and the documentary requirements.	None	5 minutes	Regional Office Records Section Staff
	2. Evaluate of application documents	None	1 day	EPS
	3. Validate the checklist and the documents	None	1 day	Chief

Regional Office (RO).	4. Prepare letter to SDS for the Joint Ocular Inspection	None	4 hours	EPS
	5. Initial the letter to SDS for ocular inspection	None	5 minutes	Chief
	6. Forward the letter to RD for approval	None	5 minutes	ADAS
	7. Approve the letter to SDS	None	5 minutes	RD
	8. Upon approval of the letter, conduct joint ocular inspection  If not compliant, the school shall be given 15 days to comply the documents/ lacking facilities as per signed agreement.	None	2 days  15 days	EPS/ SDO Counterparts
	9. Once the ocular report was submitted and by the inspectorate team and indorsement was received, validate the results of the ocular inspection.	None	4 hours	Chief
	10.If approve, prepare Letter to SDO for Order of Payment (Inspection Fee)	Php 2,000.00 (Inspection Fee) Php 20.00 (Legal Fee)	4 hours	EPS

	11.If not approve, prepare the letter for disapproval.			
	12. Once submitted, attach List of Payees and Official Receipt, then forward to ADAS 1 for preparation of permit	None	4 hours	EPS
	13. Prepare permit and indorsement	None	1 day	ADAS
	14. Approve permit	None	1 hour	RD
	15. Forward the approve permit to Records Section for Release.	None	1 hour	Records Section
Receive the approve permit from the Records Section.		None	1 hour	SDO –Records Section
<b>TOTAL:</b>			<b>20 days 19 hours 10 minutes</b>	

## 2 Application of Tuition Fee Increase of Private Schools

The private schools who intend to increase the existing tuition fees and other school fees shall apply prior to May 30 of the preceding year of implementation. The documentary requirements are in the checklist and must submit such to the Schools Division Office and to be forwarded to the Regional Office- Quality Assurance Division for evaluation and validation.

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to General Public			
<b>Who may avail:</b>	Private Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
RO-QAD-F005 Processing Sheet for Tuition Fee Increase Application		Schools Division Office (SDO)  Regional Office (RO)- Quality Assurance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client submits the documentary requirements to the SDO and referred to the RO.	Receive the application and its corresponding documentary requirements	None	20 minutes	ADAS 1
	Forward the documents to the Chief for referral	None	2 hours	ADAS 1
	Refer the documents to the assigned EPS	None	4 hours	Chief
	Review the application and the documentary requirements	None	4 hours	EPS

	Prepare the letter reply and indorsement	None	4 hours	EPS
	Check and affix initial in the reply letter and indorsement	None	1 hour	Chief
	Forward the initialed letter and indorsement to RD for signature	None	2 minutes	ADAS 1
	Sign the reply letter and indorsement	None	1 day	RD
	Forward to Records for release	None	5 minutes	ORD-ADAS
	Records release the document to the SDO.	None	5 minutes	RO-Records
Receive the signed and approved tuition fee and other school fees increase through the SDO.				
<b>TOTAL:</b>			<b>2 days 7 hours and 32 minutes</b>	

### 3 Application for Special Orders

The Regional Office issues S.O. for Grade-10 completers for three-level schools, meaning those schools with Elementary, Secondary and Higher Education. In two-level schools, the Division Office is the one issuing the S.O. For Grade 12 completers, the Regional Office is the one who issues S.O. for both two-level and three-level schools. The guidelines are stipulated in DepED Order No. 10, s. 2018, entitled “Guidelines on the Issuance of Special Orders for the Approval of the Eligibility for Graduation from Senior High School of Grade 12 Learners Enrolled in Private Schools/Colleges and Technical-Vocational Institutions for School Year 2017-2018”.

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to General Public			
<b>Who may avail:</b>	Private Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 9 Attestation Excel File (List of Graduates)		Schools Division Office (SDO)  Regional Office (RO)- Quality Assurance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients upload the documents to the assigned google drive link.	1. Access and view, check the soft copy of the submitted Form 9 from the google drive.	None	2 days	ADAS 1
	2. Review the Form 9 ( <i>documents were submitted in bulk</i> ) (subject offerings and number of hours based on the standards)	None	3 days	ADAS 1 /EPS
	3. Check the Form 9 against the List of Graduates	None	5 days	ADAS 1 /EPS

	<i>(documents were submitted in bulk)</i>			
	4. Encode the list of Graduates based from the reviewed Form 9 in the SO template	None	3 days	ADAS 1 /EPS
	5. Print the special order	None	1 day	ADAS 1 /EPS
	6. Review and initial the printed SO	None	2 days	ADAS 1 /EPS/ Chief
	7. Forward the printed SO to ORD for approval/ signature	None	1 day	ADAS 1
	8. Sign and approve SO	None	2 days	RD
	9. Forward the signed SO to QAD	None	4 hours	ORD- ADA
	10. Notify thru e-mail the private school on the releasing of the approved SO	None	4 hours	ADAS 1
	11. Forward the printed SO to Records Section for release	None	4 hours	ADAS 1
Receive the SO from the Records Section.				
<b>TOTAL:</b>			<b>20 days 4 hours</b>	

#### 4 Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools

QAD reviews, evaluates, processes and validates all the requests or applications for establishment, integration, conversion, renaming of public schools, and separation of annexes. The hard copy of application using the checklist must be coursed through the Schools Division Office (SDO) and be forwarded to Regional Office- Records Section.

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to General Public			
<b>Who may avail:</b>	Public Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- RO-QAD-F006 Application for Establishment of Public Elementary/ Junior High School</li> <li>- RO-QAD-F015 Application for Implementation of Senior High School Program in Existing JHSs and ISSs</li> <li>- RO-QAD-F012 Application for Separation of School Annex</li> <li>- RO-QAD-F013 Application for Establishment of a Stand-alone Senior High School</li> </ul>		Schools Division Office (SDO)  Regional Office (RO)- Quality Assurance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Records Section forwards the application and its corresponding documentary	1. Receive the application and the documentary requirements.	None	4 hours	ADAS

requirements to QAD.	2. ADAS endorses to the Chief.  3. Chief refers to the assigned EPS.	None	20 minutes	Chief EPS
	4. EPS evaluates the application and documentary requirements.  If compliant, recommend to RIT for ocular inspection.  If not compliant, return to SDO.	None	4 hours	EPS
	5. Prepare the letter to SDS for the Joint Ocular Inspection	None	4 hours	EPS
	6. Initial the letter to SDS for ocular inspection	None	5 minutes	Chief
	7. Forward the letter to RD for approval	None	1 day	ADAS
	8. Once approved, conduct ocular inspection.  If not compliant, the school shall be given 15 days to comply the documents/ lacking facilities as per signed agreement.	None	1 day  15 days	EPS/ SDO Counterparts
	9. Once ocular inspection report was	None	4 hours	Chief

	submitted and the indorsement was received, validate the inspection results.			
	10. Prepare special order	None	1 day	EPS ADAS
	11. Approve special order	None	1 day	RD
	12. Forward the approved special order to Records Section for release.	None	1 hour	Records Section
Receive the approve special order from the SDO Records Section.		None	1 hour	SDO- Records Section
<b>TOTAL:</b>			<b>19 days 18 hours and 25 minutes</b>	



## **Human Resource Development Division**

### **1. Name of the Service : Rewards and Recognition**

Article IX-B Section 3 of the Philippine Constitution mandates the Civil Service Commission to 'adopt measures that promote the morale, efficiency, integrity, responsiveness and courtesy in the civil service' as well as strengthen the merit and rewards system. Furthermore, CSC Resolution No. 010112 and CSC MC No. 01 S. 2001 states that every department or agency shall establish its own employee suggestions and incentive awards system called the Program on Awards and Incentives for Service Excellence (PRAISE). In support to the released Memorandum Circulars, the Department of Education adopted the CSC PRAISE through DepEd Order No. 9, s. 2002 known as Establishing the Program on Awards and Incentives for Service Excellence (PRAISE) in the Department of Education.

DepEd CALABARZON deemed that human resources are the most treasured and esteemed resources an organization has ever have with a strong belief that appreciation is a fundamental human need accorded to every employee because it is an affirmation of their outstanding performance and accomplishment. Thus, leads to job satisfaction and improved work productivity.

Anchored on DepEd Order No. 9, s. 2002, DepEd CALABARZON institutionalized its rewards and recognition program which is managed and implemented by the Regional PRAISE Committee. The localized Rewards and Recognition program for schools division offices is known as **CALABARZON Gawad Patnugot** while **Gawad Bituin** is for the regional office proper.

<b>Office or Division:</b>	Human Resource Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Teachers, learning leaders, schools, schools division offices, and the Regional Office Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Fully filled out Nomination Forms</li> <li>Required Nomination Documents</li> </ul>		Deped CALABARZON website  From respective offices (SDOs)		
<b>CLIENT STEPS</b> <b>(Gawad Patnugot)</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nominees to submit the filled out nomination form and required documents to the HRDD via email	1.Receive the nomination form and the required documents	None	One Day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	2. Release Regional Memorandum as to the submitted nomination documents of the nominees of the SDOs	None	One Day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat

	3. Check the completeness of the submitted documents	None	Five Days	Assigned Sub-teams from the Regional Office, HRDD Focal Persons, and PRAISE Secretariat
	4. Conduct table evaluation of the submitted documents based on the set criteria for Stage 1 of the Search	None	Five Days	Assigned Sub-teams from the Regional Office, HRDD Focal Persons, and PRAISE Secretariat
	5. Release Regional memorandum on the Stage 2 of the search	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	6. Conduct Stage 2 onsite validation of the search based on the set Stage 2 criteria	None	Ten days onsite validation	Assigned Regional validators and PRAISE Secretariat
	7. Release Regional Memorandum as to the List of the Stage 3 qualifiers	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	8. Conduct Stage 3 –	None	Two days	HRDD focal on the Rewards and Recognition

	Virtual Interview			Focal person/ PRAISE Secretariat And invited external validators
	9. Release memorandum on the List of Awardees	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	10. Conduct Gawad Patnugot Awarding ceremonies	None	One day	HRDD focal on the Rewards and Recognition Focal person, PRAISE Committee
<b>TOTAL:</b>			<b>28 days</b>	
<b>CLIENT STEPS (Gawad Bituin)</b>	<b>AGENCY ACTION</b>	<b>Fees</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Nominees to submit the filled out nomination form and required documents to the HRDD via email	1.Receive the nomination form and the required documents	None	One Day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	2. Release Office Memorandum as to the submitted nomination documents of the Regional Office nominees	None	One Day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat

	3. Check the completeness of the submitted documents	None	Three Days	PRAISE Committee, HRDD Focal Persons, and PRAISE Secretariat
	4. Conduct table evaluation of the submitted documents based on the set criteria for Stage 1 of the Search	None	Three Days	PRAISE Committee, HRDD Focal Persons, and PRAISE Secretariat
	5. Release Office Memorandum on the Interview	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	6. Conduct of Interview based on the set Stage 2 criteria	None	Two Days	PRAISE Committee, HRDD Focal Persons, and PRAISE Secretariat
	7. Release memorandum on the List of Awardees	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	8. Conduct Gawad Bituin Awarding ceremonies	None	One day	HRDD focal on the Rewards and Recognition Focal person, PRAISE Committee

	<b>Total</b>		<b>13 days</b>	

## National Educators Academy of the Philippines – Regional Office

### 1. Quality Assurance of Professional Development Programs/Courses

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

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

Note: Pursuant to DepEd Memorandum no.44, s. 2023

<b>Office or Division:</b>	National Educators Academy of the Philippines – Regional Office	
<b>Classification :</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
<b>Who may avail:</b>	Learning Service Providers (LSP)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Scanned PD Program Design/Proposal		NEAP-RO Drive
2. Soft copy of Learning Resources (Modules, Worksheets, Slide Deck)		Client (LSP)
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick's Model - Level 2)		Client (LSP)
4. Soft copy of Feedback Form or end of the day evaluation (Kirk Patrick's Model - Level 1)		Client (LSP)

5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator		Client (LSP)		
6. Soft copy of Budget Estimate		Client (LSP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PD Program Proposal with the complete required attachments	1.1 Receives and acknowledges receipt of application to PD program owner that the PD program with complete requirements is being checked for completeness	None	10 minutes	EPS II for NEAP
	1.2 Check PD program proposal and complete required attachments. If deficiencies have been found in the PD program proposal, PD program owner receives advice for completion and repeats Step 1	None	3 days	EPS II for NEAP
	1.3 Selects and assigns 3 evaluators per PD program proposal.	None	2 days	SEPS and EPS II for NEAP

	1.4 Receives PD program proposal for resubmission (only 1 resubmission is allowed)			
2. Waits for the evaluation of the application	<p>2.1 Evaluate PD program proposal using QA tools</p> <p>2.1.1 If resubmission, evaluate compliance to recommendations</p>	None	4days	<p>Quality Assurance Evaluation Committee (QAEC)</p> <p>SEPS and EPS II of NEAP</p>
	<p>2.2 Deliberates and consolidates recommendations using QA Recommendation Form</p> <p>2.2.1 Accomplishes the decision column of the QA Recommendation Form for resubmitted proposals</p>	None	2 days	<p>Quality Assurance Evaluation Committee (QAEC)</p> <p>SEPS and EPS II of NEAP</p>
	2.3 Receives from QAEC the QA Recommendation Forms	None	1 day	SEPS of NEAP

	<p>2.4 Prepares QA Approval Form and QA Certificate if the PD program passed</p> <p>2.4.1 Sends the QA Recommendation Form from QAEC if the application is for return to the Program Owner</p>	None	2 hours	SEPS and EPS II of NEAP
	2.5 Endorses the QA Approval Form and QA Certificate if the PD program passed.	None	1 day	HRDD-NEAP Chief
3. Waits for the quality assurance approval	3.1 Validates and recommends the QA Approval Form and QA Certificate	None	1 day	ARD
	3.2 Approves and signs the QA Approval Form and QA Certificate	None	1 day	RD
4. Receives the QA Certificate if successful	4.1. Sends signed QA Certificate if successful and Notice of Compliance to QA if unsuccessful	None	1 hour	EPS II for NEAP
	<b>TOTAL</b>		15 days, 3 hours, and 10 minutes	



## Policy, Planning and Research Division Citizen's Charter

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

The generation of School IDs for new schools and the addition or updating of Senior High School (SHS) program offerings (public, private, and SUC/LUC) are official procedures outlined in the Management Information System section of the Policy, Planning, and Research Division's Operations Manual. These processes are governed by DepEd Order No. 27, s. 2019, which provides guidelines for the annual collection and validation of data. Ensuring timely updates to the Enhanced Basic Education Information System (EBEIS) is critical for accurate yearly data collection, ensuring all new schools and SHS program offerings are properly reflected in the system.

<b>Office or Division:</b>	Policy, Planning and Research Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B/ G2G			
<b>Who may avail:</b>	Schools Division Offices, Public and Private Schools offering Basic Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New School ID: <ul style="list-style-type: none"> <li>• Approved Establishment (Public Schools)</li> <li>• Permit to Operate (Private Schools)</li> </ul> For New SHS Program Offerings: <ul style="list-style-type: none"> <li>• Special Order on new/ additional SHS Program offerings</li> </ul>		Records Section of the Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RO Internal Process	1.1 Furnishing of approved documents to Policy, Planning and Research Division	None	3 days upon receipt from the Office of the Regional Director	Records Section Personnel (AO V)
	1.2 Validation and Issuance of	None	2 hrs per document	Policy, Planning Research

	School ID/ Updating of SHS Program Offerings			Division Personnel (AO II/ PO III)
	1.3 Notify concerned Schools Division Office via email regarding the system update made	None		
<b>TOTAL:</b>			3 days 2hrs	

## 2. Request for Reversion

The request for reversion is a standard process under the Policy, Planning, and Research Division, guided by DepEd Order No. 1, s. 2017, and DepEd Order No. 27, s. 2019. This procedure is essential for correcting entries in the National School Building Inventory (NSBI) and Basic Education Information System (BEIS), particularly for those already tagged as "validated." It allows schools to amend errors found during the validation of BEIS and NSBI reports.

<b>Office or Division:</b>	Policy, Planning and Research Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Schools Division Offices, Public Schools offering Basic Education			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
System request submitted in the Enhanced Basic Education Information System (EBEIS)		<a href="https://ebeis.deped.gov.ph/beis/">https://ebeis.deped.gov.ph/beis/</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Schools Division Office to create the reversion request in the EBEIS	RO-PPRD to view the request in the system (EBEIS)	None	5minutes	Policy, Planning and Research Division Personnel (Planning Officer)
	RO-PPRD to evaluate the	None	10 minutes	

	request as to validity and timeline			
	RO-PPRD to process and approve the request in the system	None	5 minutes	
	RO-PPRD to notify the concerned SDO on the approved request	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	

**ADMINISTRATIVE SERVICE DIVISION  
PERSONNEL SECTION**

**INTERNAL SERVICES**

**1. APPLICATION FOR LEAVE OF ABSENCE**

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

<b>Office or Division:</b>		Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		Regional Office Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly filled-out CSC Form No. 6, revised 2020 – <i>(must contain the recommendation of concerned FD Chief)</i>		DepEd Portal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of CSC Form 6	1.1 Process the CSC Form 6	None	10 minutes (On a per document basis)	Administrative Officers (HRMOs)
	1.2 CSC Form 6 under box 7.c for appropriate action of the ff.:  a. If application for leave of FD Chiefs  b. If application for leave of regional office employees (except Chiefs)	None	20 minutes	Regional Director  Assistant Regional Director
2. Received approved CSC Form 6	2.1 Release documents through the Records Section	None	15 minutes	Administrative Officer V/ Administrative Aide (Records Section)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

**2. APPLICATION FOR RETIREMENT/SURVIVORSHIP/DISABILITY BENEFIT**

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

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	Retirees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of Intent to Retire/Authorized Beneficiaries Approved by: RD (ROP), SDS (SDO)	Retiree
Indorsement from the SDS	Schools Division Office
Filled-up GSIS Application Form	Government Service Insurance System (GSIS) -downloadable forms <a href="https://www.gsis.gov.ph/">https://www.gsis.gov.ph/</a>
Updated Service Record	Schools Division Office
Certificate of Last Payment (from the Regional Payroll Services) – if Autonomous from respective School	Regional Payroll Services  Respective School (if autonomous)
Certificate of No Pending Administrative Case	Regional Office - Legal Unit (for Teaching and Related Teaching Positions)  Schools Division Office – Legal Unit (Non-Teaching Position)
School Clearance	Respective School (if applicable)
Division Clearance	Schools Division Office
DepEd Central Office Clearance	DepEd Central Office (for Third Level Position – RD/ARD/SDS/ASDS, etc.)

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of Application for retirement/separation/disability/survivorship with attachments	1.1 Receive the documents and Forward to the Personnel Section	None	10 minutes (on a per document basis)	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Check and evaluate documents, and prepare Indorsement letter addressed to the GSIS	None	15 minutes (on a per document basis)	Administrative Officers (HRMOs)
	1.2 Indorsement letter for signature	None	10 minutes	Regional Director  or Assistant Regional Director  Chief Administrative Officer (alternate signatory)
2.Receive signed Indorsement addressed to GSIS	2.1Release documents through the Records Section	None	10 minutes	Administrative Officer V/Administrative Aide (Records Section)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

### 3. FOREIGN TRAVEL AUTHORITY REQUEST (For Personal Reason)

All DepEd Personnel are required to process authority to travel before being allowed to travel on a foreign country. The application for travel authority on personal reason shall observe the following policy:

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

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Personnel (Teaching, Non-Teaching, Related Teaching)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request to travel specifying the destination, purpose of travel, and period of travel	DepEd Personnel
Indorsement of the Schools Division Superintendent	Schools Division Office (SDO)
Travel Authority for Personal Travel (Annex D)	DepEd Order no. 043, s. 2022 (see annex)
Written manifestation noted by his/her Head of Office, that his/her absence not hamper the operational efficiency of the office	Regional Office (RO)/SDO / School
Certificate of No Pending Case (CNP)	Regional Office - Legal Unit (for Teaching and Related Teaching Positions)  Schools Division Office – Legal Unit (Non-Teaching Position)  <i>*Third level positions shall secure CNP in the Central Office.</i>

School/Division Clearance		School/Division		
CSC Form 6		CSC Website		
Special Order designating an OIC <i>(for Division Chiefs and Higher)</i> <b>Third level position:</b> Recommendation Letter from the SDS as Officer-In-Charge during the period of travel		Schools Division Office (SDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for travel abroad	1.1 Receive the documents and Forward to the Personnel Section	None	5 minutes <i>(on a per document basis)</i>	Administrative Officer V/Administrative Aide (Records Section)
	1.2 Evaluate the documents for the preparation of Indorsement letter addressed to concerned SDS	None	15 minutes	Administrative Officers (HRMOs)
	1.3 For signature of the following:  a. Indorsement letter b. CSC Form 6 (if applicable) c. Annex D d. SDO Clearance (for 3 <sup>rd</sup> level officials only)	None	20 minutes	Regional Director
2. Receive Signed Indorsement addressed to the	2.1 Release documents through the Records Section	None	5 minutes	Administrative Officer V/ Administrative

concerned SDO or Central Office (If 3 <sup>rd</sup> level position)				Aide (Records Section)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

#### 4. FOREIGN TRAVEL AUTHORITY REQUEST ON OFFICIAL TIME OR OFFICIAL BUSINESS

All DepEd Personnel are required to process authority to travel before being allowed to travel on a foreign country. The application for travel authority on official time or official business shall reflect the following:

- The purpose of the trip is strictly within the mandate of the requesting official/personnel
- The projected expenses for the trip
- The trip is expected to bring substantial benefit to the country

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Personnel (Teaching, Non-Teaching, Related Teaching)
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter request to travel specifying the destination, purpose of travel, and period of travel	DepEd Personnel
Indorsement of the Schools Division Superintendent	Schools Division Office (SDO)
Travel Authority for Official Travel (Annex A)	DepEd Order no. 043, s. 2022 (see annex)
Signed invitation addressed to the requesting party from foreign host	Foreign Host
Approved Activity Request and Work and Financial Plan indicating that funds are earmarked for the travel expenses to be incurred	RP/SDO/School/LGU
Itinerary of Travel	Foreign Host
Program of Activities	Foreign Host

Certificate of No Pending Case (CNP)		Regional Office - Legal Unit (for Teaching and Related Teaching Positions)		
		Schools Division Office – Legal Unit (Non-Teaching Position)		
		<i>*Third level positions shall secure CNP in the Central Office.</i>		
School/Division Clearance		School/Division		
Certification from Accounting Division/Section/Unit that previous cash advance has been liquidated (if applying for cash advance)		Cash Section		
Special Order designating an OIC (for Division Chiefs and Higher) <b>Third level position:</b> Recommendation Letter from the SDS as Officer-In-Charge during the period of travel		Schools Division Office (SDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request for travel abroad	1.1 Receive the documents and Forward to the Personnel Section	None	5 minutes <i>(on a per document basis)</i>	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Evaluate the documents for the preparation of Indorsement letter addressed to CO	None	15 minutes	Administrative Officers (HRMOs)
	1.3 For signature of the following:	None	20 minutes	Regional Director

	a. Indorsement letter b. Annex A c. SDO Clearance (for 3 <sup>rd</sup> level officials only)			
2. Receive Signed Indorsement addressed to Central Office	2.1 Release documents through the Records Section	None	5 minutes	Administrative Officer V/Administrative Aide (Records Section)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

## 5. ISSUANCE OF CERTIFICATE OF EMPLOYMENT AND SERVICE RECORD

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

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Regional Office Personnel (ROP)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request on the Certificate of Employment/ Service Record		ROP		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of request on the Certificate of Employment (COE)/ Service Record (SR)	1.1 Receive requests from ROP	None	5 minutes <i>(on a per document basis)</i>	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Prepare the COE/SR	None	25 minutes	Administrative Officers

	1.2 For signature of COE/SR	None	10 minutes	Chief Administrative Officer/ Supervising Administrative Officer
2.Receive the signed COE/SR	2.1 Release documents through the Records Section	None	10 minutes	Administrative Officer V/Administrative Aide (Records Section)
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	

## 6. PROCESSING OF EQUIVALENTS RECORD FORM (ERF)

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

<b>Office or Division:</b>		Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		DepEd Teaching Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Recommendation from the SDS		Schools Division Office (SDO)		
Filled-up ERF				
Updated Service Record				
Transcript of Records for MA/Doctoral		Teaching and Related Teaching Positions		
Authenticated copy of the TOR for MA/Doctoral Units by <b>CHED</b>				
Seminar/Trainings Attended <b>(Division, Regional, National Level)</b> – supported by a source of authority to attend				
Service Record/ Certificate of Employment <b>(if private school)</b>				
Course Curriculum				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to Personnel Section	None	5 minutes <i>(on a per document basis)</i>	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Evaluate the ERF and prepare a letter addressed to the SDO	None	20 minutes	Teacher Credentials Evaluator II
	1.3 Forward to ASD for initial of ERF and letter	None	10 minutes	Supervising Administrative Officer  Chief Administrative Officer
	1.4 Forward initialed ERF and letter for signature of ARD	None	10 minutes	Assistant Regional Director
2. Receive the signed letter and ERF	2.1 Forward signed documents to the Records Section for release	None	5 minutes	Administrative Officer V/ Administrative Aide (Records Section)
<b>TOTAL:</b>			<b>50 minutes</b>	

## 7. PROCESSING OF STUDY LEAVE

### Teaching Personnel

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

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

### Non- Teaching Personnel

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

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

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Teaching and Non-Teaching Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request noted by the immediate supervisor (ROP)		Schools Division Office (SDO)		
Indorsement from the SDS				
Duly filled-up & signed CSC Form 6				
Schedule of Study Leave				
Memorandum of Agreement				
School/SDO Clearance				
Certification without substitution (for teachers)				
Certificate of bonafide employee				
Updated Service Record				
Permit to study				
Performance Ratings				
Medical Certificate (Physically Fit)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Section	1.1. Receive the documents and forward to the Personnel Section for appropriate action	None	10 minutes <i>(on a per document basis)</i>	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Prepare the Indorsement letter and fill up CSC Form 6 (7.c) and forward to ASD for initial	None	10 minutes	Administrative Officers (HRMOs)
	1.3 Affix initial on the indorsement letter, CSC Form 6, schedule of study leave and forward to ORD for approval/ disapproval	None	15 minutes	Chief Administrative Officer
	1.4 Sign the necessary documents and forward to Records Section for release	None	15 minutes	Regional Director

<b>TOTAL:</b>		<b>50 minutes</b>	
---------------	--	-------------------	--

## 8. PROCESSING OF TERMINAL LEAVE BENEFITS

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

<b>Office or Division:</b>	Personnel Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Government (G2G)		
<b>Who may avail:</b>	Active DepEd Teaching and Non-Teaching Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Approved application for terminal leave (CSC Form 6)		Schools Division Office (SDO)	
Certificate of Last Payment from the School		Regional Office (RO)	
Complete Service Record		if autonomous, from respective school SDO	
Certificate of Leave of Absences & T/L Computation			
Certification on the Conversion of VL/SL (that no payment of PVP was made)			
Statement of Vacation/Sick Leave Credits (certified by the HRMO)			
Certificate of Highest Salary Received			
Clearance of Money and Property Accountabilities from District & DO			
Clearance/Approval from GSIS		Government Service Insurance System (GSIS)	
Copy of Latest Appointment/CSC Appointment		SDO	
Statement of Assets, Liabilities and Net Worth (SALN)			
Latest NOSI/NOSA			
PSIPOP (Plantilla)			
Original Leave Card			
Copy of GSIS Application for Retirement & Other Social Insurance Benefits			

Approved Letter of intent to retire (must be approved by the SDS)		Client		
PSA Marriage Certificate for change of name of married women				
Special Order (if any)		School/ SDO		
<b>Additional Requirements for SDS only:</b> Clearance from DepEd Regional Office & DepEd CO		Regional Office & Central Office		
<b>Additional Requirements in case of death claim:</b> Decision/Designation of Beneficiaries from the Legal Unit (RO) Affidavit of Next of Kin/Legal Heirs Marriage Contract Death Certificate Birth Certificate of Beneficiaries GSIS Application for Survivorship Waiver of Rights (optional)		Legal Unit (Regional Office)  Notary Public Philippine Statistics Authority  GSIS Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Section	1.1.Receive and forward to the Personnel Section for appropriate action	None	10 minutes	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Prepare the terminal leave computation, Certificate of One Salary Grade Higher (if applicable), CSC Form 6 (7.c), and Indorsement letter and forward to ASD for initial and signature	None	2 days 10 mins.	Administrative Officers (HRMOs)
	1.3 Initial and sign the terminal leave computation, Certificate of One Salary Grade Higher (if applicable), CSC Form 6 (7.c) and Indorsment letter	None	20 minutes	Chief Administrative Officer

	and forward to ORD for signature			
	1.4 Sign the necessary documents and forward to Records Section for release to Finance Division  (for employees with less than 15 years in service, the documents shall be returned to the concerned SDO)	None	20 minutes	Regional Director
<b>TOTAL:</b>			<b>3 days</b>	

## 9. REQUEST FOR TRANSFER FROM ANOTHER REGION

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

<b>Office or Division:</b>		Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		Active DepEd Teaching and Non-Teaching Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved request for transfer with necessary requirements from the originating region		DepEd Regional Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Records Section	1.1. Receive and forward to the Personnel Section for appropriate action	None	10 minutes	ADA VI/ Records Section Staff
	1.2 Prepare indorsement letter addressed to the receiving SDO	None	10 minutes	Administrative Officers (HRMOs)

	1.3 Indorsement letter for signature	None	10 minutes	Regional Director Assistant Regional Director or Chief Administrative Officer
2. Receive signed indorsement letter	2.1 Release the signed document through the Records Section	None	10 minutes	Administrative Officer V/ Administrative Aide (Records Section)
<b>TOTAL:</b>			<b>40 minutes</b>	

#### 10. STOPPAGE/DELETION OF DEDUCTIONS IN THE PAYROLL (LOANS AND INSURANCES)

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

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Teaching and Non-Teaching Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter-request for stoppage/ deletion of loans with valid/ justifiable reason/s		Client		
Photocopy of DepEd ID		Client		
Latest Pay slip		Client		
Filled out deletion form with original stamp from PLIs		Personnel Section		
Certificate of No Obligations from PLIs or Original Copy of Official Receipt		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Stamp/Receive the documents and	None	5 minutes	Administrative Officer V/ Administrative

to the Records Section	forward to the Personnel Section			Aide (Records Section)
	1.2 Assess and evaluate the documents and take appropriate action	None	10 minutes	Administrative Aide VI
	1.3 Forward to Administrative Services Division (ASD) for signature	None	10 minutes	Chief Administrative Officer
	1.4 Release the signed document through the Records Section	None	5 minutes	Payroll Personnel
<b>TOTAL:</b>			<b>30 minutes</b>	

## EXTERNAL SERVICES

### 1. ACCEPTANCE OF EMPLOYMENT APPLICATION (WALK-IN)

Individuals who are interested in applying for a position in DepEd

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail:</b>	Interested applicants to DepEd vacant positions
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

Letter of intent addressed to the Regional Director. Please include the position and its item number with corresponding Functional Division/Section/Unit	Applicant
Duly accomplished Personal Data Sheet (PDS) (CS Form 212, Revised 2017), and Work Experience Sheet, if applicable.	CSC Website
Photocopy of valid and updated PRC ID License (must be Certified True Copy by the PRC), if applicable	PRC
Photocopy of authenticated CSC Certificate of Eligibility/Report of Rating, if applicable	CSC
Photocopy of scholastic/academic record such as but not limited to authenticated Transcript of Records (TOR) by the CHED (CAV), including completion of graduate and post-graduate units/degrees, if available.	School/s attended
Photocopy of Certificate/s of Training, if applicable	Applicant
Certificate of Employment with brief description of duties and responsibilities, and performance rating/s for applicant from the private company and those on a Job Order or Contract-of-Service status	Previous/current employer
Photocopy of latest appointment, if applicable	Applicant
Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable	Previous/current employer
Checklist of Requirements and Omnibus Sworn Statement on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form	Applicant

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 (please see DepEd Order No. 7, s. 2023)		Applicant		
Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in is not relevant to the position to be filled		Previous/current employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Stamp receive application documents and forward to Personnel Section		5 minutes	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Register and upload the scanned documents in PDF file based on the checklist of requirements		20 minutes	Applicant
	1.3 Evaluate submitted documents and advise applicant that he/she will be notified of the schedule of assessment		10 minutes	Administrative Officers (HRMOs)
<b>TOTAL:</b>			<b>35 minutes</b>	

## 2. ACCEPTANCE OF EMPLOYMENT APPLICATION (ONLINE)

Individuals who are interested in applying for a position in DepEd

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)
<b>Who may avail:</b>	Interested applicants to DepEd vacant positions

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter of intent addressed to the Regional Director. Please include the position and its item number with corresponding Functional Division/Section/Unit	Applicant
Duly accomplished Personal Data Sheet (PDS) (CS Form 212, Revised 2017), and Work Experience Sheet, if applicable.	Applicant
Photocopy of valid and updated PRC ID License (must be Certified True Copy by the PRC), if applicable	CSC Website
Photocopy of authenticated CSC Certificate of Eligibility/Report of Rating, if applicable	CSC/PRC
Photocopy of scholastic/academic record such as but not limited to authenticated Transcript of Records (TOR) by the CHED (CAV), including completion of graduate and post-graduate units/degrees, if available.	Applicant
Photocopy of Certificate/s of Training, if applicable	Previous/current employer
Certificate of Employment with brief description of duties and responsibilities, and performance rating/s for applicant from the private company and those on a Job Order or Contract-of-Service status	Previous/current employer
Photocopy of latest appointment, if applicable	Applicant
Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable	School/s attended
Checklist of Requirements and Omnibus Sworn Statement on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form	Applicant
Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last	Applicant

issuance of appointment (please see DepEd Order No. 7, s. 2023)				
Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in is not relevant to the position to be filled		Previous/current employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register via <a href="https://career.depedcalabazon.ph">https://career.depedcalabazon.ph</a> by selecting the position being applied for, and upload the scanned documents in PDF file	1.1 Send acknowledgement email to the applicant (system-generated)		5 minutes	Administrative Officers (HRMOs)
<b>TOTAL:</b>			<b>5 minutes</b>	

### 3. ISSUANCE OF CERTIFICATE OF LAST PAYMENT

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

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Retirees, Transferees, Resigned Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter	Client
Indorsement of the Schools Division Superintendent	DepEd Schools Division Office

Updated Service Record (Leave without pay (LWOP) indicated)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to Personnel Section	None	5 minutes	Administrative Officer V/ Administrative Aide (Records Section)
	1.2 Evaluate the submitted documents a. For those with salary overpayment, proceed to accounting section for issuance of order of payment b. For those w/o overpayment, proceed to Step 3.1	None	20 minutes	Administrative Aide VI
2. Proceed to the Cashier Section for payment	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Cash Section Staff
3. Submit OR to Personnel Section	3.1 Prepare CLP (2 copies) and forward to ASD for signature	None	15 minutes	Administrative Aide VI
	3.2 Sign the CLP	None	10 minutes	SAO/ CAO
4. Receive the signed clearance	4.1 Release signed CLP to the requesting party	None	5 minutes	Administrative Aide VI
<b>TOTAL:</b>			<b>1 hour, 5 minutes</b>	

**ADMINISTRATIVE SERVICE DIVISION  
CASHIER SECTION**

**1. Issuance of Official Receipt**

Official Receipts are issued to clients where transactions have corresponding payments as acceptable evidence or proof of receipt of payment for disbursements where payee/recipient is a dealer, supplier, service provider, other entities and persons. Official Receipts issued to clients may vary depending on the type, purpose of transaction and specific fund it belongs.

<b>Office or Division:</b>	Cash Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C- Government to Citizen	
<b>Who may avail:</b>	Anyone	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li>Duly signed with complete payment details <b>ORDER OF PAYMENT FORM</b> <ul style="list-style-type: none"> <li>Bid Documents/Bid Security Fee</li> <li>Inspection Fee, Legal Research Fund Fee, Certification Fee</li> <li>Notice of Disallowance/Refund for excess cash advances, Provident Loan Payment, Overpayment of Salary, Underpayment of govt contribution</li> <li>Appeal Fee, Penalty Fee</li> <li>Registration Fee</li> <li>Scrap Materials, Lost equipment</li> </ul> </li> <li><b>Office Memo</b> (Authority to collect for Registration Fees)</li> </ul>		<ul style="list-style-type: none"> <li>Procurement Unit</li> <li>Quality Assurance Division</li> <li>Finance Division</li> <li>Legal Unit</li> <li>Functional Division</li> <li>Asset Section</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment from respective office depending on the nature of transaction	1. Fill out and issue Order of Payment Form	None	10 minutes	Assigned Officer from the respective office
2. Bring the duly filled-out Order of Payment form to Cash Section	2. Receive and verify the completeness of payments details of the signed Order of Payment Form	None	3 minutes	Collecting Officer
3. Give the necessary fee to the collecting officer	3. Accept the payment and verify against the Order of Payment form	Authorized corresponding fees	5 minutes	Collecting Officer
	3.1 Input the payment details to the Official Receipt	None	10 minutes	Collecting Officer
4. Accept and check the entries in the Official Receipts	4. Check the entries and issue the Official Receipt to the payee	None	2 minutes	Collecting Officer
<b>TOTAL:</b>			<b>30 minutes</b>	

## **2. Disbursement**

### **a. Payment of Obligation thru Checks**

Process of payment for pending Account Balances. Preparing check and Advice of Checks Issued and Cancelled (ACIC) for payments of accounts payable. ACIC is delivered to the government servicing bank to credit the payment.

<b>Office or Division:</b>	Cash Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G-Government to Government G2C- Government to Civilian

<b>Who may avail:</b>		Anyone		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly signed, certified and approved Disbursement Vouchers (DVs) and ORS with attached complete documentary requirements</li> <li>Blank checks per fund account</li> </ul>		<ul style="list-style-type: none"> <li>Accounting Section</li> <li>Cash Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accounting Section staff and/or Functional Division staff will deliver the processed Disbursement Voucher to Cash Section with attached ORS and complete documentary requirements	1. Receive complete, accurate and approved DV and/or ORS, with attached complete supporting documents from the Head of Office	None	2 minutes	Cash Personnel
	1.1. Classify per fund account	None	3 minutes	Cash Personnel
	1.2. Prepare check per fund account	None	10 minutes	Cash Personnel
	1.3. Prepare Advice of Check Issued and Cancelled (ACIC)	None	10 minutes	Cash Personnel
	1.4. Review the check details against ACIC	None	3 minutes	Cashier
	1.5. Sign the check and ACIC	None	5 minutes	Cashier

	1.6. Forward check and ACIC to the Head of Office for signature	None	2 minutes	Cash Personnel
	1.7. Sign the check and ACIC	None	1 day	Head of Agency
	1.8. Received the signed check and ACIC	None	5 minutes	Cash Personnel
	1.9. Submit the ACIC to the servicing bank for crediting	None	60 minutes	Cash Personnel
	1.10. Clearing of check –ACIC servicing bank process	None	1 day	Bank personnel
2. To claim the check: Proceed to Cash Section and present valid ID. For representative: original authorization letter and valid ID	2. Notify the payee/claimants/end user that the check is ready for release	None	5 minutes	Cash Personnel
3. Sign the DV and logbook and issue an Official Receipt if applicable	3. Present the DV/logbook for signature of payee/claimant then Receive OR (if applicable)	None	10 minutes	Cash Personnel
	3.1 Release check	None	5 minutes	Cash Personnel
<b>TOTAL:</b>			<b>2 days, 2 hrs</b>	

**b. Payment of Obligation thru LDDAP-ADA/SLIAE**

Process of payment for pending Account Balances thru direct crediting to payees' account. Printing of Advice of Checks Issued

and Cancelled (ACIC) Financial Data Entry System (FinDES) for payments of accounts payable. The LDDAP-ADA and ACIC is delivered to the government servicing bank to credit the payment.

<b>Office or Division:</b>	Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government G2C- Government to Civilian			
<b>Who may avail:</b>	Anyone			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• LDDAP-ADA</li> <li>• Duly signed Box A, certified and approved Disbursement Vouchers (DVs) and ORS with attached complete documentary requirements</li> <li>• Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIAE)</li> <li>• Landbank WinACIC and FinDES</li> </ul>		<ul style="list-style-type: none"> <li>• Accounting Section</li> <li>• Functional Division</li>   <li>• Cash Section</li>   <li>• Cash Section and Landbank</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accounting Section staff and/or Functional Division staff will deliver the processed LDDAP-ADA to Cash Section with attached DV/ORS and complete documentary requirements	1. Received LDDAP-ADA with complete documentary requirements	None	2 minutes	Cash Personnel
2. The client is awaiting confirmation from the office that the transaction has been credited to their account	2. Use the Cash Disbursement LBP WinACIC and FinDES Interface System.	None	3 minutes	Cash Personnel

	2.1 Encode the details in the SLIAE template.			
	2.2 Print the FINDES file thru the Landbank system	None	5 minutes	Cash Personnel
	2.3 Deduct the total amount of SLIAE in the NCA ledger monitor of balances and print the SLIAE	None	5 minutes	Cash Personnel
	2.4. Double check the details from printed SLIAE and affix initials, signifying this has been reviewed	None	3 minutes	Cash Personnel
	2.5 Affix signature to the LDDAP-ADA, SLIAE, ACIC and FinDES	None	10 minutes	Cashier
	2.6 Forward the signed the LDDAP-ADA, SLIAE, ACIC and FinDES to the Head of Office for signature	None	2 minutes	Cash Personnel
	2.7 Affix signature to the LDDAP-ADA, SLIAE, ACIC and FinDES signifying approval of the transactions	None	1 day	Head of Office
	2.8 Receive the signed LDDAP-ADA, SLIAE, ACIC and FinDES	None	5 minutes	Cash Personnel
	2.9 Submit the LDDAP-ADA, SLIAE,	None	60 minutes	Cash Personnel

	ACIC and FinDES to the servicing bank for crediting to their respective account			
	2.10 Clearing/bank crediting of validated LDDAP-ADA	None	1 day	Bank Personnel
3. Client to proceed in the Cash Section upon received of the notification. Client must present a valid ID.  Representatives need an authorization letter and valid ID	3. Notify the payees/claimants that the payment is credited to their respective bank account	None	5 minutes	Cash Personnel;
4. Issue Official Receipt and request for copy of BIR Form 2307 if applicable	4. Provide a photocopy of validated LDDAP-ADA and DV  4.1 Received the Official receipt	None	5 minutes	Cash Personnel
	4.2 Proceed to Accounting Section for BIR Form 2307	None	5 minutes	Accounting Personnel
<b>TOTAL:</b>			<b>2 days, 1 hour, 50 minutes</b>	

### 3. Handling of Cash Advance

The cashier and special disbursing officer are allowed for cash advances especially in cases where payment of cash is necessary and for special programs of Regional Office. However, the grant of cash advances to Cashier and Special Disbursing Officer is subject to general accounting rules and regulations.

<b>Office or Division:</b>	Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G- Government to Government			
<b>Who may avail:</b>	Deped Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Authority to cash advance</li> <li>• Certification of No Unliquidated CAs from the Regional Accountant</li> <li>• Fidelity Bond</li> </ul>		<ul style="list-style-type: none"> <li>• Regional Director</li> <li>• Accounting Section</li>   <li>• Bureau of Treasury</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Letter request stating the purpose and necessity of Cash Advance	1. Request Authority to Cash Advance  Designated Special Disbursing Officer	None	10 minutes	Cashier and/or Chief of Functional Division
	1.1. Forward the request to the Head of Office	None	5 minutes	Cash/FD Personnel
	1.2. Affix signature on the Authority to Cash Advance	None	30 minutes	Regional Director
	1.3. Receive the signed Authority	None	5 minutes	Cash/FD Personnel
	1.4. Gather other documentary requirements (Certificate of No Unliquidated CAs from the Regional	None	10 minutes	Cash/FD Personnel

	Accountant, Memo etc)			
	1.5. Forward the signed Authority and other documentary requirements to Finance Division	None	5 minutes	Cash/FD Personnel
	1.6. Prepare ORS/DV and attach documentary requirements	None	30 minutes	Budget and Accounting Personnel
	1.7. Forward the ORS/DVs to signatories	None	10 minutes	Budget and Accounting Personnel
	1.8. Receive the complete, accurate and signed ORS/DV and supporting documents	None	5 minutes	Cash Personnel
	1.9. Prepare the check and ACIC	None	10 minutes	Cash Personnel
	1.10. Sign the check and ACIC	None	5 minutes	Cashier
	1.11. Forward the check and ACIC to the Regional Director	None	3 minutes	Cash Personnel
	1.12. Affix signature to the check and ACIC	None	1 day	Regional Director
	1.13. Receive the signed check and ACIC	None	3 minutes	Cash Personnel
	1.14. Submit the ACIC to servicing bank	None	60 minutes	Cash Personnel

	1.15. Clearing of check –ACIC servicing bank process	None	1 day	Bank personnel
	1.16. Notify the designated Special Disbursing Officer for the availability of check	None	10 minutes	Cash Personnel
2. Encashment of the check	2. Withdraw the cash advance amount from the servicing bank and use it based on its purpose	None	60 minutes	Cashier/ Special Disbursing Officer/ Bank personnel
3. For payroll of employees' benefits: Proceed to the designated disbursing officer to receive the cash	3. Segregate and prepare the cash for each payee (payroll account)	None	20 minutes	Cashier/ Special Disbursing Officer
4. Sign the payroll/disbursement voucher and submit an Official Receipt/RER if applicable	4. Disburse the cash to the payees from the approved activity design and verify the available cash balance from payroll	None	30 minutes	Cashier/ Special Disbursing Officer
	4.1. Liquidate the cash advance after the purpose has been served.	None	1 day	Cashier/ Special Disbursing Officer
	4.2 Submit the Report of Disbursement to Accounting Section with complete attachments	None	10 minutes	Cashier/ Special Disbursing Officer
<b>TOTAL:</b>			<b>3 days, 5 hrs and 32 minutes</b>	



**ADMINISTRATIVE SERVICE DIVISION**  
**RECORDS SECTION**

## 1. Certification, Authentication and Verification (CAV) of Academic School Records

*This service refers to the certification, authentication and verification of school records of learners graduated or currently enrolled in the Philippines who will go abroad for employment, study, migration and other purposes as per DepEd Order No. 48, s. 2017*

<b>Office or Division:</b>	Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to General Public G2G – Government to Government
<b>Who may avail:</b>	Current and previous learners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>High School/ Elementary Graduates (Public and Private)</b> 1. Student Permanent Record or Form 137 (1 original and 1 Certified True Copy) 2. Certificate of Graduation - CAV Form 4 (1 original and 1 Certified True Copy) 3. Diploma (1 Original and 1 Certified True Copy) 4. Special Order (Certified True Copy), <i>if graduate from Private Schools</i> 5. Latest passport size ID or 2x2 Picture 6. Birth Certificate / Passport 7. Long Brown Envelope (1 pc.)  <b>For Undergraduates:</b> 1. Student Permanent Record or Form 137 (1 original and 1 Certified True Copy) 2. Certification of	School Attended    School Attended   School Attended School Attended  Client Client Client  School Attended

Enrollment/Completion - CAV Form 4 (1 original and 1 Certified True Copy) 3. Latest Passport size ID or 2x2 picture 4. Birth Certificate / Passport 5. Long Brown Envelope (1 pc.)  <b>For ALS/PEPT:</b> 1. Certificate of Rating in the Accreditation and Equivalency (A&E) Test of Alternative Learning System (ALS) or Philippine Placement Test (PEPT) (1 original and 1 Certified True Copy) 2. <i>For ALS Passers</i> , Diploma from Bureau of Education Assessment (BEA) (1 original and 1 Certified True Copy) 3. Certification from Schools Division Office (1 original and 1 Certified True Copy) 4. Latest Passport size ID or 2x2 picture 5. Birth Certificate / Passport 6. Long Brown Envelope (1 pc.)  <b>Additional requirements for          representative:</b> 1. Authorization Letter <i>for          immediate family member          such as parent, child or          siblings</i> (1 original copy) 2. Special Power of Attorney (SPA) <i>for non-immediate          family member</i> (1 original copy) 3. <i>For applicants residing          outside the country</i> - Special Power of Attorney (SPA) for the authorized representative issued by the Philippine Embassy (1 original Copy) 4. Valid ID		School Attended   Client  Client Client   Central Office- BEA   Central Office – BEA / Schools Division Office  Schools Division Office  Client  Client Client   Client  Client  Client  Client and Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for CAV Application Form from the Records and fill it out completely (for walk-in clients)	1.1. Receive and check the completeness of the fill out CAV Application Form and CAV requirements.	None	10 minutes	Administrative Aide VI
	1.2. Upload the CAV requirements on the Online CAV Application link (client.depedcalabarzon.ph)	None	15 minutes	Administrative Aide VI
2. Check the details in the encoded data on the Online CAV Application System	2.1. If there's an error, correction will be immediately done. Print the acknowledgement receipt showing that the CAV requirements were uploaded. The client will be advised to wait for an appointment schedule of releasing of the signed CAV	None	15 minutes	Administrative Aide VI
Upload the CAV requirements in the online CAV application link (for online clients)	2.2. Review the consistency and verify the authenticity of the academic school records	None	2 days	Administrative Officer V
	2.3. Encode the other details in the Online CAV System such as but not limited to middle initial, name of school and	None	10 minutes	Administrative Aide VI

	LRN. Print the CAV Certificate			
	2.4. Forward the CAV Certificate to the signatory present in the office.	None	30 minutes	Administrative Aide VI
3. Receive the CAV certificate copy of the Records Section by affixing their Name and signature with the date and time they receive the sealed envelope.	3. Seal the signed CAV certificate and its attachments in a long brown envelope, sign the sealed envelope lid and stamp the envelope with DFA Authentication Section. Inform the Applicant to bring the sealed envelope to DFA for Apostille. Since the CAV Certificate has QR Code, there is no need to scan and email the DFA.	None	15 minutes	Administrative Aide VI
<b>TOTAL:</b>			<b>2 days 1 hour and 35 minutes</b>	

## 2. Issuance of Requested Documents (Certified True Copy of Documents)

*Issuance of requested documents is provided to teaching, non-teaching, and retired personnel whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes but not limited to appointment, promotion, reclassification, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, and transfer. Public and Private schools can also request their Special Orders and Government Permits. Executive Order No. 2, series of 2016. Freedom of Information*

<b>Office or Division:</b>		Records Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to General Public		
<b>Who may avail:</b>		Teaching, Non-Teaching, Retirees, Public and Private Schools		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authentication Request Form 2. Letter of Request address to the Regional Director indicating the purpose of the request (1 original copy) 3. Valid ID 4. For representative, Authorization Letter (1 original copy)		Records Section Requesting Person  Requesting Person / Authorized Rep. Requesting Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter	1. Receive and stamp the letter of request and give client with Authentication Request Form	None	5 minutes	Administrative Aide VI
2. Fill out the Authentication Request Form	2.1. Receive the Authentication Form and upload to the TEAHub for coding	None	10 minutes	Administrative Aide VI
	2.2. Search for the requested document	None	45 minutes	Administrative Aide II (CTI)
	2.3. Once the document is obtained and duplicated. The Records Officer will review and certify the duplicate copy document as true copy.	None	15 minutes	Administrative Officer V
3. Receive the Authentication Request Form by affixing his signature and receive CTC of	3. Release the CTC of the requested document, archive the completed	None	10 minutes	Administrative Aide VI

requested document	Authentication Request Form in the TEAHub.			
<b>TOTAL:</b>			<b>85 minutes</b>	

### 3. Issuance of Requested Documents (Non-CTC)

*Issuance of requested documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if the document secured in the*

*Records Section is not originated / created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.*

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to General Public			
<b>Who may avail:</b>	Teaching, Non-Teaching and Retirees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authentication Request Form		Records Section		
2. Letter of Request addressed to the Regional Director indicating the purpose of the request (1 original copy)		Requesting Person		
3. Valid ID		Requesting Person and /or Authorized Person		
4. For representative, Authorization Letter (1 original copy)		Requesting Person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter	1. Receive and stamp the letter of request and give client with Authentication Request Form	None	5 minutes	Administrative Aide VI
2. Fill out the Authentication Request Form	2.1. Receive the Authentication Form and upload to the TEAHub for coding	None	10 minutes	Administrative Aide VI
	2.2. Search for the requested document	None	45 minutes	Administrative Aide II (CTI)
	2.3. Once the document is obtained and duplicated. The Records Officer will review the document and its copy and stamp as verified copy.	None	15 minutes	Administrative Officer V
3. Receive the Authentication Request Form by affixing his signature and receive verified copy of requested document	3. Release the verified copy of the requested document, archive the completed Authentication Request Form in the TEAHub.	None	10 minutes	Administrative Aide VI
<b>TOTAL:</b>			<b>85 minutes</b>	

#### 4. Receiving of Communications

*This is the receiving of documents from the general public.*

<b>Office or Division:</b>	Records Section
<b>Classification:</b>	Simple

<b>Type of Transaction:</b>		G2B – Government to Business G2G – Government to Government G2C – Government to General Public		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Communication addressed to the Regional Director		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit communication (letters, mail, endorsement, etc) addressed to the Regional Director. If the communication is hand carried, client receives the receiving copy. If it is an electronic mail, the communication will be printed and a reply will be sent to the sender.	1.1. <b>Hardcopy:</b> Receives and stamps the communication with “RECEIVED” put the time received and who receive the communication. Gives the receiving copy to the client. <b>Softcopy:</b> Prints the communication, stamps “RECEIVED” put the time receive and who receive the communication. Sends reply to the sender.	None	15 minutes	Administrative Aide VI
2. Receive the receiving copy. (Hardcopy)  Receive an electronic mail reply (Softcopy)	2.1. Upload the received communication to the TEAHub for coding.	None	15 minutes	
	2.2. Route the communication to the concerned office	None	10 minutes	
<b>TOTAL:</b>			<b>40 minutes</b>	

## 5. Receiving of Complaint

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

<b>Office or Division:</b>	Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to General Public

Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Formal Complaint under oath containing a certification / statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)		Complainant		
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 copies and 1 copy per additional person complained of)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1. Receive the formal complaint, stamp receive, put the time receive and the name of the receiver	None	15 minutes	Administrative Aide VI
2. Receive the receiving copy	2.1.Upload the received complaint to the TEAHub for coding. Limit the viewer to RD and Legal Unit,	None	15 minutes	Administrative Aide VI
	2.2. Route the communication to the Office of the Regional Director	None	10 minutes	Administrative Aide VI
TOTAL:			40 minutes	

## FINANCE DIVISION – ACCOUNTING SECTION

### 1. Certification of Fund Availability

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

<b>Office or Division:</b>	Finance Division – Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved WFP 3. Approved PR 4. Approved Supplemental PPMP/PPMP 5. Other supporting documents validated by the Accounting Section 6. AR/ATC or AC 7. Approved Memo		Requesting Office/Unit and External Client		
Notice of Award/Contracts(Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC		BAC Secretariat, Requesting Office/Unit and External Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1.Submit the complete documents	1.1 Receive the documents	None	10 minutes	Receiving Clerk/ADAS
	1.2 Review and evaluate requirements	None	3 hours	Accounting Officer In-charge
	1.3 Forward to Budget for the preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	None	30 minutes	Budget Officer in charge
	1.4 Receive request with certified ORS/BURS	None	10 minutes	Accounting Officer In-charge
	1.5 Certify request as to availability of funds	None	10 minutes	Accounting Officer In-charge
	1.6 Forward request, ORS/ BURS and supporting documents to BAC	None	10 minutes	Receiving Clerk/ADAS
			<b>4 hours, 10 minutes</b>	

## 2. Endorsement of Request for Cash Allocation from SDOs

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

<b>Office or Division:</b>	Finance Division – Accounting Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	Schools Division Offices and Implementing Secondary Schools		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Endorsement Letter from the Schools Division Office – for Implementing Secondary Schools		SDO	
2. Letter Request for Cash Allocation		Client	
3. Monthly Disbursement Program (BED no. 3)			
4. Sub-ARO for current year accounts payable (certified true copy)			
5. Financial Accountability Report No. 3 for Prior Years Accounts Payable			
6. Financial Accountability Report No. 1 for continuing appropriations – unobligated allotment			
7. Journal Entry Voucher for Stale checks			
8. Schedule of TRA Issued for difference between issued			

TRA and taxes withheld by DBM				
9. Computation for Cash Deficiency				
10.Bank Certification for lapsed NCA		Servicing Bank		
11. Other requirements as determined by the DBM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete documents	1.1 Receive and review completeness of documents	None	35 minutes	Receiving Personnel (ADAS I) Accountant I
	1.2 Prepare endorsement letter	None	6 minutes	Personnel In-Charge (ADAS I)
	1.3 Review endorsement letter and supporting documents	None	6 minutes	Personnel In-Charge (AO V and Accountant II)
	1.4 Forward documents to Office of the Chief of Finance for initial on letter	None	5 minutes	Receiving Personnel (ADAS I) CAO, Finance
	1.5 Forward documents to Office of ARD for initial	None	5 minutes	Personnel In-Charge (ADAS I)
	1.6 Forward documents to ORD for approval and signature	None	5 minutes	Personnel In-Charge (ADAS I)
2. Receive letter	2.1 Release endorsement letter through Records	None	5 minutes	Personnel In-Charge (ADAS I)
TOTAL:			1 hour and 7 minutes	



## FINANCE DIVISION – BUDGET SECTION

### 1. Processing of Request for Obligation of Allotment - Obligation Request and Status (ORS) and Budget Utilization Request (BUR)

Obligation request and status is a required document per Government Accounting Manual and required by the Commission on Audit (COA).

<b>Office or Division:</b>	Finance Division – Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business			
<b>Who may avail:</b>	DepEd Schools Division Offices and Implementing Units and Other Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for ORS Slip with attached checklist of documents		Accounting Section		
2. Signed Activity Request (AR); Authority to Conduct (ATC); Photocopy of Sub-ARO, if applicable)		Requesting FD/Unit/Section		
3. If no Activity Request: Other docs (Fund Source)		Requesting FD/Unit/Section		
4. Photocopy of PMIS/WFP (1 copy)		Requesting FD/Unit/Section		
5. If for Salary/other benefits: Photocopy of Payroll; Request for Budget Approval (RBA); Sub-ARO, if applicable		Requesting FD/Unit/Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Section	Receive and record the document	None	3 minutes	Receiving Personnel (ADAS I)

	Distribute to personnel in-charge  None	None	3 minutes	Personnel-In-Charge (AO II)
	Review, verify and indicate the availability of allotment	None	10 minutes	Unit Head (Budget Section)
	Sign (Box B)  Sign (Box A)	None	3 minutes  10 minutes	Unit Head (Budget Section) FD Chief/Unit/Setio n Head)
	Release to Accounting Section for payment	None	5 minutes	Receiving personnel
<b>TOTAL:</b>			<b>34 minutes</b>	

## 2. Downloading of Sub-AROs Received from DepEd Central Office to Schools Division Offices and Implementing Units

Sub-Allotment Release Orders (Sub-AROs) is an internal document issued by DepEd Central Office transferring a portion of available funds to Regional Office, Schools Division Offices and Implementing Units which serves as an authority granted to DepEd OUs to incur obligations.

<b>Office or Division:</b>	Finance Division – Budget Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business		
<b>Who may avail:</b>	DepEd Schools Division Offices and Implementing Units and Other Private Entities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Source: Current or Continuing Funds		Requesting FD/Unit/Section	
2. Request for Downloading of Funds (Breakdown/Summary of Downloading by SDOs) signed by the Regional Director		Requesting FD/Unit/Section	
3. Implementing Guidelines (DepEd Order/Memo/Advisory/AR/ATC)		Requesting FD/Unit/Section	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to download to Budget Section	Receive and record the document	None	3 minutes	Receiving Personnel (ADAS I)
	Distribute to personnel in-charge (Processing of Sub-ARO)	None	3 minutes	Personnel-In-Charge (ADAS I)
	Review the completeness and accuracy of documents submitted	None	5 minutes	AO IV (Budget Section)
	Process the Sub-ARO	None	45 minutes	AO IV (Budget Section)
	Review and signed Certified Availability of Allotment	None	5 minutes	AO V (Budget Section)
	Signed Recommending Approval		5 minutes	Chief Administrative Officer (FIN)
	Signed Approval of Sub-ARO		5 minutes	Regional Director
<b>TOTAL:</b>			<b>1 hour and 11 minutes</b>	

### 3. Certification of Availability of Allotment

The Budget Section certifies the availability of allotment to fund the implementation of DepEd programs, projects, activities in accordance with the submission of required documents

<b>Office or Division:</b>	Budget Section (Finance Division)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government and G2B – Government to Business		
<b>Who may avail:</b>	Regional Office Functional Divisions		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Signed letter-request of FD Chief/Focal person on the Certification as to the availability of allotment.		Requesting FD/Unit/Section	

2. Signed Activity Request (AR); Authority to Conduct (ATC); Photocopy of Sub-ARO, if applicable)		Requesting FD/Unit/Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Budget Section	Receive and record the document	None	3 minutes	Receiving Personnel (ADAS I)
	Distribute to personnel in- charge	None	3 minutes	Personnel-In- Charge (ADAS I)
	Verify and indicate the availability of allotment	None	5 minutes	AO IV
	Review and prepare the Certification Signed the Certification	None	5 minutes	AO V Chief Administrative Officer (FIN)
	Release to Accounting Section for payment	None	3 minutes	Receiving FD personnel/ Fo cal person
<b>TOTAL:</b>			<b>19 Minutes</b>	