



**CITIZEN'S CHARTER HANDBOOK  
2026**

## **EXTERNAL SERVICES**

## SCHOOLS DIVISION OFFICE – LANA DEL NORTE

### A. Cash Unit

#### 1. Issuance of Official Receipt

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

|                             |                                                             |
|-----------------------------|-------------------------------------------------------------|
| <b>Office or Division:</b>  | CASH SECTION                                                |
| <b>Classification:</b>      | SIMPLE                                                      |
| <b>Type of Transaction:</b> | G2C - Government to Citizen, G2G - Government to Government |
| <b>Who may avail:</b>       | Anyone                                                      |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE                                                            |
|---------------------------|----------------------------------------------------------------------------|
| Order of Payment Form     | <i>For payment for Bid Docs: BAC</i>                                       |
|                           | <i>For Refunds, Salary Overpayment, Disallowance: Accounting Office</i>    |
|                           | <i>For Provident Collection: Provident Fund Secretariat</i>                |
|                           | <i>For Financial Assistance: Donation from Gov't &amp; Private Sectors</i> |
|                           | <i>For IGP: Assigned Officer</i>                                           |

| CLIENT STEPS                                                                        | AGENCY ACTION                                 | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                             |
|-------------------------------------------------------------------------------------|-----------------------------------------------|-----------------|-------------------|------------------------------------------------|
| <i>1. Obtain a copy of order of payment</i>                                         | <i>Issue Order of Payment</i>                 | <i>None</i>     | <i>10 minutes</i> | <i>Assigned officer of the Division Office</i> |
| <i>2. Bring the accomplished Order Form to Cash Section</i>                         | <i>Receive and verify the filled-out form</i> | <i>None</i>     | <i>5 minutes</i>  | <i>Collecting Officer</i>                      |
| <i>3. Give the payment to collecting officer (If donation, present the check/s)</i> | <i>Accept the Payment</i>                     | <i>None</i>     | <i>5 minutes</i>  | <i>Collecting Officer</i>                      |
|                                                                                     | <i>Encode the payee details to the OR</i>     | <i>None</i>     | <i>5 minutes</i>  | <i>Collecting Officer</i>                      |
| <i>4. Confirmed to the collecting officer the entries in the official receipt</i>   | <i>Issue the OR to the payee</i>              | <i>None</i>     | <i>5 minutes</i>  | <i>Collecting Officer</i>                      |
| <b>Total</b>                                                                        |                                               | <b>None</b>     | <b>30 minutes</b> |                                                |

## B. Legal Unit

### 1. Filing of Complaints

*An administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 47 may file a complaint with the disciplining authority.*

|                             |                                                              |
|-----------------------------|--------------------------------------------------------------|
| <b>Office or Division:</b>  | Legal Services Unit                                          |
| <b>Classification:</b>      | Simple                                                       |
| <b>Type of Transaction:</b> | G2C - Government to Citizen and G2B – Government to Business |
| <b>Who may avail:</b>       | Any person complaining                                       |

| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | WHERE TO SECURE |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1. Copy of Formal Complaint under oath containing certification/statement on non-forum shopping (3 copies and 1 additional copy per additional person complained of)                                                                                                                                                                                                                                                                                                                                                                 | Client          |
| 2. Sworn Complaint in three (3) copies containing the following: <ul style="list-style-type: none"> <li>➤ Full name and address of the complainant;</li> <li>➤ Full name and address of the person complained of as well as his/her position and office in the Department of Education;</li> <li>➤ A narration of the relevant and material facts which should show the acts or omissions as allegedly committed by the person;</li> </ul> Certified true copies of documentary evidence and affidavits of his/her witnesses, if any | Client          |
| 3. Certification or Statement of Non-Forum Shopping                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Client          |

| CLIENT STEPS                                                          | AGENCY ACTION                                                                                                                                          | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------|
| 1. Submit the formal complaint with supporting evidence, if necessary | 1.1 Receive and check The formal complaint and other documents                                                                                         | None            | 5 minutes       | Legal Unit Staff   |
|                                                                       | 1.2. Evaluate the complaint using the formal requirements under D.O. 49, s. 2006                                                                       | None            | 30 minutes      |                    |
|                                                                       | a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk-in Client Intake and Action Form |                 |                 |                    |
|                                                                       | b. Compliant: Request the client to proceed to the Records Section for processing                                                                      |                 |                 |                    |

|                                               |                                                            |                    |                   |  |
|-----------------------------------------------|------------------------------------------------------------|--------------------|-------------------|--|
| <i>2. Receive copy of the complaint filed</i> | <i>2.1 Return Client's receiving copy of the Complaint</i> | <i>None</i>        | <i>5 minutes</i>  |  |
| <b>Total</b>                                  |                                                            | <b><i>None</i></b> | <b>40 minutes</b> |  |

**REMARKS: For request sent electronically**

| <b>CLIENT STEPS</b>                                                                                               | <b>AGENCY ACTION</b>                                                                                                                                                                                | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>            |
|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|--------------------------------------|
| <i>1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary</i> | <i>1.1 Evaluate the complaint using the formal requirements under D.O. 49, s. 2006</i>                                                                                                              | <i>None</i>            | <i>20 minutes</i>      | <i>Legal Unit Staff/Attorney III</i> |
|                                                                                                                   | <i>a. Non -compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.</i>                            |                        |                        |                                      |
|                                                                                                                   | <i>b. Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier</i> |                        |                        |                                      |
| <i>2. Receive copy of the complaint filed</i>                                                                     | <i>2.1 Return Client's receiving copy of the Complaint</i>                                                                                                                                          | <i>None</i>            | <i>5 minutes</i>       |                                      |
| <b>Total</b>                                                                                                      |                                                                                                                                                                                                     | <b><i>None</i></b>     | <b>20 minutes</b>      |                                      |

## C. Personnel Unit

### 2. Submission of Employment Application (Teaching)

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

|                             |                                                                                                                                                   |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                                                                                                                                    |
| <b>Classification:</b>      | Simple                                                                                                                                            |
| <b>Type of Transaction:</b> | G2C - Government to Citizen                                                                                                                       |
| <b>Who may avail:</b>       | Licensed Professional Teacher for Permanent Positions (Elem, Junior HS, and Senior HS; Non-Eligible Teachers for Provisional Positions (SHS only) |

| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                     | WHERE TO SECURE |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1. Letter of intent addressed to the Head of Office or highest human resource officer                                                                                                                                                                                                                                                                                                                                                                         | Applicant       |
| 2. Duly accomplished Personal Data Sheet (PDS) (CSC Form 212, Revised 2017) and Work Experience Sheet                                                                                                                                                                                                                                                                                                                                                         |                 |
| 3. Photocopy of valid and updated PRC License/ID, if applicable                                                                                                                                                                                                                                                                                                                                                                                               |                 |
| 4. Photocopy of Certificate of Eligibility/Report of Rating, if applicable                                                                                                                                                                                                                                                                                                                                                                                    |                 |
| 5. Certified by the University/College, Photocopy of scholastic/academic record, e.g. Transcript of Records (TOR), including graduate/post-graduate, if applicable.                                                                                                                                                                                                                                                                                           |                 |
| 6. Photocopy of Certificate/s Training, if applicable                                                                                                                                                                                                                                                                                                                                                                                                         |                 |
| 7. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable                                                                                                                                                                                                                                                                                                                                    |                 |
| 8. Photocopy of latest appointment, if applicable                                                                                                                                                                                                                                                                                                                                                                                                             |                 |
| 9. Photocopy of the Performance Rating in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable                                                                                                                                                                                                                                                                                                      |                 |
| 10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form                                                                                                                                                                                                                                                                                |                 |
| 11. Other documents as may be required for comparative assessment, such as but not limited to:<br>Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning Development reckoned from the date of last issuance of appointment.<br>Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (10) is not relevant to the position to be filled. |                 |

### 3. Submission of Employment Application (Non-Teaching Related)

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

|                             |                                             |
|-----------------------------|---------------------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                              |
| <b>Classification:</b>      | Simple                                      |
| <b>Type of Transaction:</b> | G2C - Government to Citizen                 |
| <b>Who may avail:</b>       | Any person who is eligible for the position |

| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                                                                                                                                                                                                                                                                                          | WHERE TO SECURE |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 1. Letter of intent addressed to the Head of Office or highest human resource officer                                                                                                                                                                                                                                                                                                                                                                                              | Applicant       |
| 2. Duly accomplished Personal Data Sheet (PDS) (CSC Form 212, Revised 2017) and Work Experience Sheet                                                                                                                                                                                                                                                                                                                                                                              |                 |
| 3. Photocopy of valid and updated PRC License/ID, if applicable                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |
| 4. Photocopy of Certificate of Eligibility/Report of Rating, if applicable                                                                                                                                                                                                                                                                                                                                                                                                         |                 |
| 5. Certified by the University/College, Photocopy of scholastic/academic record, e.g. Transcript of Records (TOR), including graduate/post-graduate, if applicable.                                                                                                                                                                                                                                                                                                                |                 |
| 6. Photocopy of Certificate/s Training, if applicable                                                                                                                                                                                                                                                                                                                                                                                                                              |                 |
| 7. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable                                                                                                                                                                                                                                                                                                                                                         |                 |
| 8. Photocopy of latest appointment, if applicable                                                                                                                                                                                                                                                                                                                                                                                                                                  |                 |
| 9. Photocopy of the Performance Rating in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable                                                                                                                                                                                                                                                                                                                           |                 |
| 10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form                                                                                                                                                                                                                                                                                                     |                 |
| 11. Other documents as may be required for comparative assessment, such as but not limited to:<br><br><i>Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning Development reckoned from the date of last issuance of appointment.</i><br><br><i>Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in Item (10) is not relevant to the position to be filled</i> |                 |

| CLIENT STEPS                                                   | AGENCY ACTION                                                                 | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE     |
|----------------------------------------------------------------|-------------------------------------------------------------------------------|-----------------|-------------------|------------------------|
| 1. Submit the complete pertinent documents to the Records Unit | 1. Stamp Receive, issue a receiving copy, and forward the pertinent documents | None            | 10 minutes        | Records Officer/ AA VI |
|                                                                | 1.1. Check completeness of documents submitted                                | None            | 10 minutes        | HR Unit staff          |
| 2. Receive application receipt                                 | 2. Encode application details                                                 | None            | 10 minutes        | HR Unit Staff/ HRMO    |
| <b>Total</b>                                                   |                                                                               | <b>None</b>     | <b>30 minutes</b> |                        |

## D. Property and Supply Unit

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

#### 1. Issuance of Supplies, Materials and Equipment

*The service allows the issuance of supplies, materials and equipment to end-user/s.*

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division:</b>  | Supply and Property Unit       |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G - Government to Government |
| <b>Who may avail:</b>       | DepED Employees                |

| CHECKLIST OF REQUIREMENTS                  | WHERE TO SECURE          |
|--------------------------------------------|--------------------------|
| 1. Filled Out Request and Issue Slip (RIS) | Supply and Property Unit |

| CLIENT STEPS                                              | AGENCY ACTION                                                                   | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE         |
|-----------------------------------------------------------|---------------------------------------------------------------------------------|-----------------|-------------------|----------------------------|
| 1. Submit form to Supply Office                           | 1.1 Receive and check the documents                                             | None            | 5 minutes         | Supply personnel in-charge |
|                                                           | 1.2 Check the availability of stocks                                            | None            | 10 minutes        | Supply personnel in-charge |
|                                                           | 1.3 Forward the RIS Form to the Division Supply Officer for review and Approval | None            | 5 minutes         | AO IV                      |
| 2. Receive the supplies and the copy of approved RIS Form | 2.1 Release of Supplies to end user                                             | None            | 10 minutes        | Supply personnel in-charge |
| <b>Total</b>                                              |                                                                                 | <b>None</b>     | <b>30 minutes</b> |                            |



## 2. Property and Equipment Clearance Signing

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division:</b>  | Supply and Property Unit       |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G - Government to Government |
| <b>Who may avail:</b>       | DepED Employees                |

| CHECKLIST OF REQUIREMENTS                                                            | WHERE TO SECURE          |
|--------------------------------------------------------------------------------------|--------------------------|
| 1. Property and Equipment Clearance Form (PECF) – 3 original copies and 1 photocopy. | Supply and Property Unit |

| CLIENT STEPS                                                                                   | AGENCY ACTION                                                                                                                                                                                                                                                                                                                                                                                       | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE         |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|----------------------------|
| 1. Submit the accomplished form and turn over all properties and equipment (if there are any). | <p>1.1 Receive the accomplished form and check if the concerned employee is accountable of any property and equipment.</p> <p>a. If the employee has no accountability, the supply officer will sign the clearance part on property and equipment clearance form.</p> <p>b. If the concerned employee is not accountable, the supply officer will request him/her to settle all accountability.</p> | None            | 20 minutes        | Supply personnel in-charge |
| <b>Total</b>                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                     | <b>None</b>     | <b>20 minutes</b> |                            |

## E. Records Section

### 1. 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 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 an authorized person.*

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Office or Division:</b>  | Records Section             |
| <b>Classification:</b>      | Simple                      |
| <b>Type of Transaction:</b> | G2C - Government to Citizen |
| <b>Who may avail:</b>       | General Public              |

| CHECKLIST OF REQUIREMENTS                 | WHERE TO SECURE                            |
|-------------------------------------------|--------------------------------------------|
| 1. Request Letter                         | Client/Person Concern                      |
| 2. Valid ID (Original ID and 1 Photocopy) | Requesting person and/or Authorized Person |
| 3. Authorization Letter (1 Copy)          | Requesting person                          |

| CLIENT STEPS                                                                                    | AGENCY ACTION                                                                                       | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE             |
|-------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------------|
| 1. Submit the letter request with valid ID or authorization letter of the owner of the document | 1.1 Receive the letter Forward to the records custodian. (Gustodian search the requested documents) | None            | 10 minutes      | Administrative Staff (Records) |
| 2. Receive the requested document                                                               | 2.1 Prepare, print and give the document to the client                                              | None            | 20 minutes      |                                |
| Total                                                                                           |                                                                                                     | None            | 30 minutes      |                                |

## 2. Issuance of Requested Documents (CTC and Photocopy of Documents)

*CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated/created by the Agency. The said document can be issued if requested by the owner himself and or an authorized person. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes*

|                             |                                                               |
|-----------------------------|---------------------------------------------------------------|
| <b>Office or Division:</b>  | Records Section                                               |
| <b>Classification:</b>      | Simple                                                        |
| <b>Type of Transaction:</b> | G2C - Government to Citizen<br>G2G – Government to Government |
| <b>Who may avail:</b>       | All                                                           |

| CHECKLIST OF REQUIREMENTS                 | WHERE TO SECURE                            |
|-------------------------------------------|--------------------------------------------|
| 1. Request Letter                         | Client/Person concern                      |
| 2. Valid ID (Original ID and 1 Photocopy) | Requesting person and/or Authorized Person |
| 3. Authorization Letter (1 Copy)          | Requesting person                          |

| CLIENT STEPS                                                                                | AGENCY ACTION                                                                                     | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE                   |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-----------------|-------------------|--------------------------------------|
| 1. Submit letter request with valid ID or authorization letter of the owner of the document | 1.1 Receive the letter forward to the records custodian; custodian locates the requested document | None            | 5 minutes         | Administrative Staff (Records)       |
|                                                                                             | 1.2 Prepare, print or photocopy the requested document                                            | None            | 20 minutes        |                                      |
|                                                                                             | 1.3, Records Officer will review and verify the document and certify true copy                    | None            | 10 minutes        | Records Officer and/or Admin Officer |
| 2. Receive the requested document                                                           | 2.1 Photocopy the Identification Card and release the requested document to the client            | None            | 5 minutes         | Administrative Staff (Records)       |
| <b>Total</b>                                                                                |                                                                                                   | <b>None</b>     | <b>40 minutes</b> |                                      |

### 3. Receiving and Releasing of Communication and other Documents

*The procedure for proper receiving and releasing of communications.*

|                             |                                                                                              |
|-----------------------------|----------------------------------------------------------------------------------------------|
| <b>Office or Division:</b>  | Records Section                                                                              |
| <b>Classification:</b>      | Simple                                                                                       |
| <b>Type of Transaction:</b> | G2C - Government to Citizen<br>G2P - Government to Private<br>G2G - Government to Government |
| <b>Who may avail:</b>       | All                                                                                          |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------|-----------------|
| 1. Official Communication | Records Section |

| CLIENT STEPS                                                   | AGENCY ACTION                                              | FEES TO BE PAID | PROCESSING TIME                    | PERSON RESPONSIBLE                         |
|----------------------------------------------------------------|------------------------------------------------------------|-----------------|------------------------------------|--------------------------------------------|
| 1. Submit official communication to the Records receiving area | 1.1 Receive and check the completes of communication       | None            | 5 minutes                          | Receiving Personnel<br>Records Officer IV  |
|                                                                | 1.2 Forward communication and other documents to SDS       | None            | 5 minutes                          | Records Staff                              |
|                                                                | 1.3 Read and review communication                          | None            | 5 minutes                          | SDS                                        |
|                                                                | 1.4 Route communications to the concerned office/personnel | None            | 5 minutes                          | SDS Staff                                  |
|                                                                | 1.5 Act on communication for ministerial transaction       | None            | 16 hours                           | Concerned office/person                    |
|                                                                | 1.6 Forward the acted communication to Records Section     | None            | 5 minutes                          | SDS Staff                                  |
| 2. Client receives communication                               | 2.1 Release the communication                              | None            | 5 minutes                          | Releasing Personnel/<br>Records Officer IV |
| <b>Total</b>                                                   |                                                            | <b>None</b>     | <b>2 days, 4 hours, 25 minutes</b> |                                            |



## F. Curriculum Implementation Division

### 1. Access to LRMDs Portal

The LRMDs provides access to quality resources from the Regions, Divisions, Cluster/School level: including,

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

|                             |                                    |
|-----------------------------|------------------------------------|
| <b>Office or Division:</b>  | Curriculum Implementation Division |
| <b>Classification:</b>      | Simple                             |
| <b>Type of Transaction:</b> | G2C – Government to Citizen        |
| <b>Who may avail:</b>       | All                                |

| CHECKLIST OF REQUIREMENTS                                                                                                             | WHERE TO SECURE                   |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| 1. Computer/Laptop and Internet Connection                                                                                            | Client                            |
| 2. Registered LR account<br>a. DepEd Email for DepEd Employees<br>b. Any active Email Address for Learners, Parents and Stake Holders | LR Portal<br>(lrmds.deped.gov.ph) |

| CLIENT STEPS                                                                                                                                             | AGENCY ACTION                   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------|-----------------|----------------------------------------|
| 1. Open any browser engine and go to <a href="http://www.lrmds.deped.gov.ph">www.lrmds.deped.gov.ph</a>                                                  | 1. Assist Client (if necessary) | None            | 1 minute        | Client/LR Staff/Librarian/PDO II       |
| 2. Click the Begin Quick Tour for new users (Optional)                                                                                                   | 2. Assist Client (if necessary) | None            | 1 minute        | Client/LR Staff/Librarian/PDO II       |
| 3. Log-in to the LR portal                                                                                                                               | 3. Assist Client (if necessary) | None            | 1 minute        | Client/LR Staff/Librarian/PDO II       |
| 4. On the upper left side menu bar, click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development | 4. Assist Client (if necessary) | None            | 10 minutes      | Client/LR Staff/Librarian/PDO II       |
| 5. Select Grade Level                                                                                                                                    | 5. Assist Client (if necessary) | None            | 1 minute        | Client / LR Staff / Librarian / PDO II |
| 6. Select your desired learning area                                                                                                                     | 6. Assist Client (if necessary) | None            | 1 minute        | Client / LR Staff / Librarian / PDO II |
| 7. Select the category from the given list                                                                                                               | 7. Assist Client (if necessary) | None            | 1 minute        | Client / LR Staff / Librarian / PDO II |

|                                                                                                                                                                                                                            |                                                    |                    |                          |                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|--------------------|--------------------------|------------------------------------------------------|
| <p><i>8. a. Select a title from the list. The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.</i></p> <p><i>b. Use the search button to look for the desired Learning Resource</i></p> | <p><i>8. Assist Client (if necessary)</i></p>      | <p><i>None</i></p> | <p><i>3 minutes</i></p>  | <p><i>Client / LR Staff / Librarian / PDO II</i></p> |
| <p><i>9. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)</i></p>                                                                  | <p><i>9. Assist Client (if necessary)</i></p>      | <p><i>None</i></p> | <p><i>2 minutes</i></p>  | <p><i>Client / LR Staff / Librarian / PDO II</i></p> |
| <p><i>10. Copy or print the Downloaded Learning Resource</i></p>                                                                                                                                                           | <p><i>10. Assist Client (if necessary)</i></p>     | <p><i>None</i></p> | <p><i>5 minutes</i></p>  | <p><i>Client / LR Staff / Librarian / PDO II</i></p> |
| <p><i>11. Open feedback mechanics tab and accomplish Online Feedback form in the Contact Us Tab</i></p>                                                                                                                    | <p><i>11. Generate Client Report</i></p>           | <p><i>None</i></p> | <p><i>3 minutes</i></p>  | <p><i>Client / LR Staff / Librarian / PDO II</i></p> |
| <p><i>12. Log-out the LR Portal</i></p>                                                                                                                                                                                    | <p><i>12. Assist the Client (if necessary)</i></p> | <p><i>None</i></p> | <p><i>1 minutes</i></p>  | <p><i>Client / LR Staff / Librarian / PDO II</i></p> |
| <p><b>Total</b></p>                                                                                                                                                                                                        |                                                    | <p><b>None</b></p> | <p><b>30 minutes</b></p> |                                                      |

## 2. Borrowing Procedures for Books and Other Materials Over Night

The Department of Education recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services. All schools/districts/SDO's with established libraries offer library services.

|                             |                                         |
|-----------------------------|-----------------------------------------|
| <b>Office or Division:</b>  | Curriculum Implementation Division      |
| <b>Classification:</b>      | Simple                                  |
| <b>Type of Transaction:</b> | G2C – Government to Citizen             |
| <b>Who may avail:</b>       | Students and Teaching Related Personnel |

| CHECKLIST OF REQUIREMENTS                                        | WHERE TO SECURE    |
|------------------------------------------------------------------|--------------------|
| 1. Valid School / DepEd ID                                       | Client             |
| 2. Photocopy of the valid school / DepEd ID (A4 size bond paper) |                    |
| 3. Borrower's Information Sheet (Learners)                       | Division Librarian |
| 4. Library Borrower's Card (LBC) - Learner                       |                    |
| 5. Library Borrower's Form - Employees                           |                    |

| CLIENT STEPS                                                                               | AGENCY ACTION                                                                                                                                                                                                                                  | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|--------------------|
| 1. Goes to the LR Center and tells the Division Librarian that you will borrow books, etc. | 1.1 The Division Librarian conducts interview to the client, gives the requirements and instruction on what to do.                                                                                                                             | None            | 2 minutes or more | Division Librarian |
| 2. Presents valid school / DepEd ID to the School Division Librarian                       | 2.1 The Division Librarian checks the school / DepEd ID presented to ensure its validity (the picture in the school ID and the one presenting it are really the same person, and it is really the school ID of the school currently studying). | None            | 1 minute          | Division Librarian |
| 3. Submits one (1) photocopy of the valid school / DepEd ID to the Division Librarian      | 3.1 The Division Librarian receives the photocopy of the valid school / DepEd ID submitted by the client.                                                                                                                                      | None            | 1 minute          | Division Librarian |
|                                                                                            | 3.2 The Hub Librarian provides the learner client with the Borrower's Information Sheet to accomplish, which contains important                                                                                                                | None            | 1 minute          | Division Librarian |



|                                                                                                                                                         |                                                                                                                                                                                 |             |                          |                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------|---------------------------|
|                                                                                                                                                         | <i>information about the client to easily trace and contact if fails to return the borrowed materials</i>                                                                       |             |                          |                           |
| <i>4. Provides the information ask in the Borrower's Information Sheet, and submits it to the Division Librarian</i>                                    | <i>4.1 The Division Librarian checks the information found in the Borrower's Information Sheet while the interview with the learner client is conducted.</i>                    | <i>None</i> | <i>2 minutes or more</i> | <i>Division Librarian</i> |
|                                                                                                                                                         | <i>4.2 The Division Librarian provides the learner client with the Library Borrower's Card to fill-in.</i>                                                                      | <i>None</i> | <i>1 minute</i>          | <i>Division Librarian</i> |
| <i>5. Fills-in the Library Borrower's Card of the required information and presents it to the Division Librarian before borrowing library materials</i> | <i>5.1 The Division Librarian checks the presented Library Borrower's Card of the learner client.</i>                                                                           | <i>None</i> | <i>1 minute</i>          | <i>Division Librarian</i> |
| <i>6. Selects library materials to be borrowed and presents them to the Division Librarian</i>                                                          | <i>6.1 The Division Librarian sorts out the selected materials to be borrowed by title</i>                                                                                      | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
|                                                                                                                                                         | <i>6.2 The Division Librarian explains to the client when the materials will be returned.</i>                                                                                   | <i>None</i> | <i>1 minute</i>          | <i>Division Librarian</i> |
|                                                                                                                                                         | <i>6.3 The Division Librarian asks the learner client to leave his/her school ID.</i>                                                                                           | <i>None</i> | <i>1 minute</i>          | <i>Division Librarian</i> |
|                                                                                                                                                         | <i>6.4 The Division Librarian records the library materials that the client wants to borrow in the Library Borrower's Card (learner) / Library Borrower's Form (employees).</i> | <i>None</i> | <i>2 minutes or more</i> | <i>Division Librarian</i> |

|                                                                                                      |                                                                                                                                                                                          |             |                          |                           |
|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------|---------------------------|
|                                                                                                      | <i>6.5 The Division Librarian asks the client to fill-in the Book Card of each borrowed book.</i>                                                                                        | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
| <i>7. Fills-in the Book Card of each borrowed book and gives them back to the Division Librarian</i> | <i>7.1 The Division Librarian collects all the Book Cards of the borrowed materials and put them together.</i>                                                                           | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
|                                                                                                      | <i>7.2 The Division Librarian stamps the Date Due Slip and the Book Pocket of the borrowed materials with the date when the materials should be returned.</i>                            | <i>None</i> | <i>2 minutes or more</i> | <i>Division Librarian</i> |
|                                                                                                      | <i>7.3 The Division Librarian informs the client on the use of the Date Due Slip and the Book Pocket.</i>                                                                                | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
| <i>8. Returns the borrowed materials to the Division Librarian</i>                                   | <i>8.1 The Division Librarian receives the returned borrowed materials from the client.</i>                                                                                              | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
|                                                                                                      | <i>8.2 Marks the Book Card of the borrowed materials with RETURN, indicates the date when they are returned, and affix the signature of the Division Librarian after the date return</i> | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
|                                                                                                      | <i>8.3 Book Card is placed in its corresponding Book Pocket of the book.</i>                                                                                                             | <i>None</i> | <i>1 minute or more</i>  | <i>Division Librarian</i> |
|                                                                                                      | <i>8.4 The Division Librarian returns the school ID of the borrower</i>                                                                                                                  | <i>None</i> | <i>1 minute</i>          | <i>Division Librarian</i> |
|                                                                                                      | <i>8.5 Borrowed materials are placed on the right shelf.</i>                                                                                                                             | <i>None</i> | <i>5 minutes or more</i> | <i>Division Librarian</i> |
| <b>Total</b>                                                                                         |                                                                                                                                                                                          | <b>None</b> | <b>28 minutes</b>        |                           |

### 3. Learning System (ALS) Enrollment

*It provides opportunities to out-of-school children, youth and adults (OSCYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.*

|                             |                                    |
|-----------------------------|------------------------------------|
| <b>Office or Division:</b>  | Curriculum Implementation Division |
| <b>Classification:</b>      | Simple                             |
| <b>Type of Transaction:</b> | G2C – Government to Citizen        |
| <b>Who may avail:</b>       | All                                |

| CHECKLIST OF REQUIREMENTS                                                                                                                                                            | WHERE TO SECURE                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Latest 2x2 ID picture (2 pcs.) with name tag                                                                                                                                      | Client                                                                                                                                                                 |
| 2. Photocopy of Birth Certificate or Baptismal Certificate                                                                                                                           |                                                                                                                                                                        |
| 3. Valid ID (Driver's License, Postal ID, Voters ID) or any legal document bearing the applicant's picture, name, signature and date of birth (e.g. NBI Clearance, Police Clearance) |                                                                                                                                                                        |
| 4. Enrollment Form                                                                                                                                                                   | Enrolment drop-boxes placed in conspicuous places within the barangay, Community Learning Centers, Schools in the barangay or link provided in social media platforms. |
| 5. Functional Literacy Test (FLT)                                                                                                                                                    | ALS Teachers / Literacy Volunteers                                                                                                                                     |
| 6. Assessment for Basic Literacy (ABL)                                                                                                                                               | ALS Teachers / Literacy Volunteers                                                                                                                                     |

| CLIENT STEPS                                                                                                                                                                                                     | AGENCY ACTION                                                                                                                                                                               | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------------------------|
| 1. Drop the duly accomplished enrolment form with the required documents in the enrolment drop-boxes placed in conspicuous places within the barangay / CLCs or submit it in the nearest school in the barangay. | 1.1 Receive and evaluate the enrolment form and documents and record name of the applicant in the ALS Form 3                                                                                | None            | 3 minutes       | ALS Teachers / Literacy Volunteers |
|                                                                                                                                                                                                                  | 1.2 Conduct assessment/ screening in basic literacy (ABL) or functional literacy test (FLT) following the health safety standard and procedure and identify the entry level being attained. | None            | 1 hour          | ALS Teachers / Literacy Volunteers |

|                                                                      |                                                                                                                                    |             |                             |                                           |
|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------|-------------------------------------------|
|                                                                      | <i>1.3 Group learners according to their literacy level.</i>                                                                       |             |                             |                                           |
| <i>2. Receive details and information regarding learning session</i> | <i>2.1 Inform the learners of their literacy entry level and schedule of literacy learning sessions via call or text messaging</i> | <i>None</i> | <i>2 minutes</i>            | <i>ALS Teachers / Literacy Volunteers</i> |
| <b>Total</b>                                                         |                                                                                                                                    | <b>None</b> | <b>1 hour and 5 minutes</b> |                                           |

## G. School Governance and Operation Division – Planning and Research Section

### 1. Request for Basic Education Data (External Stakeholder)

*Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.*

|                             |                                          |
|-----------------------------|------------------------------------------|
| <b>Office or Division:</b>  | School Governance and Operation Division |
| <b>Classification:</b>      | Simple                                   |
| <b>Type of Transaction:</b> | G2C – Government to Citizen              |
| <b>Who may avail:</b>       | Internal and External Stakeholder        |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE                          |
|---------------------------|------------------------------------------|
| <i>Request Letter</i>     | <i>Internal and External Stakeholder</i> |

| CLIENT STEPS                                                                                                                       | AGENCY ACTION                                                                                 | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE                     |
|------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|-----------------|-------------------------------|----------------------------------------|
| <i>1. External and Internal Stakeholders prepare written request to be submitted to the record section.</i>                        | <i>1.1 Receive the document and stamp the date receive.</i>                                   | <i>None</i>     | <i>1 hour</i>                 | <i>Record Section</i>                  |
| <i>2. Wait for the response in 1 hour for record section to forward the request letter to the Planning &amp; Research Section.</i> | <i>2.1 Record Section forwards the request letter to the Planning &amp; Research Section.</i> | <i>None</i>     | <i>1 hour</i>                 | <i>Record Section</i>                  |
| <i>3. Wait for the response in 3 hours after the request receive by the Planning &amp; Research Section.</i>                       | <i>3.1 Planning and Research Section mine and organize the required data from BEIS</i>        | <i>None</i>     | <i>3 hours</i>                | <i>Planning &amp; Research Section</i> |
| <i>4. Wait for the Data in 1 hour from Record Section.</i>                                                                         | <i>4.1 Record Section Release the data to the Client.</i>                                     | <i>None</i>     | <i>30 minutes</i>             | <i>Record Section</i>                  |
| <b>Total</b>                                                                                                                       |                                                                                               | <b>None</b>     | <b>5 hours and 30 minutes</b> |                                        |

## 1. Troubleshooting LIS Related Issues

*Issues concerning the Learner Information System.*

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Office or Division:</b>  | Planning                    |
| <b>Classification:</b>      | Simple                      |
| <b>Type of Transaction:</b> | G2C – Government to Citizen |
| <b>Who may avail:</b>       | School                      |

| CHECKLIST OF REQUIREMENTS           | WHERE TO SECURE               |
|-------------------------------------|-------------------------------|
| <i>Request for Corrections Form</i> | <i>LIS downloadable forms</i> |

| CLIENT STEPS                                                                          | AGENCY ACTION                                                                                                                                                                                                          | FEES TO BE PAID | PROCESSING TIME             | PERSON RESPONSIBLE |
|---------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------|--------------------|
| <i>1. Submission of accomplished Request Form and scanned documents through email</i> | <i>1.1 Evaluate the document and interview the client. If there are lacking documents, wrong template of the form, blurred scanned documents, will return to the sender.</i>                                           | <i>None</i>     | <i>10 minutes</i>           | <i>Planning</i>    |
|                                                                                       | <i>1.2 Troubleshoot the problem; give recommendation to the client if the issue can be resolved though School level</i>                                                                                                | <i>None</i>     | <i>20 minutes</i>           | <i>Planning</i>    |
|                                                                                       | <i>1.3 If the problem/issue needs troubleshooting from the Central Office the Planning Officer shall facilitate and address the issues through ticketing system wherein scanned legal documents shall be submitted</i> | <i>None</i>     | <i>1 day</i>                | <i>Planning</i>    |
|                                                                                       | <i>1.4 Inform the client regarding the status of the request</i>                                                                                                                                                       | <i>None</i>     | <i>1 minute</i>             | <i>Planning</i>    |
| <b>Total</b>                                                                          |                                                                                                                                                                                                                        | <b>None</b>     | <b>1 day and 31 minutes</b> |                    |

## **INTERNAL SERVICES**

# SCHOOLS DIVISION OFFICE – LANA DEL NORTE

## A. Budget Unit

### 1. Processing of Obligation Request and Status

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

|                             |                            |
|-----------------------------|----------------------------|
| <b>Office or Division:</b>  | BUDGET UNIT                |
| <b>Classification:</b>      | Simple                     |
| <b>Type of Transaction:</b> | G2C – Government to Client |
| <b>Who may avail:</b>       | DepED Employees            |

| CHECKLIST OF REQUIREMENTS                                                               | WHERE TO SECURE        |
|-----------------------------------------------------------------------------------------|------------------------|
| 1. ORS (1 Original Copy and 2 Photocopy)                                                | Accounting Unit        |
| 2. Disbursement Voucher (1 Original Copy and 2 Photocopy)                               | Accounting Unit        |
|                                                                                         |                        |
| <b>Purchase Orders (Pre-audited)</b>                                                    |                        |
| 1. AR/ATC (1 Original Copy and 2 Photocopy)                                             | Requesting Unit        |
| 2. Other supporting documents (1 Original Copy and 2 Photocopy)                         | Requesting Unit        |
|                                                                                         |                        |
| <b>Biddings</b>                                                                         |                        |
| 1. Notice of Award (1 Original Copy and 2 Photocopy)                                    | BAC Secretariat        |
| 2. Signed Contract (1 Original Copy and 2 Photocopy)                                    | Requesting Unit        |
| 3. Sub-AROs (1 Original Copy and 2 Photocopy)                                           | Requesting Unit/Budget |
| 4. AR/ATC (1 Original Copy and 2 Photocopy)                                             | Requesting Unit        |
|                                                                                         |                        |
| <b>Cash Advances for Travels</b>                                                        |                        |
| 1. Approved Travel Order (1 Original Copy and 2 Photocopy)                              | Requesting Unit        |
| 2. Memorandum (1 Original Copy and 2 Photocopy)                                         | Requesting Unit        |
| 3. Itinerary of Travel (1 Original Copy and 2 Photocopy)                                | Requesting Unit        |
| 4. AR/ATC (1 Original Copy and 2 Photocopy)                                             | Requesting Unit        |
|                                                                                         |                        |
| <b>Reimbursement of Travels</b>                                                         |                        |
| 1. Approved Travel Order (1 Original Copy and 2 Photocopy)                              | Requesting Unit        |
| 2. Memorandum (1 Original Copy and 2 Photocopy)                                         | Requesting Unit        |
| 3. Itinerary of Travel (1 Original Copy and 2 Photocopy)                                | Requesting Unit        |
| 4. Certificate of Appearance/Participation/Attendance (1 Original Copy and 2 Photocopy) | Requesting Unit        |
| 5. Certification of Travel Completed (1 Original Copy and 2 Photocopy)                  | Requesting Unit        |
| 6. AR/ATC (1 Original Copy and 2 Photocopy)                                             | Requesting Unit        |

| CHECKLIST OF REQUIREMENTS            | WHERE TO SECURE |
|--------------------------------------|-----------------|
| <b>Cash Advances for School MOOE</b> |                 |



|                                                                     |                        |
|---------------------------------------------------------------------|------------------------|
| <i>1. Purpose of cash advance (1 Original Copy and 2 Photocopy)</i> | <i>Requesting Unit</i> |
| <i>2. Letter request (1 Original Copy and 2 Photocopy)</i>          | <i>Requesting Unit</i> |
| <i>3. WFP (1 Original Copy and 2 Photocopy)</i>                     | <i>Requesting Unit</i> |

| <b>CLIENT STEPS</b>         | <b>AGENCY ACTION</b>                                                                                                                                                                                                                | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>                |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|------------------------------------------|
| <i>1. Forward to Budget</i> | <i>1.1 Receive the documents from the requesting party</i>                                                                                                                                                                          | <i>None</i>            | <i>1 minute</i>        | <i>Margie Bullanday</i>                  |
|                             | <i>1.2 Review, analyze and verify the documents</i>                                                                                                                                                                                 | <i>None</i>            | <i>3 minutes</i>       | <i>Fema P. Uy</i>                        |
|                             | <i>1.3 Verify the availability of allotments</i>                                                                                                                                                                                    | <i>None</i>            | <i>2 minutes</i>       | <i>Emily S. Padayhag</i>                 |
|                             | <i>1.4 Record and posting of entries in BMS</i>                                                                                                                                                                                     | <i>None</i>            | <i>2 minutes</i>       | <i>Jhumar Kilay/<br/>Honey Lee Limot</i> |
|                             | <i>1.5 Generate print-out of ORS</i>                                                                                                                                                                                                | <i>None</i>            | <i>2 minutes</i>       | <i>Jhumar Kilay/<br/>Honey Lee Limot</i> |
|                             | <i>1.6. Certification by the Head of the<br/><br/>Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/ allotment under his/her direct supervision<br/><br/>(Box A)</i> | <i>None</i>            | <i>3 minutes</i>       | <i>Head of requesting Unit</i>           |
|                             | <i>1.7 Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation<br/><br/>(Box B)</i>                                                                               | <i>None</i>            | <i>2 minutes</i>       | <i>Emily S. Padayhag</i>                 |

|              |                                                   |             |                   |                             |
|--------------|---------------------------------------------------|-------------|-------------------|-----------------------------|
|              | <i>1.8 Forward to<br/>Accounting<br/>Division</i> | <i>None</i> | <i>1 minutes</i>  | <i>Margie<br/>Bullanday</i> |
| <b>Total</b> |                                                   | <b>None</b> | <b>16 minutes</b> |                             |

## 2. Posting / Updating of Disbursement

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

|                             |                                                            |
|-----------------------------|------------------------------------------------------------|
| <b>Office or Division:</b>  | BUDGET UNIT                                                |
| <b>Classification:</b>      | Simple                                                     |
| <b>Type of Transaction:</b> | G2C – Government to Client; G2G – Government to Government |
| <b>Who may avail:</b>       | Learners                                                   |

| CHECKLIST OF REQUIREMENTS                           | WHERE TO SECURE  |
|-----------------------------------------------------|------------------|
| 1. Reports of Check Issued (RCI)                    | Cashier's Office |
| 2. Report of Advice to Debit Account Issued (RADAI) |                  |

| CLIENT STEPS                                   | AGENCY ACTION                        | FEES TO BE PAID | PROCESSING TIME  | PERSON RESPONSIBLE           |
|------------------------------------------------|--------------------------------------|-----------------|------------------|------------------------------|
| 1. Submit the required reports (RCI and RADAI) | 1. Receive the reports               | None            | 3 minutes        | Margie Bullanday             |
|                                                | 1.2. Encode/post the data on the BMS | None            | 5 minutes        | Jhumar Kilat/Honey Lee Limot |
| <b>Total</b>                                   |                                      | <b>None</b>     | <b>8 minutes</b> |                              |

## B. Cash Unit

### 3. Handling on Cash Advances

*Issuance of Cash Advance to Requesting DepEd Office. The Cashier is allowed for advances especially in cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations.*

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division:</b>  | CASH UNIT                      |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G – Government to Government |
| <b>Who may avail:</b>       | DepED Employees                |

| CHECKLIST OF REQUIREMENTS                                          | WHERE TO SECURE           |
|--------------------------------------------------------------------|---------------------------|
| <b>CASH ADVANCE (TRAVEL)</b>                                       |                           |
| 1. Authority Request (AR)                                          | Signing Authority         |
| 2. Authority to Conduct (ATC if applicable)                        | Respective Office/Section |
| 3. Travel Order / Memorandum                                       | Respective Office/Section |
| 4. Certification that Previous Cash Advances have been liquidated. | Accounting                |
| 5. Accomplished Itinerary of Travel                                | Client                    |
| <b>CASH ADVANCE (OPERATING EXPENDITURE)</b>                        |                           |
| 1. Activity Request (AR)                                           | Signing Authority         |
| 2. Authority to Conduct (ATC if applicable)                        | Respective Office/Section |
| 3. Approved Budget                                                 | Budget                    |
| 4. Memorandum for the Activity                                     | Respective Office/Section |

| CLIENT STEPS                       | AGENCY ACTION                                                                                                      | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE        |
|------------------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|---------------------------|
| 1. Submit All Necessary Documents. | 1.1 Receive the approved Cash Advance request with the required documents.                                         | NONE            | 1 Hour          | Budget                    |
|                                    | 1.2 Sign the documentary requirements needed for cash advance (AR, OR, DV, JE, Payroll) and other supporting docs. | NONE            | 1 Day           | Respective Office/Section |
|                                    | 1.3 Prepare FindesPACS, LDDAP-ADA, Check, ACIC                                                                     | NONE            | 1 Hour          | Cash                      |
|                                    | 1.4 Sign the FindesPACS,                                                                                           | NONE            | 1 Hour          | SDS, Accountant, Cashier  |

|                                                   |                                                                                                                                                                                  |             |                            |                               |
|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------|-------------------------------|
|                                                   | <i>LDDAP-ADA,<br/>Check, ACIC</i>                                                                                                                                                |             |                            |                               |
|                                                   | <i>1.5 Submit the<br/>FindesPACS,<br/>LDDAP-ADA,<br/>ACIC to the Bank.</i>                                                                                                       | <i>NONE</i> | <i>1 Hour</i>              | <i>Assigned<br/>Personnel</i> |
|                                                   | <i>1.6 Notify the<br/>client/s that the<br/>CA's are already<br/>credited to their<br/>account or checks<br/>are available for<br/>release (Posted<br/>via Cash<br/>Webpage)</i> | <i>NONE</i> | <i>30 Minutes</i>          | <i>Assigned<br/>Personnel</i> |
| <i>1. Submit All<br/>Necessary<br/>Documents.</i> | <i>1.1 Receive the<br/>approved Cash<br/>Advance request<br/>with the required<br/>documents.</i>                                                                                | <i>NONE</i> | <i>1 Hour</i>              | <i>Budget</i>                 |
| <b>Total</b>                                      |                                                                                                                                                                                  | <b>None</b> | <b>1 day and 4.5 hours</b> |                               |

## C. Information and Communications Technology Unit

### 1. Account Management (DepEd Email Request, O365 Account, DPDS Account, LIS Account)

*Creation and resetting of passwords for all regular SDO proper and field personnel.*

|                             |                                               |
|-----------------------------|-----------------------------------------------|
| <b>Office or Division:</b>  | Information Communications Technology Section |
| <b>Classification:</b>      | Simple                                        |
| <b>Type of Transaction:</b> | G2C – Government to Citizen                   |
| <b>Who may avail:</b>       | School                                        |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE                                         |
|---------------------------|---------------------------------------------------------|
| <i>Online Request</i>     | <a href="https://depedldn.com">https://depedldn.com</a> |

| CLIENT STEPS                                                        | AGENCY ACTION                                                             | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE |
|---------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------|-------------------|--------------------|
| <i>1. Submission of online requests through depedldn.com Portal</i> | <i>1.1 Review the request and validate the attached scanned documents</i> | <i>None</i>     | <i>30 minutes</i> | <i>ICT Unit</i>    |
|                                                                     | <i>1.2 Create an account or reset password of the client</i>              | <i>None</i>     | <i>5 minutes</i>  | <i>ICT Unit</i>    |
|                                                                     | <i>1.3 Update the status of the request in the portal</i>                 | <i>None</i>     | <i>1 minutes</i>  | <i>ICT Unit</i>    |
|                                                                     | <i>1.4. Give credentials to the client</i>                                | <i>None</i>     | <i>1 minute</i>   | <i>ICT Unit</i>    |
| <b>Total</b>                                                        |                                                                           | <b>None</b>     | <b>37 minutes</b> |                    |

## 2. TROUBLESHOOTING OF ICT EQUIPMENT (Division Office)

*Evaluation, assessment and troubleshooting of the ICT equipment of the Division Office.*

|                             |                                               |
|-----------------------------|-----------------------------------------------|
| <b>Office or Division:</b>  | Information Communications Technology Section |
| <b>Classification:</b>      | Simple                                        |
| <b>Type of Transaction:</b> | G2C – Government to Citizen                   |
| <b>Who may avail:</b>       | School                                        |

| CHECKLIST OF REQUIREMENTS  | WHERE TO SECURE |
|----------------------------|-----------------|
| ICT Equipment Service Form | ICT Unit        |

| CLIENT STEPS                                | AGENCY ACTION                                                                                                                                                                   | FEES TO BE PAID | PROCESSING TIME               | PERSON RESPONSIBLE |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------|--------------------|
| 1. Submission of ICT Equipment Service Form | 1. Receive the form                                                                                                                                                             | None            | 1 minute                      | ICT Unit           |
|                                             | 1.2 Interview the client, evaluate and analyze the equipment, see whether troubleshooting is possible to finish within the day or not, check whether it is still under warranty | None            | 10 minutes                    | ICT Unit           |
|                                             | 1.3 If not under warranty; possible to finish within the day. Troubleshoot the equipment                                                                                        | None            | 2 hours                       | ICT Unit           |
|                                             | 1.4 If not possible to finish within the day. Give recommendations to the client                                                                                                | None            | 1 minute                      | ICT Unit           |
|                                             | 1.5 If the ICT equipment is still under warranty, forward the equipment to the Supply section to be returned to the supplier                                                    | None            | 2 minutes                     |                    |
|                                             | 1.6 Return the equipment to the client                                                                                                                                          | None            | 2 minutes                     |                    |
| <b>Total</b>                                |                                                                                                                                                                                 | <b>None</b>     | <b>2 hours and 16 minutes</b> |                    |

## D. Legal Unit

### 1. Issuance of Certificate of No Pending Case

*Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.*

|                             |                                             |
|-----------------------------|---------------------------------------------|
| <b>Office or Division:</b>  | Administrative and General Services Section |
| <b>Classification:</b>      | Simple                                      |
| <b>Type of Transaction:</b> | G2G – Government to Government              |
| <b>Who may avail:</b>       | Internal Clients                            |

| CHECKLIST OF REQUIREMENTS       | WHERE TO SECURE   |
|---------------------------------|-------------------|
| 1. Government issued ID         | Requesting Entity |
| 2. Division Clearance           |                   |
| 3. Intent/ Authorization letter |                   |

| CLIENT STEPS                                              | AGENCY ACTION                                                                                                                                          | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                        |
|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------------------------------------|
| 1. Submit all documentary requirements                    | 1.1 Review and check requirement/s & verify from the list offormally charged employees                                                                 | None            | 5 minutes       | Administrative Officer V/<br>Office Staff |
| 2. Log at thelog sheet provided if issued a certification | 2.1 If employee does not have a pending case, issue certification / sign clearance.                                                                    | None            | 5 minutes       |                                           |
|                                                           | If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed |                 |                 |                                           |
| 3. Receiveaction document/s.                              | 3.1 Release action document / Sign Division Clearance                                                                                                  | None            | 5 minutes       |                                           |
| Total                                                     |                                                                                                                                                        | None            | 15 minutes      |                                           |



## E. Personnel Unit

### 1. Application for Equivalent Record Form (ERF)

*This service is to validate the classification level of teachers covered by the Teachers' Pay Preparation Schedule (TPPS). The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval. The processing of ERF is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation.*

|                             |                                      |
|-----------------------------|--------------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                       |
| <b>Classification:</b>      | Complex                              |
| <b>Type of Transaction:</b> | G2C – Government to Citizen          |
| <b>Who may avail:</b>       | DepED Licensed Public School Teacher |

| CHECKLIST OF REQUIREMENTS                                                                                        | WHERE TO SECURE          |
|------------------------------------------------------------------------------------------------------------------|--------------------------|
| <i>1 copy of indorsement from school signed by the school head</i>                                               | <i>Requesting Entity</i> |
| <i>3 copies of Duly Accomplished ERF</i>                                                                         |                          |
| <i>1 copy of Updated Service Record</i>                                                                          |                          |
| <i>1 copy of Latest Approved Appointment</i>                                                                     |                          |
| <i>1 copy Official Transcript of Records (duly Authenticated by School/University)</i>                           |                          |
| <i>If Private School, attach 1 copy of Sworn Statement</i>                                                       |                          |
| <i>Special Order # of Graduation for Private School</i>                                                          |                          |
| <i>Board Resolution # of Graduation for Public School</i>                                                        |                          |
| <i>Diploma/Certification of Graduation</i>                                                                       |                          |
| <i>If units earned, submit certification on number of units earned (duly Authenticated by School/University)</i> |                          |
| <i>1 copy of PRC License (ATM Type)/Renewal of PRC (duly authenticated by PRC)</i>                               |                          |
| <i>1 copy each of Latest Performance Rating: (3 rating period)</i>                                               |                          |

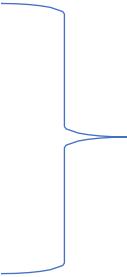
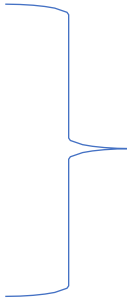
| CLIENT STEPS                                  | AGENCY ACTION                                                                       | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE             |
|-----------------------------------------------|-------------------------------------------------------------------------------------|-----------------|-------------------|--------------------------------|
| <i>1. Submit all Documentary Requirements</i> | <i>1.1 Receive and check for the completeness of the submitted ERF requirements</i> | <i>None</i>     | <i>15 minutes</i> | <i>Personnel Unit<br/>HRMO</i> |

|                                                                              |                                                                        |             |                            |                       |
|------------------------------------------------------------------------------|------------------------------------------------------------------------|-------------|----------------------------|-----------------------|
|                                                                              | <i>1.2 Process ERF application and attached necessary documents</i>    | <i>None</i> | <i>30 minutes</i>          |                       |
|                                                                              | <i>1.3 Forward to authorized signatories for signature on ERF Form</i> | <i>None</i> | <i>1 hour</i>              | <i>AOV and SDS</i>    |
| <i>2. Furnish teacher with the Endorsement to the ERF to Regional Office</i> | <i>2. 2 Indorse the ERF application to Regional Office</i>             | <i>None</i> | <i>5 minutes</i>           | <i>Personnel Unit</i> |
| <b>Total</b>                                                                 |                                                                        | <b>None</b> | <b>1hour and 50minutes</b> |                       |

## 2. Application for Leave

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

| <b>Office or Division:</b>                                                                                                                                                                                                                                                                                             | Personnel Unit                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Classification:</b>                                                                                                                                                                                                                                                                                                 | Simple                                                                                   |
| <b>Type of Transaction:</b>                                                                                                                                                                                                                                                                                            | G2G – Government to Government                                                           |
| <b>Who may avail:</b>                                                                                                                                                                                                                                                                                                  | DepEd Employees                                                                          |
| CHECKLIST OF REQUIREMENTS                                                                                                                                                                                                                                                                                              | WHERE TO SECURE                                                                          |
| <b>Vacation Leave (30 DAYS and ABOVE)</b><br>(2 original copies) <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. INDORSEMENT LETTER FROM IMMEDIATE HEAD</li> <li>3. Letter request</li> <li>4. CERTIFICATION AS TO WHO WILL TAKE CHARGE OF THE WORKLOADS.</li> <li>5. DIVISION CLEARANCE (OLS)</li> </ol> |  CLIENT |
| <i>*Hardcopies and Online Application</i>                                                                                                                                                                                                                                                                              | Personnel Unit                                                                           |
| <b>Vacation Leave (29 DAYS and below)</b><br><b>(2 ORIGINAL COPIES)</b> <ol style="list-style-type: none"> <li>1. Form 6</li> <li>2. INDORSEMENT LETTER FROM IMMEDIATE HEAD</li> <li>3. Letter request</li> <li>4. School Clearance</li> <li>5. CERTIFICATION AS TO WHO WILL TAKE CHARGE OF THE WORKLOADS</li> </ol>   | CLIENT                                                                                   |
| <i>*Online Application</i>                                                                                                                                                                                                                                                                                             |                                                                                          |
| <b>SICK LEAVE</b><br><b>(5 DAYS and ABOVE)</b> <ol style="list-style-type: none"> <li>1. Form 6 (2 COPIES)</li> <li>2. Medical Certificate (1 Copy)</li> <li>3. Letter request (1 original copy)</li> </ol>                                                                                                            | CLIENT                                                                                   |
| <i>*Hardcopies and Online Application</i>                                                                                                                                                                                                                                                                              |                                                                                          |
| <b>SICK LEAVE</b><br><b>(4 days and below)</b> <ol style="list-style-type: none"> <li>1. Attached Special Order/Service Credits (if available)</li> </ol>                                                                                                                                                              | CLIENT                                                                                   |
| <i>*Online Application</i>                                                                                                                                                                                                                                                                                             |                                                                                          |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p align="center"><b>Paternity Leave</b><br/>(to be uploaded in OLS)</p> <p>1. Letter request (1 original copy)</p> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>• Marriage Contract</li> <li>• Birth Certificate of the Child or Medical Certificate of the Wife</li> </ul> <p><b>* Online Application</b></p>                                                                                                      |  <p align="center">CLIENT</p>                                       |
| <p align="center"><b>Maternity Leave</b><br/>(2 original copies)</p> <p>1. Form 6 (2 original copies)<br/>2. Letter request (1 original copy)<br/>3. INDORSEMENT FROM THE IMMEDIATE HEAD</p> <p><i>Additional Requirements:</i></p> <ul style="list-style-type: none"> <li>• Medical Certificate (1 Copy)</li> <li>• Birth Certificate (If available)</li> <li>• Division Clearance (OLS)</li> </ul> <p><b>*Hardcopies and Online Application</b></p> |  <p align="center">CLIENT</p> <p align="center">PERSONNEL UNIT</p>  |
| <p align="center"><b>TRAVEL ABROAD</b><br/><b>(regardless of number of days)</b><br/>(3original copies)</p> <p>1. FORM 6<br/>2. INDORSEMENT LETTER FROM IMMEDIATE HEAD<br/>3. LETTER REQUEST<br/>4. School Clearance<br/>5. CERTIFICATION AS TO WHO WILL TAKE CHARGE OF THE WORKLOADS.<br/>6. AUTHORITY FOR PERSONAL TRAVEL FORM<br/>7. DIVISION CLEARANCE (OLS)</p> <p><b>*Hardcopies and Online Application</b></p>                                 |  <p align="center">CLIENT</p> <p align="center">PERSONNEL UNIT</p> |
| <p align="center"><b>Solo Parent Leave</b><br/>(to be uploaded in OLS)</p> <p>1. Solo Parent ID (uploaded front and back)<br/>2. Letter Request</p> <p><b>* Online Application</b></p>                                                                                                                                                                                                                                                                | <p align="center">CLIENT</p>                                                                                                                          |

| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------------|---------------|-----------------|-----------------|--------------------|
|--------------|---------------|-----------------|-----------------|--------------------|

|    |                                                                                                                                                                                                                                |                                                                                                                                                                                  |      |                                        |                                      |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------------------|--------------------------------------|
| 1. | <p>UPLOAD complete documentary requirements within the prescribed timeline from the concerned Office.</p> <p>NOTE:<br/>(FOR TRAVEL ABROAD AND ABOVE 30 DAYS APPLICATION , IT SHOULD BE FILED 45DAYS PRIOR TO EFFECTIVITY )</p> | <ul style="list-style-type: none"> <li>APPLICATION IS AUTOMATICALLY ROUTED TO THE IMMEDIATE HEAD, RECOMMENDING APPROVAL.</li> </ul>                                              | None | 1 minute will do for every application | PERSONAL ACCOUNT                     |
|    |                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>IMMEDIATE HEAD REVIEWS THE REQUEST AND EITHER APPROVES OR DENIES IT BASED ON COMPANY POLICIES, WORKLOAD AND TEAM AVAILABILITY.</li> </ul> | None | 1 minute will do for every application | SCHOOL/OFFICE ACCOUNT                |
|    |                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>ACCEPTS AND FORWARDS THE LEAVE APPLICATION TO PERSONNEL ACCOUNT</li> </ul>                                                                | None | 1 minute will do for every application | Records Section - Person in charge   |
|    |                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>THE REQUEST WILL BE FORWARDED TO HR FOR FURTHER REVIEW OR VERIFICATION/VALIDATION OF LEAVE BALANCES. (WITH OR</li> </ul>                  | None | 1 minute will do for every application | PERSONNEL ACCOUNT - Person in charge |

|                                                    |                                                                                                                                                                    |      |                                              |                                              |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------------------------|----------------------------------------------|
|                                                    | WITHOUT<br>PAY)                                                                                                                                                    |      |                                              |                                              |
|                                                    | <ul style="list-style-type: none"> <li>RECOMMENDING APPROVAL OF THE VALIDATED LEAVE APPLICATION</li> </ul>                                                         | None | 1 minute<br>will do for every<br>application | ADMINISTRATIVE ACCOUNT -<br>Person in charge |
|                                                    | <ul style="list-style-type: none"> <li>RECOMMENDING APPROVAL OF THE VALIDATED LEAVE APPLICATION (60DAYS ABOVE AND TRAVEL ABROAD APPLICATION )</li> </ul>           | None | 1 minute<br>will do for every<br>application | ASDS SECTION -<br>Person in charge           |
|                                                    | <ul style="list-style-type: none"> <li>RECOMMENDING APPROVAL OF THE VALIDATED LEAVE APPLICATION (60DAYS ABOVE AND TRAVEL ABROAD APPLICATION )</li> </ul>           | None | 1 minute<br>will do for every<br>application | SDS SECTION -<br>Person in charge            |
| 2. PRINT THE APPROVED COPY FROM THE SCHOOL ACCOUNT | <ul style="list-style-type: none"> <li>RELEASE TRAVEL ABROAD TO REGION OFFICE</li> <li>RELEASE APPROVED APPLICATION 30DAYS AND BELOW TO RECORDS SECTION</li> </ul> | None | 1 minute                                     | RECORD ACCOUNT -<br>Person in charge         |

### 3. Application for Retirement

*Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.*

|                             |                                                           |
|-----------------------------|-----------------------------------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                                            |
| <b>Classification:</b>      | Complex                                                   |
| <b>Type of Transaction:</b> | G2G – Government to Government                            |
| <b>Who may avail:</b>       | DepED employees that reached the retiring age requirement |

| CHECKLIST OF REQUIREMENTS                                                                     | WHERE TO SECURE               |
|-----------------------------------------------------------------------------------------------|-------------------------------|
| 1. Application for Retirement (1 Copy)                                                        | DepED Schools Division Office |
| 2. Service Record (4 Original Copy)                                                           |                               |
| 3. Clearance for money & property Accountabilities District &<br>Division (4 Original Copies) |                               |
| 4. Administrative Clearance (4 Original Copy)                                                 |                               |
| 5. Certification of Leave with or without pay (4 Original Copy)                               |                               |
| 6. Certificate of no pending case (4 original copy)                                           |                               |
| 7. GSIS Application Form for Retirement                                                       |                               |

| CLIENT STEPS                                   | AGENCY ACTION                                                                                         | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                     |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------|-----------------|-----------------|----------------------------------------|
| 1. Submit complete requirements for Retirement | 1. Receive complete documents from Records Unit checked by District Human Resource Management Officer | None            | 30 minutes      | Human Resource Unit - Person in charge |
|                                                | 1.1. Check and verify the completeness of the documents                                               | None            | 30 minutes      | Human Resource Unit - Person in charge |
|                                                | 1.2. Inform the concerned person if                                                                   | None            | 1 day           | Human Resource Unit -                  |

|              |                                                                                                               |             |                          |                                               |
|--------------|---------------------------------------------------------------------------------------------------------------|-------------|--------------------------|-----------------------------------------------|
|              | <i>the requirements are incomplete</i>                                                                        |             |                          | <i>Person in charge</i>                       |
|              | <i>1.3. Authenticate complete documents for retirement. Prepare 1st endorsement</i>                           | <i>None</i> | <i>1 hour</i>            | <i>Human Resource Unit - Person in charge</i> |
|              | <i>1.4. Forward complete documents to SDS office for signature and ODC for release in the Regional Office</i> | <i>None</i> | <i>2 days</i>            | <i>Human Resource Unit - Person in charge</i> |
|              | <i>1.5. Indorse the application for retirement to the GSIS Office</i>                                         | <i>None</i> | <i>2 days</i>            | <i>Human Resource Unit - Person in charge</i> |
| <b>Total</b> |                                                                                                               | <b>None</b> | <b>5 days and 1 hour</b> |                                               |



**4. Foreign Travel Authority Request on Official Time or Official Business**  
Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

|                                                                                                                       |                                                                                                                    |                        |                        |                                   |
|-----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------|------------------------|-----------------------------------|
| <b>Office or Division:</b>                                                                                            | Personnel Unit                                                                                                     |                        |                        |                                   |
| <b>Classification:</b>                                                                                                | Simple                                                                                                             |                        |                        |                                   |
| <b>Type of Transaction:</b>                                                                                           | G2G – Government to Government                                                                                     |                        |                        |                                   |
| <b>Who may avail:</b>                                                                                                 | DepEd SDO Employees                                                                                                |                        |                        |                                   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                                                                      |                                                                                                                    | <b>WHERE TO SECURE</b> |                        |                                   |
| 1. Letter of Intent (1 original copy)                                                                                 |                                                                                                                    | Requesting Party       |                        |                                   |
| 2. Clearance from School property custodian/school head of requesting party (3 original copies)<br>Division Clearance |                                                                                                                    | Requesting party       |                        |                                   |
| 3. Designation of relieving teacher/ employee in their absence (1 original copy)                                      |                                                                                                                    | Requesting party       |                        |                                   |
| 4. Indorsement letter from school head/ agency head (1 original copy)                                                 |                                                                                                                    | SDO/ DO                |                        |                                   |
| 5. Certificate of No pending case (1 original copy)                                                                   |                                                                                                                    | SDO/ DO                |                        |                                   |
| 6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1 Original Copy)                                             |                                                                                                                    | SDO                    |                        |                                   |
| 7. Invitation (1 Original /photocopy)                                                                                 |                                                                                                                    | Event Organizer        |                        |                                   |
| 8. Estimated Travel Cost (1 Copy)                                                                                     |                                                                                                                    | Requesting party       |                        |                                   |
| 9. Complete Staff Work (1 Copy)                                                                                       |                                                                                                                    | Requesting party       |                        |                                   |
| <b>CLIENT STEPS</b>                                                                                                   | <b>AGENCY ACTION</b>                                                                                               | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>         |
| 1. Submit all documents within the prescribe timeline to Personnel Unit                                               | 1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details | None                   | 15 minutes             | Personnel Unit - Person in charge |

|                              |                                                                                                                                                                                                                             |             |                          |                                   |
|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------------------|-----------------------------------|
|                              | <p>If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies</p> <p>If complete and accurate, prepare the necessary additional requirements</p> | None        |                          | Personnel Unit - Person in charge |
|                              | 1.1. Route the travel documents for signature of authorized officials                                                                                                                                                       | None        | 1 day                    | Personnel Unit - Person in charge |
| 2. Receives travel documents | <p>2. Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd NCR</p>                                                                                                  | None        |                          | Personnel Unit - Person in charge |
| <b>TOTAL:</b>                |                                                                                                                                                                                                                             | <b>None</b> | <b>1 day, 15 minutes</b> |                                   |

## 5. Issuance of Certificate of Employment

*Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.*

|                             |                                   |
|-----------------------------|-----------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                    |
| <b>Classification:</b>      | Simple                            |
| <b>Type of Transaction:</b> | G2G – Government to Government    |
| <b>Who may avail:</b>       | DepED Employees / Former Employee |

| CHECKLIST OF REQUIREMENTS                                                   | WHERE TO SECURE           |
|-----------------------------------------------------------------------------|---------------------------|
| 1. Copy of Appointment (1 Copy)                                             | Personal or form 201 File |
| 2. Certificate of Employment from Previous Employment (1 Original Copy)     | Personnel Section         |
| 3. Data sheet request form (1 Copy)                                         | Front Desk/Information    |
| 4. Letter request (for those personnel no longer connected in the Division) | Client                    |
| 5. Identification Card (1 Original copy)                                    | Client                    |

| CLIENT STEPS                                                                           | AGENCY ACTION                                       | FEES TO BE PAID | PROCESSING TIME   | PERSON RESPONSIBLE          |
|----------------------------------------------------------------------------------------|-----------------------------------------------------|-----------------|-------------------|-----------------------------|
| 1. Submit Data Sheet Request form with other required documents with attached pay slip | 1. Receive and forward submitted complete documents | None            | 2 minutes         | Front Desk/Information      |
|                                                                                        | 1.1. Verify the complete documents submitted        | None            | 5 minutes         | Human Resource Unit Concern |
|                                                                                        | 1.2. Prepare and sign Certificate of Employment     | None            | 5 minutes         | Human Resource Unit Concern |
|                                                                                        | 1.3. Release Certificate of Employment to Client    | None            | 2 minutes         | Front Desk/Information      |
| <b>Total</b>                                                                           |                                                     | <b>None</b>     | <b>14 minutes</b> |                             |

## 6. Issuance of Service Record

*Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.*

|                             |                                |
|-----------------------------|--------------------------------|
| <b>Office or Division:</b>  | Personnel Unit                 |
| <b>Classification:</b>      | Simple                         |
| <b>Type of Transaction:</b> | G2G – Government to Government |
| <b>Who may avail:</b>       | DepED Employees                |

| CHEKCLISTS OF REQUIREMENTS                                                  | WHERE TO SECURE |
|-----------------------------------------------------------------------------|-----------------|
| <i>1. Letter of Intent (State the Purpose)</i>                              | <i>Client</i>   |
| <i>2. Copy of Appointment, Previous and Latest Appointment if promoted.</i> | <i>Client</i>   |

| CLIENT STEPS | AGENCY ACTION                                       | FEES TO BE PAID | PROCESSING TIME          | PERSON RESPONSIBLE                                                   |
|--------------|-----------------------------------------------------|-----------------|--------------------------|----------------------------------------------------------------------|
|              | <i>1. Receive and review of request from client</i> | <i>None</i>     | <i>within 30 minutes</i> | <i>Records Unit Personnel</i>                                        |
|              | <i>1.1. Retrieve of documents from file</i>         | <i>None</i>     |                          | <i>Records Unit Personnel</i>                                        |
|              | <i>1.2. Process request</i>                         | <i>None</i>     |                          | <i>Records Unit Personnel/<br/>Administrative Officer IV-Records</i> |
|              | <i>1.3. Release record</i>                          | <i>None</i>     |                          | <i>Records Unit Personnel</i>                                        |
| <b>Total</b> |                                                     | <b>None</b>     | <b>30 minutes</b>        |                                                                      |

## 7. Processing of Appointment

|                             |                             |
|-----------------------------|-----------------------------|
| <b>Office or Division:</b>  | Personnel Unit              |
| <b>Classification:</b>      | Simple                      |
| <b>Type of Transaction:</b> | G2C – Government to Citizen |
| <b>Who may avail:</b>       | All                         |

| CLIENT STEPS                                       | AGENCY ACTION                                                                                                                                                                                                                                                                           | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                                     |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------|--------------------------------------------------------|
| 1. Submit the documents required in the check list | <i>Conduct initial evaluation:</i><br><i>- If complete, record receipt of documents using the time stamping machine/stamp receipt on the original, duplicate and triplicate copies of document.</i><br><br><i>- If incomplete, return the documents to comply with the requirements</i> | None            | 25 minutes      | Personnel Staff                                        |
|                                                    | Record receipt documents in the Logbook                                                                                                                                                                                                                                                 | None            | 2 minutes       | Personnel Staff                                        |
|                                                    | Review documents, print appointment and signed the certification as to the completeness and authenticity of the requirements and the certification of Publication and Posting of Vacancy                                                                                                | None            | 15 minutes      | AO IV-HRMO                                             |
|                                                    | Sign the Certification of Human Resource Merit Promotion and Selection Board (HRMPSB) Evaluation/Screening                                                                                                                                                                              | None            | 2 minutes       | HRMPSB Chairperson                                     |
|                                                    | Sign the appointment with corresponding date of appointment                                                                                                                                                                                                                             | None            | 2 minutes       | Schools Division Superintendent / Appointing Officer / |

|              |  |             |                   |                             |
|--------------|--|-------------|-------------------|-----------------------------|
|              |  |             |                   | <i>Appointing Authority</i> |
| <b>Total</b> |  | <b>None</b> | <b>46 minutes</b> |                             |

| <b>CLIENT STEPS</b>                                          | <b>AGENCY ACTION</b>                                       | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>          |
|--------------------------------------------------------------|------------------------------------------------------------|------------------------|------------------------|------------------------------------|
| <i>2. Received the approved Appointments for attestation</i> | <i>Submit to CSC – Field Office Iligan for attestation</i> | <i>None</i>            | <i>7 working days</i>  | <i>Personnel Staff/ AO IV-HRMO</i> |
| <b>Total</b>                                                 |                                                            | <b>None</b>            | <b>7 working days</b>  |                                    |

## 8. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

| <b>Office or Division:</b>                                                                         | Personnel Unit                 |
|----------------------------------------------------------------------------------------------------|--------------------------------|
| <b>Classification:</b>                                                                             | Simple                         |
| <b>Type of Transaction:</b>                                                                        | G2G – Government to Government |
| <b>Who may avail:</b>                                                                              | DepEd employees                |
| <b>CHECKLIST OF REQUIREMENTS</b>                                                                   | <b>WHERE TO SECURE</b>         |
| 1. Letter request (1 original copy)                                                                | Concerned Retiree              |
| 2. Service Record (1 original copy)                                                                | Personnel Unit                 |
| 3. GSIS Retirement Voucher (1 original copy)                                                       | Concerned Retiree              |
| 4. GSIS Retirement Clearance (1 original copy)                                                     | Concerned Retiree              |
| 5. Certificate of Last Payment (1 original copy)                                                   | Accounting Unit                |
| 6. Clearances (Money & Property accountabilities (3 original copy)                                 | School and SDO                 |
| 7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)                                    | Personnel Unit                 |
| 8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy) |                                |
| 9. Certified Copies of Leave Cards- (1 original copy)                                              |                                |
| 10. Certification of Leave Credits Earned- (1 original copy)                                       |                                |
| 11. Form 6                                                                                         |                                |
| 12.Ombudsan Clearance                                                                              |                                |
| <b>For deceased employee:</b>                                                                      |                                |
| 1. Death certificate (1 photocopy)                                                                 | Municipal registrar            |
| 2. Marriage Certificate (1 photocopy)                                                              | NSO                            |
| 3. Survivorship (If applicable)(1 photocopy)                                                       | Spouse                         |
| 4. Special Power of Attorney (1 original copy, 2 photocopies)                                      | Attorney                       |

| CLIENT STEPS                                                                                    | AGENCY ACTION                                                              | FEES TO BE PAID | PROCESSING TIME            | PERSON RESPONSIBLE                   |
|-------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------|----------------------------|--------------------------------------|
| 1. Submit all documentary requirements within the prescribed timeline from the concerned office | 1. Receive the complete documents                                          | None            | 10 minutes                 | Records Section - Person in charge   |
|                                                                                                 | 1.1. Check the document as to completeness                                 |                 |                            |                                      |
|                                                                                                 | 1.2. Forward the complete document to the Personnel for appropriate Action | None            | 2 hours                    | Records Section - Person in charge   |
|                                                                                                 | 1.3. Review the submitted complete document and provide appropriate action | None            | 30 minutes                 | Personnel Section - Person in charge |
|                                                                                                 | 1.4. Forward to the Office of the SDS for Approval                         | None            | 20 minutes                 | Personnel Section - Person in charge |
|                                                                                                 | 1.5. Approve Form 6 and forward to the Personnel Section                   | None            | 30 minutes                 | SDS/ SDS Office PersonIn-Charge      |
|                                                                                                 | 1.6. Forward the approved Form 6 to the Records Section for release        | None            | 15 minutes                 | Personnel Section - Person in charge |
| 2. Receive the approved Form 6                                                                  | 2. Release the approved Form 6                                             | None            | 10 minutes                 | Records Section - Person in charge   |
| <b>TOTAL:</b>                                                                                   |                                                                            | <b>None</b>     | <b>3 hours, 55 minutes</b> |                                      |



