

1. 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.

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request containing the following: <ul style="list-style-type: none"> Name of the client Contact details of the client (email and/or contact number) Purpose of request 		<ul style="list-style-type: none"> Client Freedom of Information portal or facility DepEd Public Assistance Action Center 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
TOTAL:			36 minutes	

1. 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.

Office or Division:		Public Affairs Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Details of the client and his or her concern 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 further	None	5 minutes	Public Affairs Unit Staff

	<p>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>			
TOTAL:			15 minutes	

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.

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

	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 Receive signed referral letter</p>	None	<p>3 Days</p> <p>(Concerned office is given 72 hours to answer indorsement)</p>	Public Affairs Unit Staff and Concerned Offices

	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 received	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
TOTAL:			4 Days, 2 hours, and 37 minutes	

**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.

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

2. Receive info from Legal Officer	2.1 If sufficient information or documents are 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	None	1 hour (per document)	Atty. IV/Atty. III/SI/Legal Officer/Legal Unit Staff
TOTAL:		None	1 hour and 31 minutes (per document)	

2. REQUEST FOR CORRECTION OF ENTRIES IN SCHOOL RECORD

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

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	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 (per document)	ADAS/LU Staff/
2. Hand carry documents to Records Sections	2.2 Stamp/Code receive documents	None	20 minutes (per document)	Records Section
	2.3 Prepare/ draft resolution/ order	None	20 minutes (per document)	ADAS/LU Staff
	2.4 Review and countersign the draft	None	5 minutes (per document)	Atty. IV/Atty. III/SI
	2.5 Signature and approval of the order	None	20 minutes (per document and depending on the availability of the signatory)	RD/ARD
	2.6 Forwarded the signed resolution/ order to	None	5 minutes (per document)	RD/ARD Staff

	Records Section			
3. Receive resolution/ order for correction	3.1 Resolution/ Order to be officially released from the Records Section	None	5 minutes (per document)	Records Section
TOTAL:		None	1 hour and 25 minutes (per document)	

**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.

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

	1.5 Approve/sign the correspondence	None	30 minutes (on a per document basis)	RD/ARD
	1.6 Released the signed document through the Records Section	None	10 minutes (on a per document basis)	ADAS/LU Staff/Records Unit Staff
TOTAL:		None	2 hours and 30 minutes (per document)	

2. REQUEST FOR CERTIFICATION AS TO THE PENDENCY OR NON-PENDENCY OF AN ADMINISTRATIVE CASE. (WALK-IN)

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

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Teaching and Teaching Related Personnel, Regional Office Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form of Certificate of No Pending Case		Division Office/DepEd Calabarzon Website https://depedcalabarzon.ph (About Us>FAQ's)		
2. Government-issued ID (original)		Client		
3. Authorization letter (if requesting party is not the named applicant) (original) and Special Power of Attorney (Resignation and Retirement purposes) (original)		Client/Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all documentary requirements	1.1 Review and evaluate the requirements and verify the name of the applicant from the Masterlist of Administrative Cases/LSIS/Teahub if applicant is with formal charge	None	15 minutes (on a per document basis)	ADAS/LU Staff/
	1.2 Process the Certificate of No Pending Case (Scanning, Encoding to Teahub and Barcoding)	None	10 minutes (on a per document basis)	ADAS/LU Staff
	1.3 Release action document	None	5 minutes (on a per document basis)	ADAS/LU Staff
TOTAL:		None	30 minutes (per document)	

3. REQUEST FOR CERTIFICATION AS TO THE PENDENCY OR NON-PENDENCY OF AN ADMINISTRATIVE CASE. (ONLINE)

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

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teaching and Teaching Related Personnel, Regional Office Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Form of Certificate of No Pending Case		Division Office/DepEd Calabarzon Website https://depedcalabarzon.ph (About Us>FAQ's)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form to <cnpcalabarzon@deped.gov.ph>	1.1 Look into the earliest request as to date and time (First-in, First-Out) Check the form, print, and acknowledge the email request.	None	5 minutes (based on a per email request)	ADAS/LU Staff
	1.2 Verify the name of the applicant from the Masterlist of Administrative Cases/LSIS/Teahub if applicant is with formal charge	None	15 minutes (on a per document basis)	ADAS/LU Staff
	1.3 Process the Certificate of No Pending Case (Scanning, Encoding to Teahub and Barcoding)	None	10 minutes (on a per document basis)	ADAS/LU Staff
	1.5 Email the signed CNP to the	None	5 minutes	ADAS/LU Staff

	requesting party		(on a per document basis)	
TOTAL:		None	35 minutes (on per per-document basis)	

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 to evaluate and review the proposed curricula for newly established schools and/or specialized programs, including Special Education (SPED), Special Program in the Arts (SPA), Special Program in Sports (SPS), Indigenous Peoples Education (IPed), Special Science, and Technical-Vocational Education (Tech-Voc). Its primary objective is to ensure alignment with DepEd's curriculum standards, to meet the diverse and specific needs of learner populations, and to affirm the delivery of high-quality, relevant education tailored to each program's unique learning pathway. Through this review, we seek to guarantee that the curricula uphold national educational policies, enable inclusive and responsive instruction, and reflect current best practices as developed by the Bureau of Curriculum Development, Bureau of Learning Delivery, and other relevant units within DepEd.

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

CURRICULUM EVALUATION/REVIEW (for the Establishment of Schools and/or Special Programs)	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	None	2 weeks	QAD
	1.4 Make a communication letter address to the concern SDS for the scheduled onsite validation	None		QAD
	1.5 Request of Special Order to implement the program	None		QAD
2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
TOTAL:		None	4 weeks and 20 minutes	

2. APPLICATION FOR ASSESSMENT FLEXIBILITY

This application is a formal request to adjust or adapt assessment methods across a variety of curricula, including Regular, Senior High School (SHS), Alternative Learning System (ALS), Indigenous Peoples Education (IPEd), Kindergarten, Madrasah, Multigrade, Special Education (SPED), and other Special Curricular Programs (SCPs). It offers schools and educators the opportunity to propose changes in how assessments are conducted—whether it's by modifying assessment tools, timelines, or strategies—in order to better support the unique needs of students. The aim is to make sure that assessments are fair, flexible, and truly reflect the learning goals and competencies of each curriculum, while also taking into account the diverse abilities, cultural backgrounds, and educational needs of learners. By making these adjustments, we ensure that every student is given the best chance to succeed, whether through alternative forms of assessment like portfolios or project-based tasks, or personalized evaluation methods for students with special needs. This application ensures that our assessment methods remain inclusive, accessible, and aligned with the Department of Education's standards, so all learners can thrive regardless of their educational path or background.

Office or Division:	Curriculum and Learning Management Division (CLMD)			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Schools who would like to establish or implement Special Programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-out FORM D1 - APPLICATION FORM FOR ASSESSMENT FLEXIBILITY		DepEd Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	2 weeks	CLMD Focal Person

	ASSESSMENT FLEXIBILITY			
	1.3 Review the remarks from the CLMD Focal as indicated in the FORM D1	None	2 weeks	QAD
	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			
2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
TOTAL:		None	4 weeks and 20 minutes	

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

This application serves as a formal request to revise existing strands or introduce new, specialized strands within the Senior High School (SHS) curriculum. It covers various tracks, including the Academic Track (such as 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 are encouraged to propose adjustments that better align with specific educational goals, emerging industry demands, or the unique needs of their communities. Through this process, the goal is to ensure that any new or revised strands meet national curriculum standards while providing students with relevant, personalized learning pathways. These pathways are designed to cater to the diverse interests and career aspirations of students, helping them prepare for a future that is both rewarding and aligned with the rapidly evolving demands of the workforce.

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

	AND CREATING NEW-UNIQUE STRAND FOR SENIOR HIGH SHOOL			
	1.3 Review the remarks from the CLMD Focal as indicated in the FORM D2	None	2 weeks	QAD
	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			
2. Received the approved Special Order	2.1 Release of the approved Special Order	None	10 minutes	Records
TOTAL:		None	4 weeks and 20 minutes	

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.

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	Government to General Public			
Who may avail:	Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)	4 hours	EPS

	11. If not approve, prepare the letter for disapproval.	Php 20.00 (Legal Fee)		
	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
TOTAL:			20 days 19 hours 10 minutes	

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.

Office or Division:		Quality Assurance Division		
Classification:		Simple		
Type of Transaction:		Government to General Public		
Who may avail:		Private Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RO-QAD-F005 Processing Sheet for Tuition Fee Increase Application		Schools Division Office (SDO) Regional Office (RO)- Quality Assurance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	4 hours	EPS

	documentary requirements			
	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.				
TOTAL:			2 days 7 hours and 32 minutes	

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”.

Office or Division:	Quality Assurance Division			
Classification:	Highly Technical			
Type of Transaction:	Government to General Public			
Who may avail:	Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 9 Attestation Excel File (List of Graduates)		Schools Division Office (SDO) Regional Office (RO)- Quality Assurance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	None	3 days	ADAS 1/EPS

	hours based on the standards)			
	3. Check the Form 9 against the List of Graduates <i>(documents were submitted in bulk)</i>	None	5 days	ADAS 1 /EPS
	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.				

TOTAL:		20 days 4 hours	
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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.

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

Records Section forwards the application and its corresponding documentary requirements to QAD.	1. Receive the application and the documentary requirements.	None	4 hours	ADAS
	2. ADAS endorses to the Chief.			Chief
	3. Chief refers to the assigned EPS.	None	20 minutes	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.	None	1 day	EPS/ SDO Counterparts

	If not compliant, the school shall be given 15 days to comply the documents/ lacking facilities as per signed agreement.		15 days	
	9. Once ocular inspection report was submitted and the indorsement was received, validate the inspection results.	None	4 hours	Chief
	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
TOTAL:			19 days 18 hours and 25 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.

Office or Division:	Policy, Planning and Research Division			
Classification:	Simple			
Type of Transaction:	G2B/ G2G			
Who may avail:	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"> • Approved Establishment (Public Schools) • Permit to Operate (Private Schools) For New SHS Program Offerings: <ul style="list-style-type: none"> • Special Order on new/ additional SHS Program offerings 		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 School ID/ Updating of SHS Program Offerings	None		
	1.3 Notify concerned Schools Division Office via email regarding the system update made	None	2 hrs per document	Policy, Planning Research Division Personnel (AO II/ PO III)
TOTAL:			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.

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

create the reversion request in the EBEIS	in the system (EBEIS)			Division Personnel (Planning Officer)
	RO-PPRD to evaluate the request as to validity and timeline	None	10 minutes	
	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	
TOTAL:		None	25 minutes	

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.

Office or Division:		Human Resource Development Division		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		Teachers, learning leaders, schools, schools division offices, and the Regional Office Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fully filled out Nomination Forms Required Nomination Documents 		Deped CALABARZON website From respective offices (SDOs)		
CLIENT STEPS (Gawad Patnugot)	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 and evaluate of the submitted documents based on the set criteria for Stage 1 of the Search	None	two Days	Assigned Sub-teams from the Regional Office, HRDD Focal Persons, and PRAISE Secretariat
	4. 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 (per nominee)	None	Four hours (per nominee)	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 – Virtual Interview (per nominee)	None	Thirty minutes (per nominee)	HRDD focal on the Rewards and Recognition 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
TOTAL:			8 days, 4 hours, 30 mins	
CLIENT STEPS (Gawad Bituin)	AGENCY ACTION	Fees	PROCESSING TIME	PERSON RESPONSIBLE
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	None	One Day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat

	the Regional Office nominees			
	3. Check the completeness of the submitted documents and Conduct table evaluation of the submitted documents based on the set criteria for Stage 1 of the Search	None	Two Days	PRAISE Committee, HRDD Focal Persons, and PRAISE Secretariat
	4. Release Office Memorandum on the Interview	None	One day	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	5. Conduct of Interview based on the set Stage 2 criteria	None	30 minutes (per nominee)	PRAISE Committee, HRDD Focal Persons, and PRAISE Secretariat
	6. Release memorandum on the List of Awardees	None	One hour	HRDD focal on the Rewards and Recognition Focal person/ PRAISE Secretariat
	7. Conduct Gawad Bituin Awarding ceremonies	None	6 hours	HRDD focal on the Rewards and Recognition Focal person,

				PRAISE Committee
	Total		5 days, 6 hours and 30 minutes	

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

Office or Division:	National Educators Academy of the Philippines – Regional Office	
Classification :	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government	
Who may avail:	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	2.1 Evaluate PD program proposal using QA tools 2.1.1 If resubmission, evaluate compliance to recommendations	None	4days	Quality Assurance Evaluation Committee (QAEC) SEPS and EPS II of NEAP
	2.2 Deliberates and consolidates recommendations using QA Recommendation Form 2.2.1 Accomplishes the decision column of the QA Recommendation Form for resubmitted proposals	None	2 days	Quality Assurance Evaluation Committee (QAEC) SEPS and EPS II of NEAP
	2.3 Receives from QAEC the QA Recommendation Forms	None	1 day	SEPS of NEAP

	2.4 Prepares QA Approval Form and QA Certificate if the PD program passed 2.4.1 Sends the QA Recommendation Form from QAEC if the application is for return to the Program Owner	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
	TOTAL		15 days, 3 hours, and 10 minutes	

1. Payment of External and Internal Claims

Processing payments for claims of both internal and external clients through checks and LDDAP-ADA. Prepares checks and Advice of Checks Issued and Cancelled (ACIC) for accounts payable. The ACIC and LDDAP-ADA are delivered to the servicing bank for crediting payments.

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)		
Who may avail:		Internal and external clients with approved claims		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Sales/Service Invoice (for suppliers or service providers)		Client		
2. Two (2) valid government-issued IDs		Client		
Additional requirements for claiming through a representative: 3. One (1) signed authorization letter indicating the full name of the authorized representative 4. One (1) photocopy of the payee's valid ID with three (3) signatures 5. One (1) photocopy of the representative's valid ID with three (3) signatures		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cash Section or confirm receipt via bank/online banking	1.1 Notify the client/payee that the check is ready for release or that payment through ATM has been brought to the bank for crediting	None	5 minutes	<i>Administrative Officer V</i> Cash Section
2. Fill out Box E of the Disbursement Voucher with Check/ADA No.,	2.1 Retrieve the Disbursement Voucher and have the client/payee sign Box E	None	5 minutes	<i>All Personnel</i> Cash Section

Check/ADA date, signature, and date of receipt				
3. Sign in the Warrant Registry	3.1 Present the Warrant Registry and have the client/payee sign	None	3 minutes	<i>All Personnel Cash Section</i>
4. Claim the check	4.1 Release the check upon verification of valid ID(s) or complete authorization documents	None	2 minutes	<i>All Personnel Cash Section</i>
5. Issue Sales/Service Invoice (if applicable)	5.1 Attach the Sales/Service Invoice to the Disbursement Voucher (if applicable)	None	5 minutes	<i>All Personnel Cash Section</i>
TOTAL:		0.00	20 minutes	

2. Payment of Obligations (Cash Collection)

Processing cash collection for payment of various transactions by internal and external clients to DepEd Region IV-A CALABARZON.

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		Government to Business (G2B) Government to Citizen (G2C)		
Who may avail:		Internal and external clients with approved obligations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original Order of Payment		Accounting Section, DepEd Region IV-A CALABARZON		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Order of Payment	1.1 Verify the Order of Payment and attached documents	None	5 minutes	<i>All Personnel</i> Cash Section
2. Pay cash	2.1 Receive cash payment	None	3 minutes	<i>All Personnel</i> Cash Section
	2.2 Count cash and acknowledge the amount received	None	2 minutes	<i>All Personnel</i> Cash Section
3. Receive Official Receipt	3.1 Issue Official Receipt	None	5 minutes	<i>All Personnel</i> Cash Section
TOTAL:		0.00	35 minutes	

1. Handling of Cash Advances

Processing of cash advances granted to the Administrative Officer V (Cashier III) for the disbursement of expenses such as salaries, wages, commutable allowances, honoraria, and other related payments, subject to usual accounting and auditing rules and regulations.

Office or Division:		Cash Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Various payees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Disbursement Vouchers (DVs) with supporting documents		Accounting Section, DepEd Region IV-A CALABARZON		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	0.1 Draft Authority to Hold Cash Advance	0.00	5 minutes	<i>Administrative Officer V</i> Cash Section
	0.2 Sign Authority to Hold Cash Advance	0.00	5 minutes	<i>Chief Administrative Officer</i> Administrative Services Division
	0.3 Approve Authority to Hold Cash Advance	0.00	5 minutes	<i>Regional Director</i> Office of the Regional Director
	0.4 Secure Certification from the Accountant that the previous cash advances have been liquidated and accounted for in the books (if applicable)	0.00	5 minutes	<i>Administrative Officer V</i> Cash Section
	0.5 Submit the following documents to the Accounting Section in two (2) copies: 1. Payroll 2. Approved Authority to	0.00	5 minutes	<i>All Personnel</i> Cash Section

	Hold Cash Advance 3. Memorandum 4. Approved Budget 5. SARO (if applicable) 6. Certification from the Accountant that the previous cash advances have been liquidated and accounted for in the books (if applicable)			
1. Submit the Disbursement Vouchers (DVs) with supporting documents	1.1 Receive the Disbursement Vouchers (DVs) with supporting documents	0.00	2 minutes	<i>All Personnel</i> Cash Section
	1.2 Prepare check and ACIC	0.00	10 minutes	<i>All Personnel</i> Cash Section
	1.3 Review the check, ACIC, and DV; sign the check and ACIC	0.00	5 minutes	<i>Administrative Officer V</i> Cash Section
	1.4 Forward the check, ACIC, and DV with supporting documents to the Office of the Regional Director	0.00	2 minutes	<i>All Personnel</i> Cash Section
	1.5 Sign the check, ACIC, and DV	0.00	12 hours	<i>Regional Director</i> Office of the Regional Director
	1.6 Receive the signed check, ACIC, and DV with supporting documents from the Office of the Regional Director	0.00	2 minutes	<i>All Personnel</i> Cash Section

	1.7 Submit the ACIC to LandBank of the Philippines - Marcos Highway Branch or encode details to the eMDS	0.00	1 hour	<i>Administrative Aide / Cash Section</i>
	1.8 Claim the check and sign Box E of DV and Warrant Registry	0.00	2 minutes	<i>Administrative Officer V Cash Section</i>
	1.9 Encash the cash to LBP	0.00	1 hour	<i>Administrative Officer V Cash Section</i>
	1.10 Inform the payees for cash payment	0.00	5 minutes	<i>Administrative Officer V Cash Section</i>
	1.11 Disburse cash to payees	0.00	3 minutes/payee	<i>All Personnel Cash Section</i>
	1.12 Make the payee sign the payrolls	0.00	1 minutes	<i>All Personnel Cash Section</i>
	1.12 Prepare liquidation report and supporting documents including official receipt for refund, if applicable, in three (3) copies	0.00	8 hours	<i>All Personnel Cash Section</i>
	1.12 Check and sign liquidation report	0.00	10 minutes	<i>Administrative Officer V Cash Section</i>
2. Receive liquidation report and supporting documents in two (2) copies	2.1 Submit liquidation report and supporting documents in two (2) copies	0.00	5 minutes	<i>All Personnel Cash Section</i>
TOTAL:		0.00	21 hours and 34 minutes (excluding waiting time and per-payee disbursement duration)	

**ADMINISTRATIVE SERVICES 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.

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Regional Office Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-out CSC Form No. 6, revised 2020 – <i>(must contain the recommendation of concerned FD Chief)</i>		DepEd Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of CSC Form 6	1.1 Process the CSC Form 6	None	10 minutes (On a per document basis)	Administrative Officers (HRMOs)/ Administrative Aide VI (Personnel Section)
	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)
TOTAL:		None	45 minutes	

2. APPLICATION FOR RETIREMENT/SURVIVORSHIP/DISABILITY BENEFIT

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Retirees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 https://www.gsis.gov.ph/
Updated Service Record	Schools Division Office
Certificate of Last Payment	Regional Payroll Services <ul style="list-style-type: none"> For elementary and secondary regular - prior years to March 2025 For implementing units (IUs) - prior years to July 2025 Schools Division Office <ul style="list-style-type: none"> Effective April 2025 for elementary and secondary regular Respective School <ul style="list-style-type: none"> if autonomous

	<ul style="list-style-type: none"> Effective August 2025 for IUs 			
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 Positions – RD/ARD/SDS/ASDS, etc.)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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)/ Administrative Aide VI (Personnel Section)
	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	2.1 Release documents through the Records Section	None	10 minutes	Administrative Officer V/ Administrative Aide (Records Section)
TOTAL:		None	45 minutes	

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	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 (Annex D)
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 Positions)

		<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> Third level position: 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)/ Administrative Aide VI (Personnel Section)
	1.3 For signature of the following: a. Indorsement letter b. CSC Form 6 (if applicable) c. Annex D d. SDO Clearance (for 3 rd level officials only) e. Recommendation letter for	None	20 minutes	Regional Director

	Officer-In-Charge during the period of travel (for SDSs only)			
2. Receive Signed Indorsement addressed to the concerned SDO or Central Office (If 3 rd level position)	2.1 Release documents through the Records Section	None	5 minutes	Administrative Officer V/ Administrative Aide (Records Section)
TOTAL:		None	45 minutes	

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	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 Official Travel (Annex A)	DepEd Order no. 043, s. 2022 (Annex A)

Signed invitation addressed to the requesting party from foreign host	Foreign Host			
Written Justification	DepEd Order No. 043, s. 2022 (Section IV.A.3)			
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)	Accounting Division/Section/Unit with jurisdiction over the client			
Special Order designating an OIC (for Division Chiefs and Higher) Third level position: 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	None	15 minutes	Administrative Officers (HRMOs)/Administrative Aide

	of Indorsement letter addressed to CO			VI (Personnel Section)
	1.3 For signature of the following: a. Indorsement letter b. Annex A c. SDO Clearance (for 3 rd level officials only) d. Recommendation letter for Officer-In-Charge during the period of travel (for SDSs only)	None	20 minutes	Regional Director
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)
TOTAL:		None	45 minutes	

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.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Regional Office Personnel (ROP)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request form for Service Record/ Certificate of Employment	Personnel Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request form for Service Record (SR)/ Certificate of Employment (COE)	1.1 Receive requests from ROP	None	5 minutes <i>(on a per document basis)</i>	Administrative Officers (HRMOs)/ Administrative Aide VI (Personnel Section)
	1.2 Prepare the COE/SR	None	25 minutes	Administrative Officers (HRMOs)
	1.2 For signature of COE/SR	None	10 minutes	Chief Administrative Officer/ Administrative Officer V (HRMO III)
2. Receive the signed COE/SR	2.1 Release documents to the concerned employee	None	10 minutes	Administrative Officers (HRMOs)/ Administrative Aide VI (Personnel Section)
TOTAL:		None	50 minutes	

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Teaching Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Recommendation from the SDS	

Filled-up ERF	Schools Division Office (SDO)			
Updated Service Record				
Transcript of Records for MA/Doctoral	Teaching and Related Teaching Positions			
Authenticated copy of the TOR for MA/Doctoral Units by CHED				
Seminar/Trainings Attended (Division, Regional, National Level) – supported by a source of authority to attend				
Service Record/ Certificate of Employment (if private school)				
Course Curriculum				
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 <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)
TOTAL:			50 minutes	

7. PROCESSING OF STUDY LEAVE

Teaching Personnel

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

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

Non- Teaching Personnel

Study Leave is a privilege enjoyed by Officials and employees with a permanent position and rendered at least two (2) years of service with at least 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)

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Teaching and Non-Teaching Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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	1.1. Receive the documents and	None	5 minutes	Administrative Officer V/

requirements to the Records Section	forward to the Personnel Section for appropriate action		<i>(on a per document basis)</i>	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	10 minutes	Chief Administrative Officer
	1.4 Sign the necessary documents	None	15 minutes	Regional Director
2. Receive the signed application for study leave	2.1 Forward signed documents to the Records Section for release	None	5 minutes	Administrative Officer V/ Administrative Aide (Records Section)
TOTAL:			45 minutes	

8. PROCESSING OF TERMINAL LEAVE BENEFITS

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Active DepEd Teaching and Non-Teaching Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved application for terminal leave (CSC Form 6)	Schools Division Office (SDO)
Certificate of Last Payment from the School	Regional Office (RO)

	if autonomous, from respective school
Complete Service Record	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
Additional Requirements for SDS only: Clearance from DepEd Regional Office & DepEd CO	Regional Office & Central Office
Additional Requirements in case of death claim: 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 and forward to ORD for signature	None	20 minutes	Chief Administrative Officer
	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
TOTAL:			3 days	

9. REQUEST FOR TRANSFER FROM ANOTHER REGION

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

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		Active DepEd Teaching and Non-Teaching Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request for transfer with necessary requirements from the originating region/division		DepEd Regional Office		
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 indorsement letter addressed to the receiving SDO	None	10 minutes	Administrative Officers (HRMOs)/Administrative Aide VI (Personnel Section)
	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)
TOTAL:			40 minutes	

EXTERNAL SERVICES

1. ACCEPTANCE OF EMPLOYMENT APPLICATION (WALK-IN)

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Interested applicants to DepEd vacant positions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 CSC Certificate of Eligibility/Report of Rating, if applicable	CSC
Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available.	School/s attended
Photocopy of Certificate/s of Training, if applicable	Applicant
Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable	Previous/current employer

Photocopy of latest appointment, if applicable	Applicant
Photocopy of the Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable	Previous/current employer
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the form (Annex C) of DepEd Order No. 007, s. 2023, notarized by authorized official	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

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)
2. Register via https://career.depedcalabzon.ph by selecting the position being applied for, and upload the scanned	2.1 Advise that client will be contacted for further information		20 minutes	Administrative Officers (HRMOs)

documents in a compressed PDF file (100 mb only)				
TOTAL:			25 minutes	

2. ACCEPTANCE OF EMPLOYMENT APPLICATION (ONLINE)

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Interested applicants to DepEd vacant positions
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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 CSC Certificate of Eligibility/Report of Rating, if applicable	CSC/PRC
Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available.	Applicant
Photocopy of Certificate/s of Training, if applicable	Previous/current employer
Photocopy of Certificate of Employment, Contract of Service, or	Previous/current employer

duly signed Service Record, whichever is/are applicable				
Photocopy of latest appointment, if applicable		Applicant		
Photocopy of the Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable		School/s attended		
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the form (Annex C) of DepEd Order No. 007, s. 2023, notarized by authorized official		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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register via https://career.depedcalabazon.ph by selecting the position being applied for, and upload the scanned documents in a compressed PDF file (100 mb only)	1.1 Send acknowledgment email to the applicant (system-generated)		10 minutes	Administrative Officers (HRMOs)

TOTAL:		10 minutes	
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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 Services (RPS) for Transfer of Assignment/Station. In this case, the CLP indicates that personnel who requested this shall be deleted in the payroll.

The issuance of CLP shall cover the following:

- For elementary and secondary regular - prior years to March 2025
- For implementing units (IUs) - prior years to July 2025

Office or Division:		Personnel Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C)		
Who may avail:		Retirees, Transferees, Resigned Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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. with salary overpayment - proceed to accounting section for issuance of order of payment	None	20 minutes	Administrative Aide VI (Personnel Section)

	b. without overpayment proceed to Step 3.1			
2. Proceed to the Cashier Section for payment	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Cash Section Personnel
3. Submit OR to Personnel Section	3.1 Prepare CLP (2 copies) and forward to ASD for signature	None	15 minutes	Administrative Aide VI (Personnel Section)
	3.2 CLP for signature	None	10 minutes	Administrative Officer V (HRMO III)/ Supervising Administrative Officer/ Chief Administrative Officer
4. Receive the signed clearance	4.1 Release signed CLP to the requesting party		5 minutes	Administrative Aide VI (Personnel Section)

RECORDS SECTION

Regional Office

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

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to General Public G2G – Government to Government
Who may avail:	Current and previous learners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
High School/ Elementary Graduates (Public and Private) <ol style="list-style-type: none"> 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.) For Undergraduates: <ol style="list-style-type: none"> 1. Student Permanent Record or Form 137 (1 original and 1 Certified True Copy) 	<p>School Attended</p> <p>School Attended</p> <p>School Attended</p> <p>School Attended</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>School Attended</p>

2. Certification of Enrollment/Completion - CAV Form 4 (1 original and 1 Certified True Copy)	School Attended
3. Latest Passport size ID or 2x2 picture	Client
4. Birth Certificate / Passport	Client
5. Long Brown Envelope (1 pc.)	Client
For ALS/PEPT:	
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)	Central Office- BEA
2. <i>For ALS Passers</i> , Diploma from Bureau of Education Assessment (BEA) (1 original and 1 Certified True Copy)	Central Office – BEA / Schools Division Office
3. Certification from Schools Division Office (1 original and 1 Certified True Copy)	Schools Division Office
4. Latest Passport size ID or 2x2 picture	Client
5. Birth Certificate / Passport	Client
6. Long Brown Envelope (1 pc.)	Client
Additional requirements for representative:	
1. Authorization Letter <i>for immediate family member such as parent, child or siblings</i> (1 original copy)	Client
2. Special Power of Attorney (SPA) <i>for non-immediate family member</i> (1 original copy)	Client
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)	Client
4. Valid ID	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 acknowledgment 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	None	15 minutes	Administrative Aide VI

	System such as but not limited to middle initial, name of school and , school year completed / graduated and LRN (if applicable). 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. Received the signed receiving copy from the client. 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	20 minutes	Administrative Aide VI
TOTAL:			2 days 1 hour and 45 minutes	

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

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to General Public			
Who may avail:	Teaching, Non-Teaching, Retirees, Public and Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 requested document	3. Release the CTC of the requested document, archive the completed Authentication Request Form in the TEAHub.	None	10 minutes	Administrative Aide VI
TOTAL:			85 minutes	

3. Issuance of Requested Documents (Non-CTC)

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

Office or Division:		Records Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to General Public		
Who may avail:		Teaching, Non-Teaching and Retirees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	3. Release the verified copy of	None	10 minutes	Administrative Aide VI

Request Form by affixing his signature and receive verified copy of requested document	the requested document, archive the completed Authentication Request Form in the TEAHub.			
TOTAL:			85 minutes	

4. Receiving of Communications

This is the receiving of documents from the general public.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government G2C – Government to General Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication addressed to the Regional Director		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. Hardcopy: Receives and stamps the communication with “RECEIVED” put the time received and who receive the communication. Gives the receiving copy to the client. Softcopy: 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	None	10 minutes	

	to the concerned office			
TOTAL:			40 minutes	

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.

Office or Division:		Records Section		
Classification:		Simple		
Type of Transaction:		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)		Complainant		
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 – 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).

Office or Division:	Finance Division – Budget Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2B – Government to Business			
Who may avail:	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
TOTAL:			34 minutes	

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.

Office or Division:	Finance Division – Budget Section		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government and G2B – Government to Business		
Who may avail:	DepEd Schools Division Offices and Implementing Units and Other Private Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
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
TOTAL:			1 hour and 11 minutes	

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

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

Certification as to the availability of allotment.				
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/Focal person
TOTAL:			19 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.

Office or Division:		Finance Division – Accounting Section		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government G2B – Government to Business		
Who may avail:		Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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
			4 hours, 10 minutes	

2. Endorsement of Request for Cash Allocation from SDOs

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

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

8. Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM				
9. Computation for Cash Deficiency				
10. Bank Certification for lapsed NCA		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	
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