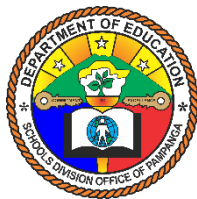


DEPED SCHOOLS DIVISION OF PAMPANGA
CITIZEN'S CHARTER

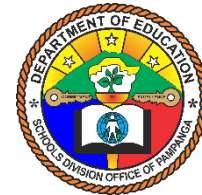
2020 (1st Edition)



DEPED SCHOOLS DIVISION OF PAMPANGA

CITIZEN'S CHARTER

2020 (1st Edition)



Agency Profile

I. Mandate:

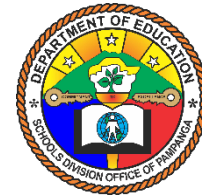
DepEd Pampanga, through its Happy Galing Lingkod Advocacy, is committed to provide quality education to 337,395 learners with 33,395 (Kinder), 176,249 (Grades 1-6), 103,366 (Junior High School), and 24,745 (Senior High School) served by the 438 elementary schools, 119 junior high schools and 96 senior high school implementers who are under the servant leadership of 424 elementary and 121 junior and senior high school heads supported by 7,203 (Elementary), 5,122 (Junior High School), and 1,022 (Senior High School) dedicated teachers. A total of 1,163 non-teaching personnel (677 elementary and 645 junior and 185 senior high school) are also assigned on fiscally autonomous schools as well as in districts who consistently support school heads and teachers to ensure the effective implementation of various projects, programs, thrust, and other activities of DepEd.

As DepEd Pampanga continuously strives towards transforming and improving itself to better serve its stakeholders, it will forever forge commitment and collaboration with all stakeholders towards developing disciplined, valued laden, highly motivated, and competitive learning communities of learners imbued with 21st century skills.

II. Vision:

We dream of Filipinos
who passionately love their country
and whose values and competencies
enable them to realize their full potential
and contribute meaningfully to building the nation.

As a learner-centered public institution,
the Department of Education
continuously improves itself
to better serve its stakeholders.



III. Mission:

To protect and promote the right of every Filipino to quality, equitable, culture based, and complete basic education where:

Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.

Teachers facilitate learning and constantly nurture every learner.

Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.

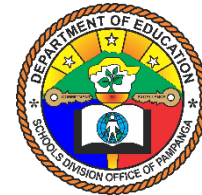
Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

IV. Service Pledge:

A. Quality Policy

The Schools Division Office of Pampanga is committed to:

1. Conforming to the regulatory and all applicable ISO 9001:2015 requirements;
2. Providing quality services to our customers inspired by our *Happy Galing Lingkod* advocacy;
3. Addressing and resolving all external and internal issues relevant to our purpose and strategic directions to positively affect our QMS towards achieving its intended results;
4. Determining and conforming to the applicable regulatory requirements of interested parties thereby improving the relevance of our QMS to meet customers' satisfaction;
5. Improving continually our QMS by eliminating operational inefficiencies to best serve our purpose; and
6. Continually improve our QMS by reducing operational inefficiencies and enhancing customer satisfaction.

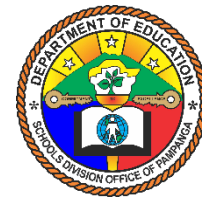


B. Quality Objectives

As a premiere educational organization, the Schools Division Office of Pampanga shall:

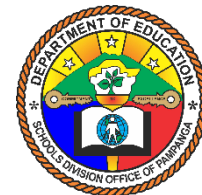
1. make education available to all;
2. ensure greater quality in the delivery of basic education;
3. integrate modernized processes in operations;
4. ensure integrity in all processes
5. sustain the quality operation of the Schools Division Office to meet stakeholders' satisfaction.

Essential to the effective Quality Management System are the Quality Objectives which are measurable goals relevant to enhancing customers' satisfaction and are consistent with the Quality Policy. These objectives are initially established in the planning of the QMS and redefined in management reviews as needed. It is the primary objective of SDO Pampanga to make education accessible for all.

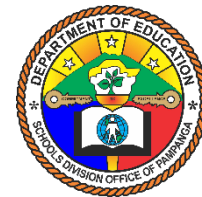


LIST OF SERVICES

Office of the Schools Division Superintendent (OSDS)	10-19
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Office of the Schools Division Superintendent (OSDS)	20-55
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Internal Services	
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Endorsing Request for Certification, Authentication and Verification of School Records	57-58
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External Services

None

Internal Services

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**Office of the Schools Division Superintendent (OSDS)
Information and Communications Technology Unit** **75-76**

External Services

None

Internal Services

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Laptops and Other It Equipment

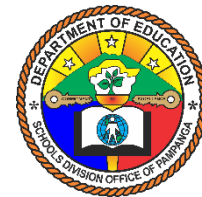
**Office of the Schools Division Superintendent (OSDS)
Accounting Unit** **77-84**

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None

Internal Services

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Reimbursements and School Claims



**Office of the Schools Division Superintendent (OSDS)
School Health Section**

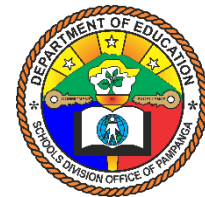
85-89

External Services

None

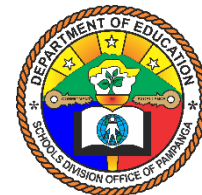
Internal Services

Processing of Medical Certificate	86
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Office of the Schools Division Superintendent Administrative Services

Frontline Services



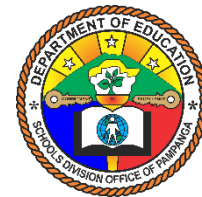
1. ISSUANCE OF CERTIFICATE OF APPEARANCE

Certificate of Appearance serves as a proof of the office, which the personnel/client visited to transact official business during office hours within the day.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:		OSDS - Administrative Services Office		
Classification:		Simple Transaction, within 3 working days		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government G2B - Government to Business		
Who may avail:		Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Locator Slip (1) or Approved travel authority (1)		Requesting entity unless indicated otherwise or download at https://tinyurl.com/LOCATORSLIP-AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements to assigned staff	Receive the requirements for checking and validation	None	Within 10 Minute/s	Administrative Assistant II / Administrative Assistant III (Administrative Office)
2. Wait while the requested certification is being processed	Prepare certificate of appearance		Within 30 Minute/s	Administrative Assistant II / Administrative Assistant III (Administrative Office)
	Sign the certificate of appearance		Within 10 Minute/s	Administrative Officer V
3. Receive certification	Release the signed certification		Within 10 Minute/s	Administrative Assistant II / Administrative Assistant III (Administrative Office)
END TRANSACTION				



2. PROCESSING OF PERMIT TO TEACH

The Civil Service Memorandum issued a memorandum relative to private practice of profession or employment in private schools and other entities of all Division Office Employees, Teaching and Non-teaching personnel.

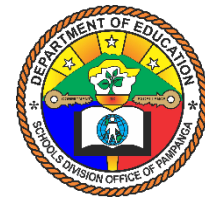
Section 18, Rule XIII of CSC Memorandum Circular No. 15, s. 1999 provides to wit:

Section 18. "Unless otherwise provided by law, no officer or employee shall engage directly or indirectly in any private business or profession without a written permission from the head of agency provided that his prohibition will be absolute in the case of those officers and employees whose duties and responsibilities require their entire time be at the disposal of the government, provide further that if an employee is granted permission to engage in outside activities, the time devoted outside of office hours should be fixed by the head of agency so that it will not impair in any way the efficiency of the officer or employee nor pose a conflict of interest with official functions."

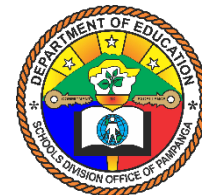
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS - Administrative Services			
Classification:	Complex Transaction, within 7 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Permit to Teach (1)		Requesting entity		
Class Program (1)		Requesting entity		
CS Form No. 211 Medical Certificate		Requesting entity unless indicated otherwise or download at www.csc.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit all necessary documents for permit to teach	1. Receive the request	None	Within 10 Minute/s	Authorized Personnel (Records Unit)
	2. Evaluate the request and prepare action document/s.		(Not to exceed 7 working days)	Administrative Assistant II / III (Administrative Services)
	3. Review action document/s and recommends for approval		Administrative Officer V (Administrative Services)	



	4. Route Special Order for signature		1 working day	Schools Division Superintendent
2. Receive action document/s.	5. Release the action document/s.		Within 10 Minute/s	Authorized Personnel (Records Unit)
END TRANSACTION				



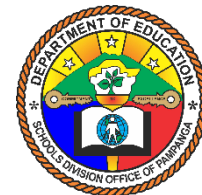
3. PROCESSING OF PERMIT TO STUDY

The Permit to Study to pursue or enroll master's degree or doctoral studies to any college or higher education institutions shall be given for a period of two school years provided that such schooling will not affect the performance of the regular/permanent teacher or employee concerned.

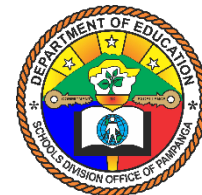
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office	
Classification:	Complex Transaction, within 7 working days*	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Internal Clients	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Indorsement letter from the Principal	Requesting entity
	Two (2) copies of the teacher's class program initialed and duly validated by the EPS-in-charge	Requesting entity
	Duly accomplished application for permission to study in Two (2) copies must reach the office not later than two (2) months before the start of the actual classes. *** THE TEACHER/S JUST FILE REQUEST BEFORE ENROLLING FOR THE FIRST TIME IN ANY SCHOOL, COLLEGE or UNIVERSITY.	Requesting entity / AO Office
	Two (2) copies of the certification signed by the Dean and Registrar of the School together with the duly accomplished application for permission to study.	Requesting entity
	School Curriculum signed by the Dean ***Note: Teacher/Employee requesting permission to study must have at least 2months before the date of enrollment	Requesting entity



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit all necessary documents for permit to teach	1. Receive the request	None	Within 10 Minute/s	Authorized Personnel (Records Unit)
	2. Evaluate the request and prepare action document/s.		(Not to exceed 7 working days)	Administrative Assistant II / III (Administrative Services)
	3. Review action document/s and recommends for approval			Administrative Officer V (Administrative Services)
	4. Route Special Order for signature		1 working day	Schools Division Superintendent
2. Receive action document/s.	5. Release the action document/s.		Within 10 Minute/s	Authorized Personnel (Records Unit)
END TRANSACTION				



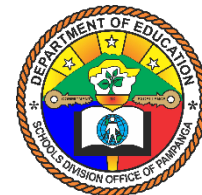
4. PROCESSING OF CHANGE ON NAME/STATUS DUE TO MARRIAGE

The maximum processing time for the request for Change of Name/Status due to Marriage is three (3) working days from receipt of complete documents.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Change of Name/Status (1)		Requesting entity / AO Office		
Marriage Contract (PSA - Photocopy) (1)		Requesting entity / Local Civil Registrar, PSA		
Indorsement Letter from the School Head (1)		Requesting entity		
Valid ID of Representative (1)*		Requesting entity		
Valid ID of Employee (1) *		Requesting entity		
Authorization Letter (original copy) (1) *		Requesting entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Submit all necessary documents for processing of change on name / status due to marriage	1. Receive the request	None	Within 10 Minute/s	Authorized Personnel (Records Unit)
	2. Evaluate the request and prepare action document/s.		(Not to exceed 3 working days)	Administrative Assistant II / III (Administrative Services)
	3. Review action document/s and recommends for approval.			Administrative Officer V (Administrative Services)
	4. Route Special Order for signature			Schools Division Superintendent
2. Receive action document/s.	5. Release the action document/s.		Within 10 Minute/s	Authorized Personnel (Records Unit)
END TRANSACTION				
<i>*Additional Requirements if filing thru Authorized Representative</i>				



5. ISSUANCE OF SPECIAL ORDER FOR THE GRANT OF VACATION SERVICE CREDITS

Teachers' vacation service credits refers to the leave credits earned for services rendered on activities during summer or Christmas vacation or in the course of the regular school year, as authorized by the proper authority.

The grant of vacation service credit is that it should be given only for work beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations wherein extraordinary work is demanded from teachers including those which expose their lives to certain risks and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office			
Classification:	Complex Transaction – within 7 working days			
Type of Transaction:	G2G - Government to Government (Teachers)			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit A1 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proponent of Activity / School Head submits all necessary documents for the Grant of Vacation Service Credits for Teachers	1. Receive the request	None	Within 10 Minute/s	Authorized Personnel (Records Unit)
	2. Review action document/s and recommends for approval			Administrative Officer V (Administrative Services)
	3. Route Special Order for signature			Schools Division Superintendent
2. Receive action document/s.	5. Release the action document/s.		Within 10 Minute/s	Authorized Personnel (Records Unit)
END TRANSACTION				

Documentary Requirements

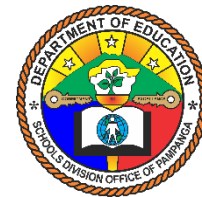


Exhibit A1- ISSUANCE OF SPECIAL ORDER FOR THE GRANT OF VACATION

SERVICE CREDITS

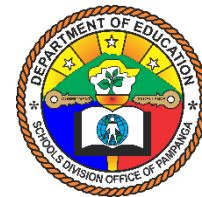
Download at: <https://tinyurl.com/vacation-service-credits-AO>

Required documents after completion of the vacation service:

- 1) Request Letter signed by the proponent of the activity / school head for school-initiated activities (Enclosure A)
- 2) Accomplishment Report per teacher (Must be the actual service rendered by the teacher/claimant) (Enclosure C)
- 3) Duly signed DTR/CS Form 48
- 4) List of Teachers/Claimants (Enclosure E) (soft copy burned in CD)

Additional requirements per activity:

- 1) Election Service Credits
 - a) BEI Appointment and/or COMELEC Certification per Teacher (Original Copy)
- 2) Early Registration
 - a) DepEd/Region/Division Memorandum approved by the Secretary/Regional Director/Schools Division Superintendent
 - b) Certificate of vacation service (Enclosure B)
- 3) Conduct of remedial classes outside of regular school days
 - a) Authority/approval of the SDS for the conduct of remedial classes (certified photocopy)
 - b) List of pupils/students who attended remedial classes
 - c) Certificate of vacation service (Enclosure B)
- 4) K to 12 Credential Trainings/Workshops and/or Other Seminars/Workshops
 - a) DepEd/Region/Division Memorandum approved by the Secretary/Regional Director/Schools Division Superintendent
 - b) Certificate of Training/Participation (Certificate of Appearance is Invalid)
- 5) Scout Camporal
 - a) Approved Permit/Approved School/District Calendar of Activities
 - b) Attendance Sheet prepared/duly signed by the School Head/DFA/DSC
- 6) Sports competitions held outside regular school days
 - a) DepEd/Region/Division Memorandum approved by the Secretary/Regional Director/Schools Division Superintendent
 - b) Approved Permit/Approved School/District Calendar of Activities
 - c) Certificate of vacation service (Enclosure B)
- 7) Conduct of testing activities held outside of school days



- a) Division Memorandum/Authority/approval of the SDS for the conduct of testing activities
 - b) Travel Order
- 8) Services due to Teaching Overload not compensated by honoraria
- a) Individual Class Program (certified photocopy)
 - b) School General Program (certified photocopy)
 - c) Certification of School Head that the teacher did not receive monetary compensation for the teaching overload
- 9) Census of Housing and Population
- a) CPH designation (certified photocopy)
 - b) CPH Form 26 where the name of the teacher/employee appears together with the number of days rendered (certified photocopy)
 - c) MOA between the PSA and Dep Ed covering the CPH. (certified photocopy)
- 10) Brigada Eskwela
- a) DepEd/Region/Division Memorandum/Guidelines approved by the Secretary/Regional Director/Schools Division Superintendent
 - b) Certificate of vacation service (Enclosure B)
- 11) School Property Custodian
- a) Designation Order approved by the Schools Division Superintendent
- 12) Designated School/District ICT/LIS Coordinator
- a) Designation Order approved by the Schools Division Superintendent
 - b) Accomplishment report certified by the School Head and validated by the Division Planning Officer/Division ITO
- 13) DORP (Drop Out Reduction Program)/OHSP
- a) Class schedule for DORP and OHSP (certified photocopy)
 - b) Quarterly accomplishment Report
- 14) Other Academic/Programs/Activities (Falls on a Saturday, Sunday and Holidays being granted with service credit)
- a) DepEd/Region/Division Memorandum
 - b) Certificates of Attendance/Participation
 - c) Travel Order, if applicable



Office of the Schools Division Superintendent
Personnel Section
Frontline Services



1. ISSUANCE OF SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER CERTIFICATES

Personnel Section issues updated Services Records, Certificate of Employment and other certificates to the requesting party to be used for various legal purposes.

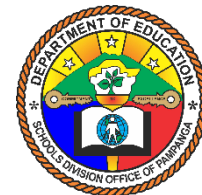
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Request Slip		Personnel Section		
(1) Service/Leave Card		Requesting Entity / Personnel Section		
(1) Recent Payslip		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip and submit the duly filled-up form/slip	1. Receive the duly filled-up Request Slip	None	Within 10mins.	Admin. Asst. III/ Authorized Employee
2. Wait while the requested certification is being processed.	2. Forward the Request Slip to the concerned employee		Within 10mins.	Admin. Asst. III/ Authorized Employee
	3. Check the record of the employee/requesting party & prepare the certification.		Within 30mins.	Admin. Asst. III/ Authorized Employee
	4. Receive the certification for signature/a		Within 5mins.	Administrative Officer IV



	ctual signing			
3. Get the certification	5. Release of the signed certification		Within 5mins.	Admin. Asst. III/ Authorized Employee
END TRANSACTION				



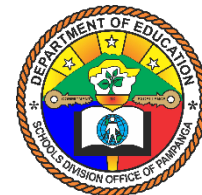
2. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

Under Rule XVI of the Omnibus Rules Implementing Book V of EO 292 (Omnibus Rules on Leave) Application for leave of absence is a right granted to officials and employees in the government to be absent and not report for duty for one or more days with their positions held for them until their return. It may either be with or without pay and may be taken by any officer or employees in the government sector. The total time processing of the said request is within 2 Days depending on the availability of the signatories

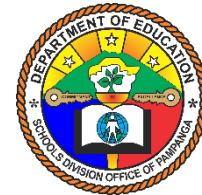
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit A1 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise or download at www.csc.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up CS Form 6 sign it and let it be approved the school head/immediate supervisor	1. Receive the duly accomplished Form 6 from the school official/employee	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward the CS Form 6 to the personnel unit		Within 10mins.	Administrative Assistant III/Authorized Employee
	3. Receive Form 6 and check its accuracy and completeness		Within 10mins.	Administrative Assistant III/ J.O Clerk/Authorized Employee
	4. Check the leave card and prepare the CS Form		Within 1 day.	Administrative Assistant III/ J.O Clerk/Authorized Employee



	5. Receive the CS Form 6 for signature		Within the day	Administrative Officer IV (Personnel Unit)
	6. Forward the CS Form 6 to the approving authority		Within 1 day	ASDS – for 29 days below leave of absence SDS – for 30 days above leave of absence
	7. Forward the CS Form 6 to the Records Section for record-keeping and releasing		With 10mins.	ASDS/SDS Secretary
	8. Release the school copy		Within 5mins.	Administrative Officer IV (Records Unit)
END TRANSACTION				



Documentary Requirements

Exhibit B1- ISSUANCE OF SPECIAL ORDER FOR THE GRANT OF VACATION SERVICE CREDITS

A. VACATION LEAVE (FORCED LEAVE, PERSONAL LEAVE, COC)

- 3 Copies of CS Form 6 signed by the teacher/employee and approved by the proper signing authorities
- Filed at least 5 days prior to the effective date of vacation leave

B. SICK LEAVE

- 3 Copies of CS Form 6 signed by the teacher/employee and approved by the proper signing authorities
- Filed immediately upon return to work
- Medical Certificate for sick leave of more than 5 successive days

C. MATERNITY LEAVE

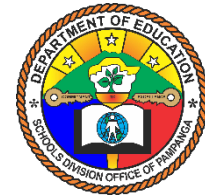
- 3 Copies of CS Form 6 duly signed by the employee and approved by the proper signing authorities.
- CS Form 41
- Medical Certificate filled out by the proper medical authorities

D. SPECIAL LEAVE UNDER RA 9710 (MAGNA CARTA FOR WOMEN)

- 4 Copies of CS Form 6 duly signed by the employee and approved by the proper signing authorities.
- CS Form 41
- Medical Certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder/Medical Abstract.
- Operative Technique
- Latest Service Record

E. PATERNITY LEAVE

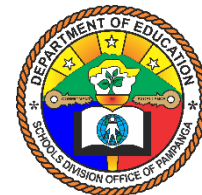
- 3 Copies of CS Form 6 duly accomplished and signed by the teacher/employee and approved by proper signing authorities



- Birth Certificate
- Marriage Certificate
- Medical Certificate/Form 41

F. PARENTAL LEAVE (SOLO PARENTS)

- 3 Copies of CS Form 6 duly accomplished and signed by the employee approved by proper signing authorities
- Solo Parent Identification Card
- Certified copy of the birth certificate of child



3. APPROVAL OF DIVISION CLEARANCE – RETIREMENT/ RESIGNATION/AUTHORITY TO TRAVEL ABROAD/TRANSFER

The approved Division Clearance is being used to facilitate Retirement, Resignation, Authority to Travel Abroad and Transfer of Personnel. The total time processing of the approval of clearance is depending on the availability of the signatories.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Division Clearance (CS Form No. 07, s. 2017)		Downloadable through the website of the Civil Service Commission www.csc.gov.ph		
Recent Pay slip		Requesting Entity		
School Clearance		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up CS Clearance Form sign it and let it be approved the school head/immediate supervisor	1. Receive the duly accomplished CS Clearance Form from the school	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward the CS Clearance Form to the personnel unit		Within 10mins.	JO Clerk/Authorized Employee
	3. Check the record of the employee/requesting party & prepare the certification.		Within 30mins.	JO Clerk/ Authorized Employee
	4. Route the Clearance for signature		Within 3 days	Administrative Officer IV, Accountant,



				Librarian, Legal Officer, SDS
2. Receive action document/s.	5. Release of the signed Clearance		Within 5mins.	Admin. Asst. III/ Authorized Employee
END TRANSACTION				



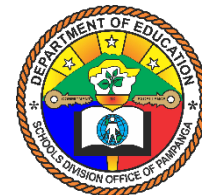
4. PROCESSING OF THE REQUEST FOR AUTHORITY TO TRAVEL ABROAD

Processing of the request for Authority to Travel Abroad is in accordance to the Division Memorandum No. 344, s. 2018 released by this Division. All Personnel who wish to travel abroad should have an approved request for Authority to Travel abroad from DepEd Central Office. The total time processing of the said request is within 1 Day depending on the availability of the signatories.

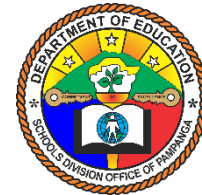
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B2 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and other supporting documents	1. Receive the documents for request for authority to travel abroad and check as to completeness	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward documents to the Personnel Section for verification of records		Within 10mins.	Administrative Assistant III/Authorized Employee
	3. Receive documents for verification of records		Within 10mins.	Administrative Assistant III/ Authorized Employee



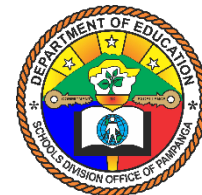
	4. Check the leave card and process the CS Form 6.		Within 15mins.	Administrative Assistant III/ J.O Clerk/Authorized Employee
	5. Prepare endorsement to the Regional Office		Within 5mins.	Administrative Assistant III/Authorized Employee
	6. Forward the documents to the approving authority		Within the day	Schools Division Superintendent
	7. Forward the documents to the Records Section for releasing		Within 10mins.	SDS Secretary
	8. Release the documents		Within 5mins.	Administrative Officer IV (Records Unit)
	9. Forward the documents to DepEd – RO III for processing and approval		Within the day	Liaison Officer
END TRANSACTION				



Documentary Requirements

Exhibit B2- PROCESSING OF THE REQUEST FOR AUTHORITY TO TRAVEL ABROAD

- Endorsement from the School Head
- Request Letter of the teacher/employee noted by the School Head
- Duly Accomplished CS Form 6 filed two months before the travel
- School Clearance
- Division Clearance
- Provident Clearance
- Certificate of Employment
- Certificate of can be dispensed with (indicate and duly conformed by the one who will take charge of the class or work)
- Certificate of acceptance by the concerned employee who will take charge of the duties and functions of the teacher while on vacation leave of absence duly noted by the immediate supervisor.



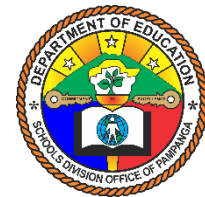
5. PROCESSING OF REQUEST FOR TRANSFER

In accordance to DepEd Order 22, S. 2013 (Revised Guidelines on the Transfer of Teachers from One Station to Another) Personnel Section processes the endorsement for transfer of the requesting personnel. The total time processing of the said request is within 1 Day depending on the availability of the signatories.

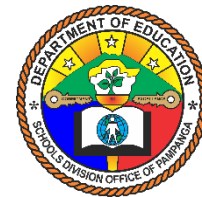
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B3 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for transfer	1. Receive the documents and check as to completeness	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Receive documents from the Planning Unit for verification of records		Within 5mins.	Administrative Assistant II/ Authorized Employee (Personnel Section)
	3. Process and prepare endorsement for request of transfer		Within 10mins.	Administrative Assistant II/Authorized Employee
	4. Forward the documents to the approving authority for signature		Within the day	Schools Division Superintendent (SDS Office)
	5. Forward the documents to the		Within 5mins.	SDS Secretary



	Records Section for record-keeping and releasing			
2. Receive action document/s.	6. Release the documents to school		Within 5mins.	Administrative Officer IV (Records Unit)
END TRANSACTION				



Documentary Requirements

Exhibit B3- PROCESSING OF REQUEST FOR TRANSFER

A. THE TEACHER HAS SERVED FOR MORE THAN FIVE YEARS OUTSIDE HIS/HER HOME BARANGAY/MUNICIPALITY;

- Letter of request to transfer noted by the School Head
- Service Record (signed by the authorized person)
- Copy of Latest Appointment
- Residential Certificate/Barangay Clearance

B. THE TEACHER HAS SERVED FOR MORE THAN FIVE YEARS OUTSIDE HIS/HER HOME BARANGAY/MUNICIPALITY;

- Letter of request to transfer noted by the School Head
- Service Record (signed by the authorized person)
- Copy of Latest Appointment
- Residential Certificate/Barangay Clearance

C. THE TEACHER IS A BONAFIDE RESIDENT OF THE BARANGAY, MUNICIPALITY, CITY, OR PROVINCE WHERE THE SCHOOL IS LOCATED (RA NO. 8190, LOCALIZATION LAW), AS EVIDENCED BY THE TEACHER'S VOTER'S ID;

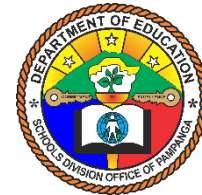
- Letter of request to transfer noted by the School Head
- Service Record (signed by the authorized person)
- Copy of Latest Appointment
- Residential Certificate/Barangay Clearance

D. THE TEACHER IS JOINING HIS/HER HUSBAND/WIFE IN THE SAME SCHOOL IRA NO. 4670);

- Letter of request to transfer noted by the School Head
- PSA/NSO Marriage Certificate
- Copy of Latest Appointment
- Residential Certificate/Barangay Clearance

E. SHE IS A NURSING MOTHER (PD NO. 603, CHILD AND YOUTH WELFARE CODE);

- Letter of request to transfer noted by the School Head
- PSA/NSO Birth Certificate of the child
- Copy of Latest Appointment



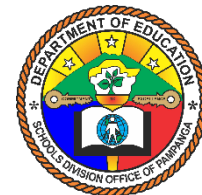
- Residential Certificate/Barangay Clearance

F. THE TEACHER'S LIFE IS IN DANGER DUE TO ARMED CONFLICT, HOSTILITIES, OR OTHER SIMILAR CIRCUMSTANCES IN THE AREA WHERE THE SCHOOL IS LOCATED;

- Letter of request to transfer noted by the School Head and approved by the SDS
- Copy of Latest Appointment

G. HE/SHE IS IN POOR HEALTH CONDITION, AS EVIDENCED BY PERTINENT MEDICAL RECORDS TO THAT EFFECT

- Letter of request to transfer noted by the School Head
- Medical Certificate
- Copy of Latest Appointment
- Residential Certificate/Barangay Clearance



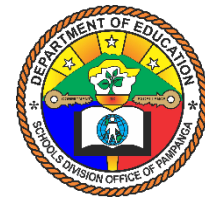
6. ISSUANCE OF SPECIAL ORDER FOR TRANSFER, RETURN TO DUTY AND SEPARATION FROM THE SERVICE

The Personnel Section prepares special order by virtue of a) movement of personnel/transfer; b) return to duty of personnel; and c) separation from the service. The time processing of issuance of special order is within 1 Day depending on the availability of the signatories.

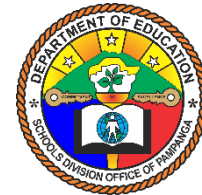
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B4 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for Special Order	1. Receive the documents and check as to completeness	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward documents to the Personnel Section for verification of records		Within 5mins.	Administrative Assistant II/ Authorized Employee (Personnel Section)
	3. Receive documents for verification of records		Within 10mins.	Administrative Assistant II/Authorized Employee
	4. Process and Prepare Special Order		Within 10mins.	Administrative Assistant III/Authorized Employee
	5. Forward the documents to the approving		Within the day	Schools Division Superintendent (SDS Office)



	authority for signature			
	6. Forward the documents to the Records Section for releasing		Within 10mins.	SDS Secretary
	7. Release the documents to school		Within 10mins.	Administrative Officer IV (Records Unit)
END TRANSACTION				



Documentary Requirements

Exhibit B4 - ISSUANCE OF SPECIAL ORDER FOR TRANSFER, RETURN TO DUTY AND SEPARATION FROM THE SERVICE

1. REQUIREMENTS SPECIAL ORDER (S.O) TRANSFER WITHIN THE DIVISION:

- Approved Endorsement of Transfer
- Copy of Authority to Fill or NOSCA (accommodating school) if applicable;
- Copy of Publication (accommodating school) if applicable;
- School Clearance;
- Last day of Service

2. REQUIREMENTS SPECIAL ORDER (S.O.) RETURN TO DUTY:

a. MATERNITY LEAVE:

- 3 Copies of return to duty form duly signed by the employee and the School Head
- Copy of the approved Form 6
- Birth Certificate of the Child
- Form 86/Health Examination Record signed by the physician

b. SPECIAL LEAVE UNDER MAGNA CARTA OF WOMEN:

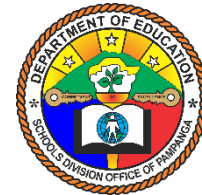
- 3 Copies of return to duty form duly signed by the employee and the School Head
- Copy of the approved Form 6
- Form 86/Health Examination Record signed by the physician

c. SICK LEAVE WITH OR WITHOUT PAY:

- 3 Copies of return to duty form duly signed by the employee and the School Head
- Copy of the approved Form 6
- Form 86/Health Examination Record signed by the physician

d. VACATION LEAVE (TRAVEL ABROAD) WITH OR WITHOUT PAY:

- 3 Copies of return to duty form duly signed by the employee and the School Head
- Copy of the approved Form 6
- Copy of endorsement letter from DepEd Region III



e. VACATION LEAVE (PERSONAL LEAVE) WITH OR WITHOUT PAY:

- 3 Copies of return to duty form duly signed by the employee and the School Head
- Copy of the approved Form 6

3. REQUIREMENTS SPECIAL ORDER (S.O.) SEPARATION FROM THE SERVICE:

a. VOLUNTARY RESIGNATION:

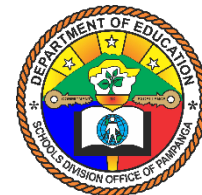
- Request letter of the School Head
- Resignation letter of the employee (with designation and employee number)
- Division Clearance
- School Clearance
- Last Day of Service
- GSIS ARA Form D

b. TRANSFER TO ANOTHER DIVISION:

- SDS approved letter/advise of transfer
- Updated Service Record
- School Clearance
- Division Clearance
- Latest Appointment
- Certificate of Last Payment
- Certificate of Available Service Credits, if any
- Certificate of Last Day of Service

c. RETIREMENT

- Request Letter of the School Head
- Approved Application for Retirement
- Last Day of Service
- Division Clearance



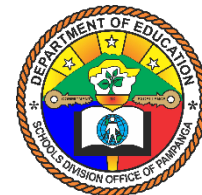
7. APPROVAL OF DIFFERENT GSIS LOANS

Approval of GSIS Loans and Private Lending Institutions of teaching and non-teaching employees of non-implementing units are under the Personnel Section. The loan Verifier will assess for approval or disapproval the loan application of the employees.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

3	OSDS- Personnel Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Pay slip		Requesting entity		
Certificate of No Pending Case		Legal Services Unit		
Certificate of No Leave of Absence signed by the School Head		Requesting entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application	1. Receive from the teacher or employee the necessary documents	None	Within 10mins.	Administrative Assistant III/ Authorized Employee
	2. Check and Evaluate loan application if eligible		Within 10mins.	Administrative Assistant III/ Authorized Employee
	3. Approve/ Disapprove loan application through e-confirmation of GSIS		Within 10mins.	Administrative Assistant III/ Authorized Employee
2. Wait for the proceeds to be credited in the UMID Card	4. Release of Proceeds	GSIS Processing Fee	2-3 working days	GSIS Personnel
END TRANSACTION				



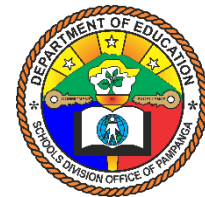
8. PROCESSING OF RETIREMENT PAPERS

The processing of retirement papers of personnel is in accordance with different laws such as RA 8291, RA 660, RA 1616, PD 1146, and R.A. 7699. The total processing time of Retirement papers varies depending on the complexity of the request for retirement.

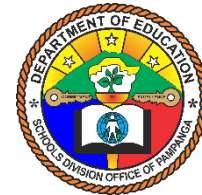
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Complex Transaction, within 7 Days			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
See Exhibit B5 for the applicable requirements based on the nature of the request.			Requesting entity unless indicated otherwise.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit folders containing the letter of intent and other supporting documents	1. Receive the documents and check as to completeness	None	Within 5mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward documents to the Personnel Section for verification of records		Within 10mins.	Administrative Assistant III/Authorized Employee
	3. Receive documents for verification of records		Within 7 days.	Administrative Assistant III/ Authorized Employee
	4.			
	5. Prepare certification and endorsement to the Regional Office		Within 10mins.	Administrative Assistant III/Authorized Employee
	6. Receive the certification and endorsement for signature		Within 10mins.	Administrative Officer IV



	7. Forward the documents to the approving authority		Within the day	Schools Division Superintendent
	8. Forward the documents to the Records Section for record-keeping and releasing		Within 10mins.	SDS Secretary
2. Receive action document/s.	9. Release the documents		Within 5mins.	Administrative Officer IV (Records Unit)
END TRANSACTION				



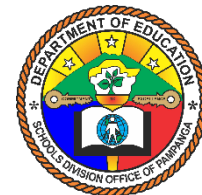
Documentary Requirements

Exhibit B5 - PROCESSING OF RETIREMENT PAPERS

- Letter of intent to retire
- Application for Retirement duly accomplished
- 2x2 identical pictures with complete printed name on it
- Original Updated Service Record indicating leave of Absence with/without Pay
- Original Copy of Ombudsman Clearance
- Clearance as to money and property accountabilities (District) / (School)
- Provident Loan Clearance
- Division Clearance
- Original Copy of Prosecutor Clearance
- Latest Statement of Assets, Liabilities and Net worth
- Policy Contract
- Latest Payslip
- Declaration of Pendency / Non-Pendency
- Submit all documents in five (5) copies

ADDITIONAL REQUIREMENTS FOR SURVIVORSHIP

- Original Marriage Contract (PSA)
- Birth Certificate of all the Beneficiaries (PSA)
- Affidavit of Surviving Legal Spouse/Heirs with Corroboration
- Original Death Certificate. (PSA)



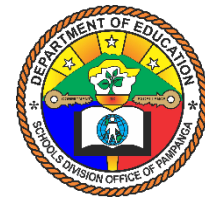
9. PROCESSING OF EQUIVALENT RECORD FORMS (ERF)

Equivalent Record Form (ERF) a document indicating the educational preparation, training, teaching experience and extracurricular activities for professional growth undertaken by a teacher. It is used 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 thereof.

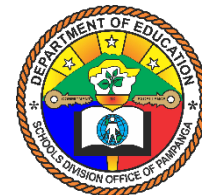
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Highly Technical, within 20 Days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B6 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit violet folder containing the ERF Form with all the supporting documents	1. Receive documents and check its completeness	None	Within 5 mins.	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward folder to the personnel section		Within 10mins.	Administrative Assistant III/Authorized Employee (Personnel Section)
	3. Receive documents and verify authenticity		Within 20 days.	Administrative Assistant III/Authorized Employee
	4. Prepare endorsement to the		Within 10mins.	Administrative Assistant III



	Regional Office			
	7. Approval by the SDS		Within the day	Schools Division Superintendent (SDS Office)
	8. Release folder to records section		Within 10mins.	SDS Secretary
END TRANSACTION				



Documentary Requirements

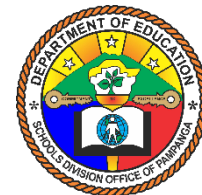
Exhibit B6 - PROCESSING OF EQUIVALENT RECORD FORMS (ERF)

a. FOR TEACHER I – III

- 5 Original Copies of ERF Form
- 1 Latest Copy of Updated PSIPOP (Original or Certified True Copy)
- 1 Copy of Appointment (Certified True Copy)
- 1 Copy of Service Record (Original or Certified True Copy)
- 1 Original Copy of Transcript of Records for M.A units taken
 - ❖ Transcript of Records with S.O./Board Resolution Number for Master's Degree, graduated must be indicated in the Transcript of Records
 - ❖ CHED CAV for Private Schools
- 1 Original Copy of Course Curriculum (Per School)
- 1 Latest Copy of Performance Rating (Original or Certified True Copy)

b. FOR HEAD TEACHER I – III

- 5 Original Copies of ERF Form
- 1 Latest Copy of Updated PSIPOP (Original or Certified True Copy)
- 1 Copy of Appointment (Certified True Copy)
- 1 Copy of Service Record (Original or Certified True Copy)
- 1 Original Copy of Transcript of Records for M.A units taken
 - ❖ Transcript of Records with S.O./Board Resolution Number for Master's Degree, graduated must be indicated in the Transcript of Records
 - ❖ CHED CAV for Private Schools
- 1 Original Copy of Course Curriculum (Per School)
- 1 Notarized List of Teachers to be Supervised with Item Number
- Applicant Name included in the said Notarized List.
- 1 Latest Copy of Performance Rating (Original or Certified True Copy)



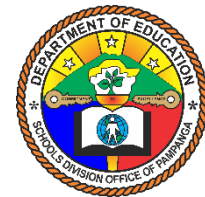
10. PROCESSING OF RECLASSIFICATION

Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval of Reclassification. Reclassification is a form of staffing modification and/or position classification action which may be applied only when there has been a substantial change in the regular duties and responsibilities of the incumbent of the position and which may result in a change in any or all of the position attributes: position title, level and salary grade. The processing of Reclassification is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

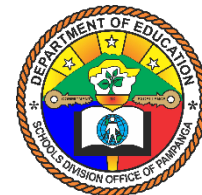
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Highly Technical, within 20 Days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B7 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit violet folder containing the Reclassification documents	1. Receive documents and check its completeness	None	Within 10 minutes	Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward folder to the personnel section		Within 10mins.	Administrative Assistant III/Authorized Employee (Personnel Section)
	3. Receive documents and verify authenticity		Within 20 days	Administrative Assistant III/Authorized Employee
	4. Prepare endorsement,		Within the day	Administrative Assistant



	Plantilla Allocation List and Certification of Correction of Item no. (if needed)		III//Authorized Employee
	5. Approval by the SDS	Within the day	Schools Division Superintendent (SDS Office)
2. Receive action document/s.	6. Release folder to records section	Within 10 mins.	SDS Secretary
END TRANSACTION			



Documentary Requirements

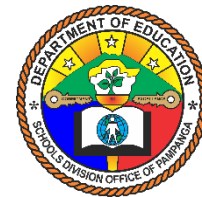
Exhibit B7 - PROCESSING OF RECLASSIFICATION

A. FOR ELEMENTARY: HEAD TEACHER I – III

- Endorsement from the Schools Division Superintendent
- Plantilla Allocation List
- Justification for the reclassification of position
- Duly Accomplished CSC Form 212 (Personal Data Sheet)
- Certified, Authenticated and Verified Transcript of Records
- Updated Service Record signed by the HRMO
- Performance Ratings for the last three (3) rating periods approved by the SDS
- Position Description Form
- NEAP Certification as to the result of NQEP taken and Basic Training Course for School Heads attended
- SBM Task Force's Certification as to the rating obtained in the internal and external stakeholder's assessment
- DPSB's Certification on the points obtained in the Psychological Attributes and Personality Traits assessment
- Enrolment Data (Form 3) in the present school assignment, including the cluster schools handled (if any)
- Notarized list of teachers with their item number to be handled by the incumbent
- Copy of the latest post-audited plantilla of the incumbent where the item is r
- Printed copy of the latest PSIPOP of the teachers being supervised by the incumbent
- Certification of non-availability of item
- CSC attested appointment

B. FOR SECONDARY: HEAD TEACHER I – VI

- Endorsement from the Schools Division Superintendent
- Plantilla Allocation List
- Justification for the reclassification of position
- Duly Accomplished CSC Form 212 (Personal Data Sheet)
- Certified, Authenticated and Verified Transcript of Records
- Updated Service Record signed by the HRMO
- Performance Ratings for the last three (3) rating periods approved by the SDS
- Position Description Form
- DPSB's Certification on the points obtained in the Psychological Attributes and Personality Traits assessment
- Enrolment Data (Form 3) in the present school assignment, including the cluster schools handled (if any)
- Notarized list of teachers with their item number to be handled by the incumbent
- Copy of the latest post-audited plantilla of the incumbent where the item is reflected



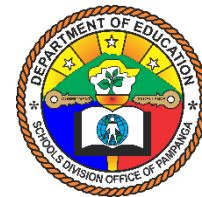
- Printed copy of the latest PSIPOP of the teachers being supervised by the incumbent
- Certification of non-availability of item
- CSC attested appointment

C. FOR ELEMENTARY: MASTER TEACHER I – II

- Endorsement from the Schools Division Superintendent
- Justification for the reclassification of position
- Rank list duly signed by the proper authorities
- Original Transcript of Records
- Plantilla Allocation List
- CSC Form 212
- Authenticated copy of PRC ID
- Updated Service Record signed by the HRMO
- Performance Ratings for the last three (3) rating periods approved by the SDS
- Latest Appointment
- Post Audited Plantilla of Personnel (including extension positions) bearing the name of the applicant
- Latest District Data Bulletin with school breakdown and complete data
- General Class/School Program initialed and duly validated by the EPS in-charge
- Certificates of training and Outstanding Accomplishments in the school/district (acquired during the present position)

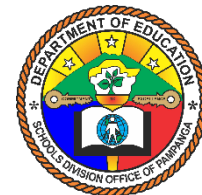
D. FOR SECONDARY – MASTER TEACHER I – II

- Endorsement from the Schools Division Superintendent
- Justification for the reclassification of position
- Rank list duly signed by the proper authorities
- Original Transcript of Records
- Plantilla Allocation List
- CSC Form 212
- Authenticated copy of PRC ID
- Updated Service Record signed by the HRMO
- Performance Ratings for the last three (3) rating periods approved by the SDS
- Latest Appointment
- Notarized list of teachers in the school per subject area with their item number
- Post Audited Plantilla of Personnel (including extension positions) bearing the name of the applicant
- Latest District Data Bulletin with school breakdown and complete data
- General Class/School Program initialed and duly validated by the EPS in-charge
- Certificates of training and Outstanding Accomplishments in the school/district (acquired during the present position)



E. FOR PRINCIPAL I - IV

- Endorsement from the Schools Division Superintendent
- Plantilla Allocation List
- Justification for the reclassification of position
- Duly Accomplished CSC Form 212 (Personal Data Sheet)
- Certified, Authenticated and Verified Transcript of Records
- Updated Service Record signed by the HRMO
- Performance Ratings for the last three (3) rating periods approved by the SDS
- Position Description Form
- NEAP Certification as to the result of NQEP taken and Basic Training Course for School Heads attended
- SBM Task Force's Certification as to the rating obtained in the internal and external stakeholder's assessment
- DPSB's Certification on the points obtained in the Psychological Attributes and Personality Traits assessment
- Enrolment Data (Form 3) in the present school assignment, including the cluster schools handled (if any)
- Notarized list of teachers with their item number to be handled by the incumbent
- Copy of the latest post-audited plantilla of the incumbent where the item is r
- Printed copy of the latest PSIPOP of the teachers being supervised by the incumbent
- Certification of non-availability of item
- CSC attested appointment



11. PROCESSING AND ISSUANCE OF APPOINTMENTS

In accordance to CSC MC 14, s. 2018 (Omnibus Rules on Appointments and Other Human Resource Actions) the processing appointments of teaching and non-teaching personnel are evaluated and processed to the Personnel Section in accordance with the existing rules and regulations of the Civil Service Commission. The processing of appointments is classified as highly technical since it requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof.

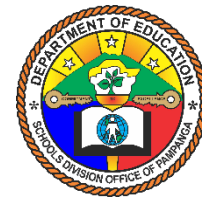
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Personnel Section			
Classification:	Highly Technical, within 15 Days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit B7 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for appointment in Pink folder.	1. Receive from the teacher or employee the necessary documents for the processing of appointment	None		Administrative Assistant III/ Authorized Employee (Records Unit)
	2. Forward folder to the personnel section		Within 10mins.	Administrative Assistant III/Authorized Employee
	3. Receive documents check and verify authenticity of documents		Within 12 days	Administrative Assistant III/ Authorized Employee



	4. Prepare the appointment papers		Within 10mins.	Administrative Assistant III/ Authorized Employee
	5. Receive appointments for approval and signing		Within 5mins	SDS Secretary
	6. Approval and signing of appointments		Within 3 days	Assistant Schools Division Superintendent and Schools Division Superintendent
	7. Release appointments to the HRMO		Within 10mins.	SDS Secretary
2. Receive action document/s.	8. Submit appointments to CSC for attestation		Within the day	Administrative Assistant III/ Authorized Employee (Personnel Section)
END TRANSACTION				



Documentary Requirements

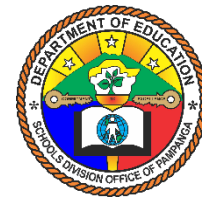
Exhibit B8 - PROCESSING AND ISSUANCE OF APPOINTMENTS

a. REQUIRED DOCUMENTS FOR ORIGINAL APPOINTMENT

- Assignment Proposal
- Certificate of Assumption to Duty
- CCS Processing Checklist - D.O.
- Personal Data Sheet (Revised 2017)
- Passport Size Pictures with Name Tag and Signature (To Be Attached on The PDS)
- Oath of Office
- 2 Position Description Form
- 2 Medical (Attach 1 Set of Result) & Neuro Receipt / Certification (Explore Lab.)
- Original Copy of Transcript of Records
- Photocopy of PRC License (Authenticated by PRC)
- Photocopy of Board Rating (Authenticated by PRC)
- Original NBI Clearance
- GSIS ARA Form A
- Ranklist
- Publication
- Plantilla of Incumbent
- NOSCA (For New Item)

b. REQUIRED DOCUMENTS FOR PROMOTION

- Assignment Proposal
- CSC Processing Checklist
- Certificate of Assumption to Duty
- Personal Data Sheet (Revised 2017)
- Passport Size Pictures with Name Tag and Signature (To be attached On the PDS)
- Oath of Office
- 2 Position Description Form
- 2 Medical (Attach 1 Set of Result)
- Transcript of Records (Photocopy, Certified by School Head)
- Photocopy of PRC License and Let Rating (Authenticated by PRC)
- GSIS ARA Form C
- Performance Ratings (3 Consecutive Years)
- Ranklist
- Publication
- Plantilla of Incumbent
- NOSCA (For Upgrading)



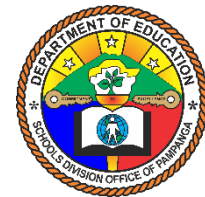
- If the Incumbent Retired (Approved Retirement from GSIS), Resignation (Special Order, Division Clearance, Resignation Letter)

c. REQUIRED DOCUMENTS FOR SUBSTITUTE

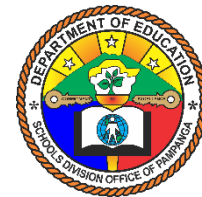
- 2 Assignment Proposal
- CSC Processing Checklist
- 4 Personal Data Sheet (Revised 2017)
- 4 Passport size pictures with name tag and signature (to be attached on the PDS)
- Oath of Office
- Position Description Form
- 2 Medical (Attach 1 Set of Result)
- Transcript of Records (Photocopy Certified by the School Head)
- Photocopy of PRC License and Let Rating (Authenticated by PRC)
- GSIS ARA Form C
- Performance Ratings (3 Consecutive Years)
- Ranklist
- Publication
- Plantilla of Incumbent
- NOSCA (For Upgrading)
- If the Incumbent Retired, (Approved Retirement from GSIS,) Resignation (Special Order, Division Clearance, Resignation Letter)

d. REQUIRED DOCUMENTS FOR SENIOR HIGH SCHOOL (PROVISIONAL)

- Assignment Proposal
- CSC Processing Checklist
- Certificate of Assumption to Duty
- Personal Data Sheet (Revised 2017)
- Passport size pictures with name tag and signature (to be attached on the PDS)
- Oath of Office
- 2 Position Description Form
- 2 Medical (Attach 1 set of result)
- Transcript of Records (Photocopy Certified by School Head)
- GSIS ARA Form A
- Performance Rating
- Publication
- Plantilla



Office of the Schools Division Superintendent
Records Section
Frontline Services



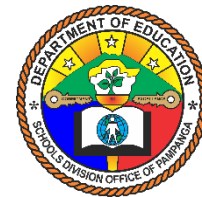
1. ENDORSING REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION OF SCHOOL RECORDS

Only the following cases shall be handled in the Divisions Office, referral from the school of the non-availability of Academic School Record, results of rating on Alternative Learning Systems A&E Test and Philippine Educational Placement Test (PEPT), and Schools that ceased operation. The applicant shall have a school referral form and must present supporting documents for verification. No services fees shall be charged from any applicant for CAV.

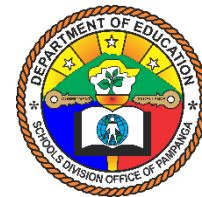
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Records Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Internal and External Clients <ul style="list-style-type: none"> • Applicants from schools with Non- availability of Academic School Record. • Applicants from schools that ceased operation for whatever causes wherein the learners’ school records are required to be surrendered to the Department of Education pursuant to existing regulations under Department Order 88 s. 2010 dated June 24, 2010. • Applicants from schools with Results of rating on Alternative Learning Systems A&E Test and Philippine Educational Placement Test (PEPT). 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School referral Form (CAV Form 2)		Requesting Entity		
Request Form (CAV Form 1)				
Request Form for Alternative Learning Systems A & E Test and Philippine Educational Placement Test (PEPT)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the School Referral Form/Request Form	1. Receive School Referral Form/ Request Form		2-3 minutes	ADAS II/ ADA I / ADAS III Records office



		none		
	2. Verify and evaluate records		Within 10 minutes	AO-IV Records office
	3. Prepare endorsement letter of SDS to Regional Office		Within 15 minutes	AO-IV Records office
2. Receive action document/s.	1. Release results of verification		3 minutes	AO- IV /ADAS II/ ADA I / ADAS III Records office
END TRANSACTION				



2. CERTIFYING AND VERIFYING OF DOCUMENTS FROM THE ORIGINAL COPY

Requests for Certification and Verification of documents shall be granted upon submission of a written request, authorization letter or special power of attorney if through representative, and proof of identification.

The Records Officer (AO IV) shall only authenticate photocopies of documents in its custody and those that originate from the Department or any of its offices, the copies of which are in the custody of the Records Office. The documents shall then be stamped *Certified True Copy*.

In cases where these documents are not in the custody of the Records Office, it shall require the requesting party to present the original copy for proper verification and submit a photocopy of the same file, together with a transmittal letter. The documents shall then be stamped *Verified True Copy from the Original Copy*.

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Records Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Original copy of the document		Requesting entity.		
(3) Photocopies of Documents to be Certified/Verified.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documents to be verified/certified with complete requirements.	1. Receive documents to be verified/certified with complete requirements	None	1-2 minute/s	ADAS II/ ADA I / ADAS III Records office
	2. Check photocopy to that of the original		2-3 minutes	AO-IV Records office



	Stamp “verified true copy from the original copy submitted” if the documents are not in the custody of the records office; stamp “Certified Photocopy” if 1.4 the documents originated within the department and copies of which are in the custody of Records Office.		3– 4 minutes	AO-IV Records office
2. Receive the documents verified/certified	3. Hand over a copy of the documents verified/certified		2-4 minutes	ADAS II/ ADA I / ADAS III Records office
END TRANSACTION				



3. ISSUANCE OF REQUESTED DOCUMENTS

The records section recognizes the importance of communication and the right of all citizens to access and retrieve official records. All requests for information, examination, and production of records or documents shall be made in writing addressed to the Superintendent of the division's office and attention to the records officer. The request shall not constitute violations of Articles 228, 229 and 230 of the Revised Penal Code and the laws on revelation of secrets, laws on trade and commercial secrets, secrecy of bank deposits, and anti-graft and corrupt practices acts.

Schedule of Availability:

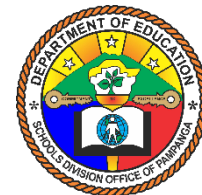
Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Records Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(1) Accomplished Request Slip		Requesting entity.		
(1) Authorization letter				
(2) Valid I.D of authorizing person				
(2) Valid I.D of authorized person				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request slip; and submit the duly filled-up request slip and Identification Card	1. Receive the duly accomplished request slip and Identification Card	None	Within 5 minutes	Receiving personnel/ ADAS II/ ADA I / ADAS III Records office
	2. Search the requested document		Within 20 minutes	ADAS II/ ADA I / ADAS III / ADA VI Records office
	3. Photocopy Identification Card		1-2 minutes	ADAS II/ ADA I / ADAS III / ADA VI Records office
2. Receive the requested document	4. Release the requested document		1-2 minutes	Releasing personnel/ADAS II/ ADA I / ADAS III Records office
END TRANSACTION				



Office of the Schools Division Superintendent Property and Supply Section

Frontline Services



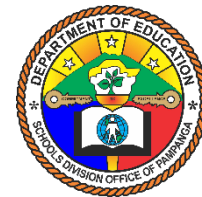
1. PROCESSING OF REQUEST FOR DISPOSAL OF WASTE MATERIALS AND UNSERVICEABLE PROPERTY

In the interest of the services and pursuant to presidential Decree No. 1445, Executive Order No. 888 series of 1983, COA Circular No. 89-296 dated January 27, 1989, and Executive Order No. 309 dated March 08, 1996. The agency should dispose all unserviceable, obsolete, no longer needed materials, supplies and equipment including valueless properties to save cost of maintaining equipment / property/ materials.

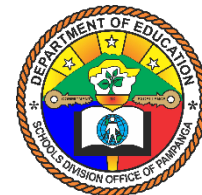
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Property and Supply Unit			
Classification:	Complex – Fifteen (15) working days			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter from accountable office re: disposal and inspection of unserviceable property		Requesting entity / accountable officer		
Inventory and Inspection Report of Unserviceable Property(IIRUP-for more than 15k per item cost) / Waste Materials Report(WMR-for less than 15k per item cost)		DM 430, s. 2019 or download at https://tinyurl.com/supplyunit-forms / GAM Volume II Appendix 74 and 65		
Pictures (items for disposal) – signed by accountable officer.		Requesting entity / accountable officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements re: disposal of waste materials and unserviceable property to assigned staff	1. Receives the requirements for processing /validation		Within 5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	2. Schedule the inspection of waste		Within 5 Minute/s	Administrative Assistant III / Authorized



	materials (subject to availability of vehicle and committee)	None		Employee (Property and Supply Unit)
	3. Conduct inspection and inventory as scheduled (at the site)		Within 1 day	Administrative Officer IV / Disposal Committee
	4. Recommend mode of disposal (note 1)		Within 5 Minute/s	Division Disposal Committee
	5. Forward Appraisal to Disposal Committee (if found valuable)		Within 5 Minute/s	Division Appraiser
	6. Dispose through public bidding if found valuable <i>(Notify COA re: bidding schedule)</i> (note 2)		Within 7 days	Administrative Officer IV / Disposal Committee
END TRANSACTION				
*Note 1: Modes of Disposal 1. Destroyed / Condemnation 2. Sold at private sale 3. Sold at public auction 4. Transferred without cost				
*Note 2: Committee on Disposal will supervise the public auction.				



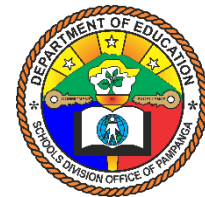
2. PROCESSING OF REQUEST FOR CONDEMNATION AND DEMOLITION OF SCHOOL BUILDINGS

As a matter of policy, a school building perceived to be hazardous should be immediately cordoned to keep off students, teachers from using it until such time that the school building is completely demolished or otherwise declared as safe for occupancy.

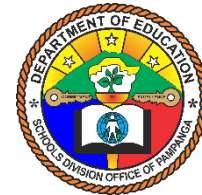
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Property and Supply Unit			
Classification:	Complex – Eleven (15) working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
See Exhibit C1 for the applicable requirements based on the nature of the request.		Requesting entity unless indicated otherwise.		
CLIENT STEPS	AGENCY ACTIONS		PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements to assigned staff	1. Receives the requirements for validation / assessment	None	Within 5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	2. Schedule the inspection / appraiser of school building for demolition (subject to availability of vehicle and committee)		Within 5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	3. Conduct inspection and appraisal as scheduled (at the site)		Within 1 day	Administrative Officer IV / Disposal Committee



	4. Forward Appraisal to Disposal Committee		Within 5 Minute/s	Division Appraiser
	5. Condemn through public bidding (Notify COA re: bidding schedule) (*Note1)		Within 7 days	Administrative Officer IV / Disposal Committee
END TRANSACTION				
<i>*Note 1: Committee on Disposal will supervise the public auction.</i>				



Documentary Requirements

Exhibit C1- PROCESSING OF REQUEST FOR CONDEMNATION AND DEMOLITION OF SCHOOL BUILDINGS

- Inspection / Assessment Report from Municipal / City Engineer
- Photographs of the building to be demolished, properly labelled, showing the front, rear, sides and damaged sections
- Certification by the school head that, if the building is demolished, classes will not be disrupted due to lack of classrooms
- Indication of probable funding for replacement
- Approved request for demolition from schools division superintendent (SDS)
- Demolition permit from the Municipal/ City Building Official
- Transmittal letter duly received by Commission on Audit (COA) re: informing the approved demolition
- Request letter to Division Disposal Committee for inspection and appraisal for the conduct of public bidding for the demolition (including contact number for scheduling of inspection by disposal committee)



Office of the Schools Division Superintendent

Cash Section

Frontline Services

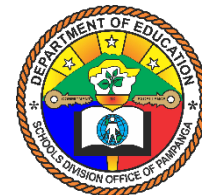


1. ISSUANCE OF CERTIFICATE OF LAST PAYMENT FOR RETIREMENT/RESIGNATION PURPOSES

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll of last salary received		Requesting Entity		
Service record		Requesting Entity / Personnel Section		
Clearance		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present payroll of last salary/salaries received (with and without name in the payroll) service record, clearance from school signed by the Principal.	1. Receives of request for certification of opening of account and transfer of Accounts for Deped Personnel	None	Within 5 Minute/s	Administrative Aide VI/ Administrative Office IV
2. Wait while the requested certification is being processed	2. Prepares Request of certification		Within 5 Minute/s	Administrative Aide VI/ Administrative Office IV)
	3. Approves request of certification by the Cashier and SDS.		Within 5 Minute/s	Administrative Officer IV SDS
3. Receive the requested document	4. Release certification request		Within 5 Minute/s	Administrative Aide VI/ Administrative Office IV
END TRANSACTION				

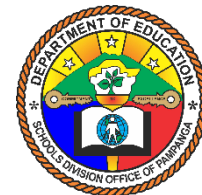


2. REFUND FOR OVERPAYMENT OF SALARIES, BENEFITS EXCESS CASH ADVANCE, BID DOCUMENTS, SECURITY BOND, DEMOLITION OF SCHOOL BUILDING AND REGISTRATION FEE

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office			
Classification:	Simple Transaction, within 5 working days*			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Clearance and details/ information to the said amount to be refunded	1. Receives cash from individuals such as refund of excess cash advance, overpayment of salary, bid documents, security bond, demolition of school building, and registration fee	None	Within 10 Minute/s	Administrative Aid VI / Administrative Officer IV
2. Receive the requested document	2. Issue Official Receipt		Within 5 Minute/s	Administrative Aid VI Administrative Officer IV
END TRANSACTION				

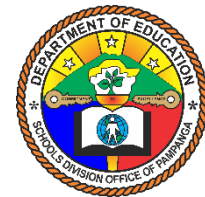


3. RELEASING OF PROVIDENT CHECKS

Schedule of Availability:

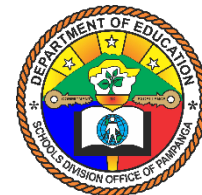
Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	OSDS- Administrative Services Office			
Classification:	Simple Transaction, within 5 working days*			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid I.D		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid DepEd/ PRC ID	1. Verify the I.D. presented and check the signature	None	Within 5 Minute/s	Administrative Aide VI/ Administrative Officer IV
2. Receive the requested document	2. Released the check		Within 5 Minute/s	Administrative Aide VI/ Administrative Officer IV
END TRANSACTION				



Office of the Schools Division Superintendent Legal Services Unit

Frontline Services

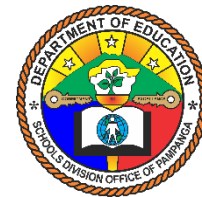


1. CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Legal Services Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government issued ID		Requesting Entity		
Division Clearance		Requesting Entity / Personnel Section		
Authorization letter		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Services Unit and provide employee's details, purpose of certification, and present requirement/s	1. Check requirement/s & verify from the list of formally charged employees	None	1-2 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2. If employee does not have a pending case, issue certification / sign clearance 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.		3-5 minutes	Legal Officer / Legal Assistant
3. Receive action document/s.	Release action document		3-5 minutes	Legal Officer / Legal Assistant
END OF TRANSACTION				

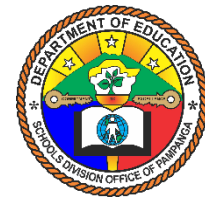


2. FILING OF COMPLAINTS

Schedule of Availability:

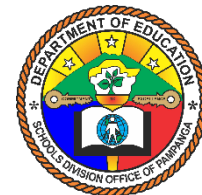
Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Legal Services Unit			
Classification:	Highly			
Type of Transaction:				
Who may avail:	Any person who has a complaint against employees holding plantilla positions under DepED Schools Division of Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint letter		Personally done or may be assisted by a counsel		
Certification of Non-Forum Shopping		Notary Public		
Notarization		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter including supporting documents / pieces of evidence to the Records Section	1. Receive documents	None	See Records Section processing time for receiving documents	<i>Records Officer / Administrative Assistant</i>
2. Retrieve / receive file copy	2. Issue receiving / file copy of client	None	See Records Section processing time for receiving documents	<i>Records Officer / Administrative Assistant</i>
END OF TRANSACTION				
*All complaints shall be addressed to the Schools Division Superintendent. Likewise, all complaints shall be sent to the Office of the Schools Division Superintendent for proper channeling.				
* All complaints referred to the Legal Services Unit from the Office of the Schools Division Superintendent shall be evaluated and be given due course in accordance with existing rules and regulations of the department. (e.g. Revised Rules in Handling Administrative Complaints, Grievance Machinery, Alternative Dispute Resolution)				



Office of the Schools Division Superintendent Information and Communications Technology (ICT) Unit

Frontline Services

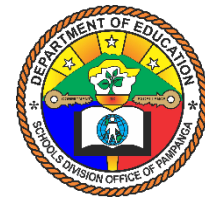


1. TROUBLESHOOTING AND REPAIR OF DESKTOP COMPUTERS, LAPTOPS AND OTHER IT EQUIPMENT

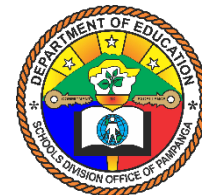
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the ICTU	1. Have client log details in the log sheet	None	5 minutes	ITO/ICTU Staff
2. Prepare equipment to be repaired	2. Diagnose equipment to check for errors 3. Conduct repair and troubleshooting when needed 4. Prepare recommendations and record equipment repair details.		1-3 working days	ITO/ICTU Staff
END OF TRANSACTION				



Office of the Schools Division Superintendent
Accounting Unit
Frontline Services

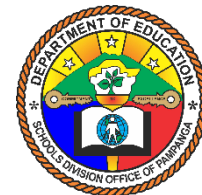


1. ISSUANCE OF G SIS, PHIC AND PAG-IBIG PREMIUMS CERTIFICATION

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Accounting Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government			
Who may avail:	Internal Clients (All Active and Inactive Employees of SDO Pampanga)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy Request Form		Accounting Unit		
1 original/Certified true copy of pay slip of month/s being requested for certification		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form and attach pay slips	1. Check if Request Form is properly filled out and pay slip complete	None	15 Minutes	Administrative Aide
2. Wait until the Certification is released	2. Obtain Official Receipts and remittance list and matched vis-a-vis to pay slip of client has remittance		30 Minutes	Administrative Aide
3. Wait until the certification is released	3. Prepare Certification		5 Minutes	Administrative Aide
4. Wait until the certification is released	4. Review and approve the certification		2 Minutes	Accountant III
5. Receive the Certification	5. Issue Certification		2 Minutes	Administrative Aide
END OF TRANSACTION				

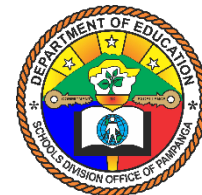


2. PROCESSING OF PROVIDENT LOAN APPLICATIONS FOR P50,000.00 ABOVE

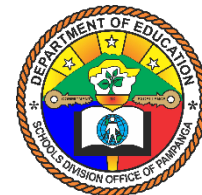
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Accounting Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government			
Who may avail:	<ul style="list-style-type: none"> a. Active Employees with at least six (6) months in service b. No “Undeducted” Loans from other lending institutions c. Net Pay of employee shall not get below P 5,000.00 if the monthly amortization will be deducted d. For renewal of loans, at least 50% of the loan amount is already paid e. Salary of Co-maker is higher than the salary of the Provident Loan Borrower f. The Loan shall be used for emergency need of the Teacher/Employee, or immediate and other members of the family up to 4th degree of consanguinity 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Provident Loan Application		Accounting Unit		
2 copies Service Record		Personnel		
2 copies Original/Certified true copy of latest pay slip		Requesting Entity		
2 copies Request Letter – Approved by School Head / PSDS		Requesting Entity		
2 copies Attachment as to evidence on the use of the loan.		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form and other documentary requirements and submit to Provident Fund Administrative Aide	1. Check if Request Form is properly filled out and attachments are complete	None	15 Minutes	Administrative Aide
	2. Assigns application Number		30 Minutes	Administrative Aide



	and prepare transmittal to Personnel Unit Head and to Schools Division Superintendent (SDS) for approval			
	3. Prepare Endorsement Letter to Regional Director for Approval		30 Minutes	Administrative Aide
	4. Transmit Endorsement Letter to Regional Director		5 Minutes	Records Officer
	5. Received the approved Endorsement Letter from Regional Director (Note 1)		5 Minutes	Record Officer
	6. Prepare Disbursement Voucher		5 Minutes	Administrative Aide
	7. Approved the Disbursement Voucher		5 Minutes	Accountant III
	8. Forward the Disbursement Voucher with the Provident Loan Application and Other documentary requirements		5 Minutes	Administrative Aide
	9. Check Preparation		5 Minutes	Administrative Officer IV (Cashier)
	10. Check Approval		15 Minutes	Schools Division Superintendent
2. Pick up Check from Cashier's Office	11. Check Releasing		5 Minutes	Administrative Officer IV (Cashier)
END OF TRANSACTION				
<i>Note 1: Please refer to the process manual of DepEd Regional Office Proper for the approval of Endorsement Letters for Provident Loan applications.</i>				

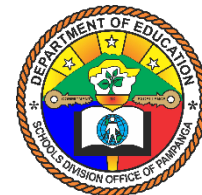


3. PROCESSING OF PROVIDENT LOAN APPLICATIONS FOR P50,000.00 BELOW

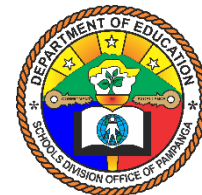
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Accounting Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government			
Who may avail:	<ul style="list-style-type: none"> a. Active Employees with atleast six (6) months in service b. No “Undeducted” Loans from other lending institutions c. Net Pay of employee shall not get below P 5,000.00 if the monthly amortization will be deducted d. For renewal of loans, at least 50% of the loan amount is already paid e. Salary of Co-maker is higher than the salary of the Provident Loan Borrower f. The Loan shall be used for emergency need of the Teacher/Employee, or immediate and other members of the family up to 4th degree of consanguinity 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies Provident Loan Application		Accounting Unit		
2 copies Service Record		Personnel		
2 copies Original/Certified true copy of latest pay slip		Requesting Entity		
2 copies Request Letter – Approved by School Head / PSDS		Requesting Entity		
2 copies Attachment as to evidence on the use of the loan.		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Application Form and other documentary requirements and submit to Provident Fund Administrative Aide	1. Check if Request Form is properly filled out and attachments are complete	None	15 Minutes	Administrative Aide
			30 Minutes	
	2. Assigns application number and			



	Prepare transmittal to Personnel Unit Head and to Schools Division Superintendent (SDS) for approval			
	3. Prepare Disbursement Voucher		5 Minutes	Administrative Aide
	4. Approved the Disbursement Voucher		5 Minutes	Accountant III
	5. Forward the Disbursement Voucher with the Provident Loan Application and Other documentary requirements		5 Minutes	Administrative Aide
	6. Check Preparation		5 Minutes	Administrative Officer IV (Cashier)
	7. Check Approval		15 Minutes	Schools Division Superintendent
2. Pick up Check from Cashier's Office	8. Check Releasing		5 Minutes	Administrative Officer IV (Cashier)
END OF TRANSACTION				

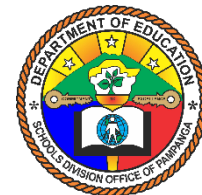


4. PROCESSING OF PAYMENT TO SUPPLIERS, EMPLOYEES REIMBURSEMENTS AND SCHOOL CLAIMS

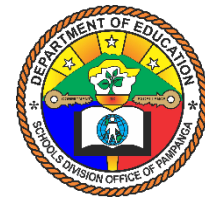
Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	Accounting Unit			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government Government to Citizen			
Who may avail:	Internal Clients (Suppliers and Employees with Valid Claims from the Division Office)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
3 copies Obligation Request				
4 copies Disbursement Voucher				
Required Documentary Requirements for Common Government Transactions				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request and Disbursement Voucher with attached Documentary Requirements for Common Government Transactions	1. Check completeness of supporting documents based on the checklist and if properly filled out and signed	None	15 Minutes to 1 Hour	Administrative Assistant III
	2. Review accuracy of mathematical computations of amount for payment and tax		15 Minutes to 1 Hour	Administrative Assistant III
	3. Prepare BIR Forms 2306 & 2307		10 Minutes	Administrative Assistant III
	4. Forward to Budget Unit for Approval of Obligation		5 Minutes	Administrative Officer V (Budget Unit)
	Receive Approved Obligation Request from Budget Unit		5 Minutes	Administrative Assistant III



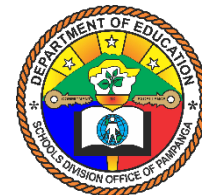
	5. Assign Disbursement Voucher Number		5 Minutes	Administrative Assistant III
	6. Encode in the Check Disbursement Journal		5 Minutes	Administrative Assistant III
	7. Prepare List of Due and Demandable Accounts Payable – Advice to Debit Account		5 Minutes	Administrative Assistant III
	8. Approved the Disbursement Voucher and List of Due and Demandable Accounts Payable – Advice to Debit Account		15 Minutes to 1 Hour	Accountant III
	9. Forward to the office of the Superintendent the Disbursement Voucher, List of Due and Demandable Accounts Payable – Advice to Debit Account and all attachments for approval		5 Minutes	Administrative Aide
END OF TRANSACTION				



School Governance and Operations Division

School Health Section

Frontline Services

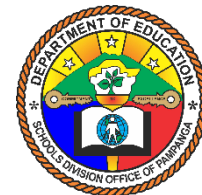


1. PROCESSING OF MEDICAL CERTIFICATE

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	School Health Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 Medical Certificate (CSC Form 211) with attached Laboratory Results, Chest X-Ray and Drug Test Result for New Appointment		Requesting Entity or download CSC Form at www.csc.gov.ph		
4 copies Disbursement Voucher		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the School Health Section	1. Assess and examine the client	None	15 minutes	Medical Officer
	2. Validates Laboratory Results		3 minutes	Nurse on Duty
	3. Sign the Medical Certificate		1 minute	Medical Officer
	4. Forward the Signed Medical Certificate to the HR Unit for New Appointment and Promotion		1 minute	Nurse on Duty
END OF TRANSACTION				

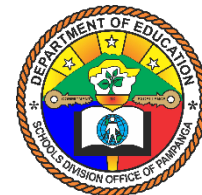


2. PROCESSING OF MEDICAL AND DENTAL CERTIFICATE

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	School Health Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2 Medical/Dental Form for Athletes and Coaches			School Health Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the School Health Section	1. Conduct Physical Examination and Health Assessment to Client	None	15 minutes	Medical Officer / Nurse on Duty
	2. Sign the Medical Certificate		5 minutes	Nurse on Duty
2. Receive certificate	3. Release certificate		5 minutes	Nurse on Duty
END OF TRANSACTION				

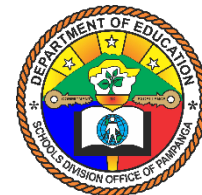


3. MEDICAL AND DENTAL CONSULTATIONS

Schedule of Availability:

Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	School Health Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the School Health Section	1. Conduct Medical/Dental Management and Evaluation	None	15-30 minutes	Medical Officer / Dentist
2. Wait for further instruction	2. Referrals		5 minutes	Medical Officer / Dentist
END OF TRANSACTION				

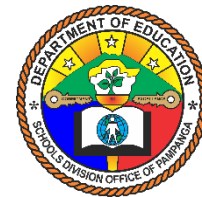


4. ATTEND TO MEDICAL CONCERNS/EMERGENCIES

Schedule of Availability:

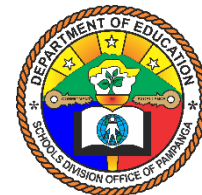
Monday to Friday, 8:00 am to 5:00 pm with no noon break

Office or Division:	School Health Section			
Classification:	Simple Transaction, within 3 working days			
Type of Transaction:	Government to Government			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the School Health Section	1. Conduct Health Management and Evaluation to clients	None	Depending on the situation/stability of the client	Medical Officer / Nurse on Duty
2. Wait for further instruction	2. Referrals			Medical Officer / Dentist
END OF TRANSACTION				

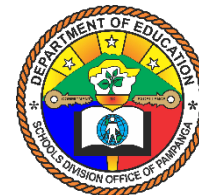


Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Feedback Form and drop it at the designated drop box located at the lobby of the offices/units or in the receiving area of each offices/units and the drop box of Public Assistance and Complaints Desk located at the entrance gate. You may also send your feedback at pampanga@deped.gov.ph or mail us at:</p> <p>Department of Education Schools Division of Pampanga High School Boulevard, Barangay Lourdes, City of San Fernando, Pampanga 2000</p>
How feedbacks are processed	<p>The Office of the Assistant Schools Division Superintendents through their secretaries, collect the feedbacks form every last day of the month with the assistance of the unit ISO document controllers. These forms are then recorded and tallied using a standard form. The ISO overall document controller, with the unit heads, takes charge in the analysis of the results.</p> <p>The results are then kept confidential and are only communicated and shared to respective units and sections normally done during Management Review Committee meeting every month. Positive feedbacks are then recognized during morning rituals and division gatherings while negative feedbacks serve as room for improvement to each unit or section.</p>
How to file a complaint	<p>Answer the Client Feedback Form and drop it at the designated drop box located at the lobby of the offices/units or in the receiving area of each offices/units and the drop box of</p>



	<p>Public Assistance and Complaints Desk located at the entrance gate. You may also send your feedback at pampanga@deped.gov.ph or mail us at:</p> <p>Department of Education Schools Division of Pampanga High School Boulevard, Barangay Lourdes, City of San Fernando, Pampanga 2000</p>
<p>How complaints are processed</p>	<p>The Office of the Assistant Schools Division Superintendents through their secretaries, collect the feedbacks form every last day of the month with the assistance of the unit ISO document controllers. These forms are then recorded and tallied using a standard form. The ISO overall document controller, with the unit heads, takes charge in the analysis of the results.</p> <p>Complaints, on the other hand, are also kept confidential. The QMR shall direct the Continuous Improvement Group to act on the matter observing the standard processes and forms set for Corrective Actions. Action plans are then prepared to make sure that the non-conformity is addressed properly and effectively. Once complete, the head of the unit or section who received the complaint shall be called for and discussion on the intervention and corrective action shall be made.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph :1-ARTA (2762) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



FEEDBACK FORM


QUALITY FORM	Document Code: SDOPAMP-QF-OSD-PER-010 Revision: No. 02 Effectivity date: 01-23-2019
CLIENT'S FEEDBACK FORM	Name of Office: PERSONNEL

Client's Name: _____

School / Organization: _____

HAPPY GALING LIKOD!

I. Customer Satisfaction
Please mark the face that represents your opinion

			
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 - Poor	2 - Satisfactory	3 - Very Satisfactory	4 - Excellent

II. Customer Feedback
Please check if you are providing:

__ Complaint __ Suggestion __ Compliment

Facts or details of the incident
/Recommendation/Suggestion/Desired Action from our Office:

III. How do you rate our service?

	Excellent	Good	Fair	Poor
Professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attentiveness:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environment:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Name of Employee Transacted with: _____ Date & Time: _____



LIST OF OFFICES

Office	Contact Information
Office of the Schools Division Superintendent	Hotline Number
Asst. Schools Division Superintendent (Elementary)	(045) 963 1090
Asst. Schools Division Superintendent (Secondary)	(045) 963 1034
Administrative Services	(045) 435 9998
Legal Unit	(045) 435 9178
ICT Services	(045) 435 8625
Accounting	(045) 435 2004
Budget	(045) 435 2004
Personnel Section	(045) 963 1074
Records Unit	(045) 435 3270
Property and Supply Unit	(045) 963 1064
Cash Unit	(045) 963 1404
General Services Office	(045) 961 3010
School Governance and Operations Division	(045) 961 5262
Planning and Research	(045) 963 1116
Medical and Dental	(045) 963 1093
Curriculum Implementation Division	(045) 963 1070