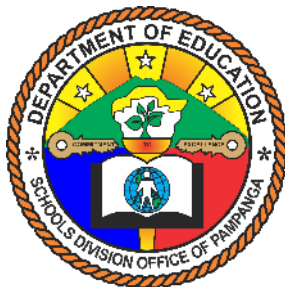


# **DEPED SCHOOLS DIVISION OF PAMPANGA**

## **CITIZEN'S CHARTER HANDBOOK**

2025 (1<sup>st</sup> Edition)



# **DEPED SCHOOLS DIVISION OF PAMPANGA**

## **CITIZEN'S CHARTER**

2025 (1<sup>st</sup> Edition)

## **Agency Profile**

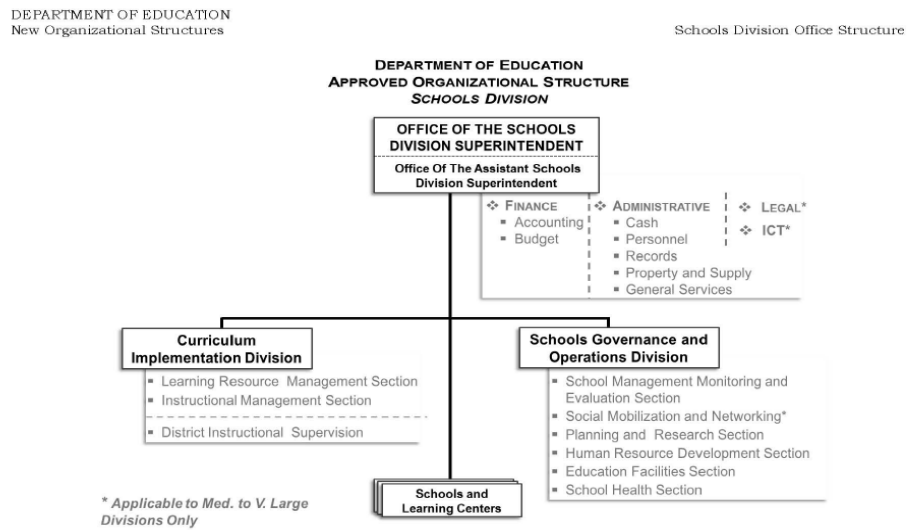
### **I. Mandate:**

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 ladened, highly motivated, and competitive learning communities of learners imbued with 21st century skills.

## II. SDO Pampanga Structure

**Figure 1. DepEd Division Approved Organizational Structure**



## III. 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.

## IV. 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.

## **V. Service Pledge:**

### **A. Division 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. Division 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.

## VII. Definition of Acronyms

Acronym	Definition
AA	Administrative Aide
ABC	Approved Budget for Contract
ACIC	Advice of Check Issued and Cancelled
ADA	Authority to Debit Advice
ADAS	Administrative Assistant
ALS	Alternative Learning System
APDS	Automatic Payroll Deduction System
AO	Administrative Officer
AR	Activity Request
ARTA	Anti-Red Tape Act
ATC	Authority to Conduct
ATP	Authority to Procure
BAC	Bids and Awards Committee
CAV	Certification, Authentication, Verification
CES	Chief Education Supervisor
CID	Curriculum Implementation Division
COR	Certificate of Registration
COS	Contract of Service
CSC	Civil Service Commission
CSW	Completed Staff Work
CTC	Certified True Copy
DBM	Department of Budget and Management
DV	Disbursement Voucher
FOI	Freedom of Information
GAA	General Appropriation Act
GAM	Government Accounting Manual
G2B	Government to Business
G2C	Government to Civilian
G2G	Government to Government
HOPE	Head of Procuring Entity
HRDD	Human Resource and Development Division
LDDAP	List of Due and Demandable Accounts Payable
LR	Learning Resource
LRDMC	Learning Resource Management Division
MOA	Memorandum of Agreement
MOOE	Maintenance and Other Operating Expenses
MOU	Memorandum of Understanding
NOSA	Notice of Salary Adjustment
NOSI	Notice of Step Increment
NTHP	Net Take Home Pay
ORS	Obligation Requests Status
OSDS	Office of the Schools Division Superintendent
PO	Purchase Order
PRC	Professional Regulation Commission
PSA	Philippine Statistics Authority
PSIPOP	Personal Services Itemization and Plantilla of Personnel
RCI	Reports of Checks Issued
RO	Regional Office

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**Office of the Schools Division Superintendent**  
**External Services**

## SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

### OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

#### A. Administrative Services Office

##### 1. Issuance of Certificate of Appearance

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

Office or Division:	Administrative Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Locator slip or Approved travel authority (1 original copy)			Employee	
Locator Slip Form: <a href="https://tinyurl.com/LOCATORSLIP-AO">https://tinyurl.com/LOCATORSLIP-AO</a>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement	1.1 Receive and check the veracity of the document	None	10 minutes	Administrative Office Personnel
	1.2 Prepare certificate of appearance	None	10 minutes	Administrative Office Personnel
	1.3 Sign the certificate of appearance	None	5 minutes	Administrative Officer V
2. Receive the certificate of appearance	2.1 Release the signed certificate of appearance	None	5 minutes	Administrative Office Personnel
Total:		None	30 minutes	

## 2. Online Public Assistance Helpdesk (OPAH)

The Online Public Assistance Helpdesk (OPAH) IS an internet-dependent tool using Google Forms that allows DepEd SDO Pampanga's customers/clients to send inquiries, requests, or complaints to the division office. In addition, frequently Ask Questions (FAQs) are included to address common questions arising from the field immediately.

Under the supervision of Administrative Officer V, a dedicated employee is assigned and has access to the Online Public Assistance Helpdesk (OPAH). The designated employee oversees acknowledging and referring the customer's inquiry/concern to the concerned official/employee or unit in the Division.

This initiative aims to promote customer-centric frontline services, leading to higher citizen/client satisfaction ratings in the DepEd Schools Division of Pampanga.

<b>Office or Division</b>	Administrative Service			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Access the OPAH google form link: <a href="https://tinyurl.com/OPAHpamp">https://tinyurl.com/OPAHpamp</a>			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access and encode complete details in the google form.	1.1 Check submitted request/inquiry/ complaint and acknowledge client request via email.	None	30 minutes	Administrative Service- Action Officer
	1.2 Process client request/inquiry/co mplaint	None	1 hour	SDO Pampanga Action Officer
	1.3 Forward to the concerned office/unit/section	None	1 hour	SDO Pampanga Action Officer
	1.4 Review and provide information on the inquiry/address complaint/issue requested document	None	1 day	Concerned office/unit/section
2. Receive requested information/doc	2.1 Upon receipt of information/ data/ document from the	None	30 minutes	SDO Pampanga Action Officer

ument and answer Feedback Form.	concerned office/unit/section, answer/provide information or scan and email the document to the client.			
<b>Total:</b>		<b>None</b>	<b>1 day and 3 hours</b>	

## B. Legal Services Unit

### 1. Filing of Complaint

Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against

DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under DO 47 may file a complaint with the disciplining authority.

<b>Office or Division:</b>	Legal Services Unit			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Sworn written administrative Complaint containing the following (1 Original Copy): <ul style="list-style-type: none"> <li>• Full name and Address of Complainant</li> <li>• Full name, address, position and office of the person complained of</li> <li>• A narration of the acts or commissions as allegedly committed by the person</li> </ul>			Client	
2. Documentary Evidence and Affidavits of witnesses, if any, Certification of non-forum shopping (1 CTC)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complaint letter including supporting documents / pieces of evidence to the Records Section	1.1 Receive documents from the Records Unit	None	3 minutes	Legal Officer / Legal Assistant
2. Retrieve / receive file copy	2.1 Issue receiving / file copy of client	None	2 hours	Legal Officer / Legal Assistant
<b>Total:</b>		<b>None</b>	<b>2 hours and 3 minutes</b>	

*\* 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)*

## 2. Legal Assistance

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

<b>Office or Division:</b>	Legal Services Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	SDO or School personnel, General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1.A copy of written query/concern, if necessary			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Ask client for details concerning the inquiry	1.1 Ask client for details concerning the inquiry	None	10 minutes	Legal Officer / Legal Assistant
	1.2 Provide sufficient information concerning the inquiry	None	2 hours	Legal Officer / Legal Assistant
<b>Total:</b>		<b>None</b>	<b>2 hours and 10 minutes</b>	

### 3. Request for Correction of Entries in School Records

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

<b>Office or Division:</b>	Legal Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students with records in DepEd			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application indicating the entry/entries to be corrected ( 1 original copy)			Requesting party	
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)			PSA	
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)			School	
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)			Affiants	
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application			Requesting party	
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record			Requesting party	
7. Data Privacy Consent Form			Legal Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1 Receives and records to DTS and/or logbook then forward to SDS for appropriate action	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2 Refers the documents to Legal Unit	None	10 minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction		8 hours	Legal Unit personnel / Legal Officer



	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to the Records Section for releasing of document.	None	8 hours	SDS/ SDS Staff
2. Receive a copy of the Order	2.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records/ Releasing In-charge/Admin Staff
<b>Total:</b>		<b>None</b>	<b>2 days and 35 minutes</b>	

## C. Personnel Unit

### 1. Acceptance of Employment Application (Teaching Related)

Any individual with interest in applying for a position in DepEd may submit his/her credentials and other requirements.

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent for teaching position (one (1) original copy)			Applicant	
2. Duly accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet (three (3) original copies)			CSC Website	
3. Certified true copy of Professional Regulation Commission (PRC) Identification Card (one (1) original copy)			PRC	
4. Certified true copy of ratings obtained in the LET/PBET (one (1) original copy)			PRC	
5. Service Record, performance rating, and school's clearance for those with teaching experience (one (1) original copy)			Previous job	
6. Certified true copy of Transcript of Record (one (1) Original Copy)			School	
7. Certificate of specialized trainings (one (1) Photocopy of each)			TESDA	
8. Certificate of Employment (one (1) Original copy) (if applicable)			Previous job	
9. NBI Clearance (one (1) Original Copy)			NBI	
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed (one (1) original copy)			Barangay	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (two (2) original copies)			Attorney	
12. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists	1.1 Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head – Authorized Employee
2. Received receiving copy of the documents	2.1 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	1 day	School Selection Committee – Authorized Employee
	2.2 Submit a Soft and Hard copy of the result of pre-assessment to the Division Selection Committee through the Records Section	None	1 day	School Selection Committee – Authorized Employee
	2.3 Receive and stamp the hard copy of the result of Pre-assessment as received and forward to Division Selection Committee	None	5 minutes	Records Section – Authorized Employee
	2.4 Receive the result of the pre-assessment	None	10 minutes	Division Selection Committee
<b>Total:</b>		<b>None</b>	<b>2 days and 20 mins</b>	

## 2. Acceptance of Employment Application (Non-Teaching and Teaching-Related Positions both promotion and entry)

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

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent for teaching position (one (1) original copy)			Applicant	
2. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (three (3) original copies)			CSC Website	
3. Certified true copy of Professional Regulation Commission (PRC) Identification Card (one (1) original copy)			PRC	
4. Certified true copy of ratings obtained in the LET/PBET (one (1) original copy)			PRC	
5. Service Record, performance rating, and school's clearance for those with teaching experience (one (1) original copy)			Previous job	
6. Certified true copy of Transcript of Record (one (1) Original Copy)			School	
7. Certificate of specialized trainings (one (1) Photocopy of each)			TESDA	
8. Certificate of Employment (one (1) Original copy) (if applicable)			Previous job	
9. NBI Clearance (one (1) Original Copy)			NBI	
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed (one (1) original copy)			Barangay	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (two (2) original copies)			Attorney	
12. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email the complete Pertinent documents to the Records Unit/SDO email add	1.1 . Stamp Receive, issue a receiving copy, and forward the pertinent	None	5 minutes	Records Officer/ Records Unit staff

	documents to the HR Unit			
2. Receive application receipt/email acknowledging receipt of application	2.1 Check completeness of documents submitted	None	10 minutes	HRMO II / HR Unit staff
	2.2 Pre-evaluate. the qualifications of the Applicant visà- vis the qualification standards of the position	None	15 minutes	HRMO II
3. Applicant received the Result of Initial Evaluation	3.1 Inform the applicant of the result of initial evaluation through email	None	15 minutes	HRMO II
<b>Total:</b>		<b>None</b>	<b>45 minutes</b>	

## D. Property and Supply Unit

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

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary& Non-Autonomous Secondary Schools.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government To Government			
<b>Who may avail:</b>	DepEd Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Delivery receipts			Supplier	
2. Inspection and Acceptance report/ Property Transfer Report			Employee/ Property and Supply Unit	
3. Requisition and Issuance Slip			Employee/ Property and Supply Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Delivers the textbook and/or equipment together with the receipts	1.1 Receives textbooks and/or equipment from suppliers	None	1 day	Property and Supply Personnel
	1.2 Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	Property and Supply Personnel

	3.1 Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	Property and Supply Personnel
	1.4 Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	1 day	Property and Supply Personnel
	1.5 Reviews and approves the ICS/RIS	None	1 day	Property and Supply Personnel
	1.6 Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	Property and Supply Personnel
	1.7 Preparation of distribution list and in coordination with district/schools	None	3 hours	Property and Supply Personnel
2. Receive the textbooks and/or equipment by	2.1 Distributes the textbook and/or	None	1 day	Property and Supply Personnel

the recipient schools	equipment together with the copy of signed Inventory Custodian Slip			
<b>Total:</b>		<b>None</b>	<b>6 days and 6 hours</b>	

Note: Additional steps or increase in TAT is due to the geographical challenge in districts/schools.



## 2. Online Service Assistance of Client's Queries/Concerns

Online Service Assistance is provided by employees whose primary goal is to assist and respond online to client's queries and concerns. Employee-Client interaction and exchange of information is mostly done in real time and involves platforms such as live chat, teleconference, phone call, email, or social media.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Who			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Contact Information such as: E-mail Address, Mobile Number, Social Media Account			Requesting entity	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 . Client sends request/query via e-mail	1.1 Receive and acknowledge the e-mail	None	30 minutes	Online Service Staff / AO IV
	2.1 Evaluate the request / query*	None	1 day	Online Service Staff / AO IV
	3.1 Process the request / query	None	1 day	Online Service Staff / AO IV
2. Receive reply on request/query	4.1 Send reply / action document/s through email.  Within	None	10 minutes	Online Service Staff / AO IV
<b>Total:</b>		<b>None</b>	<b>2 days &amp; 40 minutes</b>	
Note: Email request at <a href="mailto:supply.pampanga@deped.gov.ph">supply.pampanga@deped.gov.ph</a> Subject: OSA_Request/Query_ (Type your Request/Query)				

## E. Records Unit

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

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish request slip; and submit the duly filled-up request slip and Identification Card	1.1 Receive the duly accomplished request slip and Identification Card	None	5 minutes	Records Unit Staff
	1.2 Search the requested document	None	15 minutes	Records Unit Staff
	1.3 Photocopy Identification Card	None	3 minutes	Records Unit Staff
2. Receive the requested document	1.4 Release the requested document	None	2 minutes	Records Unit Staff
<b>Total:</b>		<b>None</b>	<b>25 minutes</b>	

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

CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition slip (1 Copy)			Records Unit	
2. Valid ID (Original ID and 1 Photocopy)			Requesting person and/or Authorized Person	
3. Authorization Letter (1 Copy)			Requesting person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter request	1.1. Receive and stamp the letter request and provide the client with requisition slip form	None	10 minutes	Records Section Staff/ADAS
2. Fill up the requisition slip form	2.1. Receive the form and search the requested document	None	10 minutes	
	2.2. Print or photocopy the requested document	None	10 minutes	
	2.3. Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer

3. Receive the requested document	3.1. Release the document to the client	None	10 minutes	Records Section Staff/ADAS
<b>Total:</b>		<b>None</b>	<b>55 minutes</b>	

### 3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a) Employment abroad; (b) Seaman's Book /Seafarer's Registration Certificate; (c) Migration abroad; (d) Student visa; (e) Tourist visa; (f) Fiancé visa; (g) Descendant's visa; (h) Reimbursement of education allowance / tuition fee of children of Overseas Filipino Workers (OFW); (i) Such other purposes as maybe required in writing by the DFA. Service is in accordance with DO no 48, s. 2017.

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Student Permanent Record (Form 137) Recent (1 original and 2 photocopies)		Client		
2. Diploma / Affidavit of Loss Diploma (for Loss Diploma) (1 original and 2 photocopies)		Client		
3. Certification of Graduation (1 original and 2 photocopies)		Client		
4. Certification of Special Order Number (for private schools graduate) (1 original and 2 photocopies)		Client		
5. 2 x 2 size or passport size picture with good quality resolution (2 pieces and 2 photocopies)		Client		
6. Division Office Transmittal/Indorsement to the regional office (to be issued by the division office staff)		Records Unit		
<i>Bring all the original copies. If the applicant could not make it personally, an authorization letter with I.D. authorizing the immediate family should be presented to the CAV processor.</i>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Present the documents to be verified/certified with complete requirements.	1.1 Receive documents to be verified/certified with complete requirements	None	5 minutes	Administrative Staff (Records)
	1.2 Check photocopy to that of the original	None	5 minutes	Administrative Staff (Records)
	1.3 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.	None	5 minutes	Records Officer
4. Receive the documents verified/certified	2.1 Hand over a copy of the documents verified/certified.	None	5 minutes	Records Officer
<b>Total:</b>		<b>None</b>	<b>20 minutes</b>	

*Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.*

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

The procedure for proper receiving and releasing of communications.

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Public G2B – Government to Private G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Communication			Records Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official communication to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	3 minutes	Receiving personnel  Records Officer IV
	1.2. Stamp the documents with RECEIVED mark (date, Record's Control Number (RCN), initials and time)		3 minutes	Records Staff
	1.3. Sort and log documents through coding.		10 minutes	Records Staff
	1.4. Route communications to the concerned		15 minutes	Records Staff  Concerned office/person

	office/personnel			
	1.5. Acknowledge documents delivered by the representative of each unit		15 minutes	Records Staff Concerned office/person
2. Client receives communication	2.1. Release the communication		5 minutes	Release personnel/ Records Officer IV
<p>Note: Submit request at <a href="mailto:records.pampanga@deped.gov.ph">records.pampanga@deped.gov.ph</a></p> <p>Subject: Receiving and Releasing of Communication and other Documents</p>				
<b>Total:</b>		<b>None</b>	<b>51 minutes</b>	

**\*Note:** For ministerial transaction - within 3days, complex transaction - within 7 days,  
and for Highly Technical transaction - within 20 days



## 5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "*Revised Rules of Procedure of the Department of Education in Administrative Cases*" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

<b>Office or Division:</b>	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business
<b>Who may avail:</b>	All

Checklist of Requirements			Where to Secure	
<ol style="list-style-type: none"> <li>1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.</li> <li>2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping</i></li> <li>3. Supporting/Evidentiary Document/s, if any.</li> </ol> <p>*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.</p>			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Area)	1.1. Stamp received the documents and receiving copy with records control number (RCN)	None	10 minutes	Administrative Aide I/VI or Administrative Officer IV (Records)

2. Receive the receiving copy for reference	2.1. Return client's receiving copy  2.2. Sort and Log the received document/s to the incoming Logbook	None	10 minutes	Administrative Aide I/VI or Administrative Officer IV (Records)
	2.3. Forward the complaint to OSDS for routing	None	15 minutes	Administrative Aide I/VI or Administrative Officer IV (Records)
3. Release the communication	3.1. Stamp Release the documents and arrange for servicing/ sending to addressee	None	5 minutes	Administrative Aide I/VI or Administrative Officer IV (Records)
4. Receive and sign the Communication, if with proof of service, sign the proof of service.	4.1. Release the Communication  4.2. If there is a proof of service, serve and secure a signed Proof of Service	None	5 minutes	Administrative Aide I/VI or Administrative Officer IV (Records)
<b>TOTAL</b>		<b>None</b>	<b>45 minutes</b>	

## 6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, "Revised Rules of Procedure of the Department of Education in Administrative Cases" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

<b>Office or Division:</b>	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government G2C - Government to Client G2B - Government to Business Entity
<b>Who may avail:</b>	All

Checklist of Requirements			Where to Secure	
4. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 5. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping</i> 6. Supporting/Evidentiary Document/s, if any.  *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Area)	1.2. Stamp received the documents and receiving copy with records control number (RCN)	None	3 minutes	Records staff

2. Receive the receiving copy for reference	2.1. Return client's receiving copy  2.2. Sort and Log the received document/s to the incoming Logbook	None	3 minutes  10 minutes	Records staff
	2.3. Forward the complaint to OSDS for routing	None	15 minutes	Records staff
3. Release the communication	3.1. Stamp Release the documents and arrange for servicing/ sending to addressee	None	5 minutes	Records staff
4. Receive and sign the Communication, if with proof of service, sign the proof of service.	4.1. Release the Communication  4.3. If there is a proof of service, serve and secure a signed Proof of Service	None	5 minutes	Records staff
<b>TOTAL</b>		<b>None</b>	<b>41 minutes</b>	

**Curriculum Implementation Division**  
**External Services**

## CURRICULUM IMPLEMENTATION DIVISION – EXTERNAL SERVICES

### F. Learning Resources Management and Development System Section

#### 1. Accessing Available Learning Resources from LRMDs Portal

**Access to LRMDs Portal.** The LR Portal is a web-based catalogue and repository of learning, teaching and professional development resources. It functions as a clearing house; that is, it provides information about the location of resources and allows users of the system to access directly digitized versions of resources that are published and stored within the LR Portal repository. It is also a quality assurance system providing support to DepEd Regions, Divisions and schools in the selection and acquisition of quality digital and non-digital resources as per DepEd Order 76, s.2011.

<b>Office or Division:</b>	Curriculum and Learning Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Everyone (Learners, Parents, Teachers, Stakeholders)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computer/Laptop and Internet Connection		Client		
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders (limited access, e.g. Viewing purposes only)		LR Portal ( <a href="http://lrmds.deped.gov.ph">lrmds.deped.gov.ph</a> ) (for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division either in-person or via sending an email to <a href="mailto:lrmds.pampanga@deped.gov.ph">lrmds.pampanga@deped.gov.ph</a> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to LRMDs Portal (New Account)	1.1. Access <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	None	2 minutes	Client
	1.2. Assist creation of LR Portal Account 1.3. Log-in to the LR Portal /assist in technical issue	None	7 minutes	(Librarian-II /PDO-II)
2. Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	2 minutes	Client

	2.2. Receive request for resetting of password	None	1 minute	(Librarian-II /PDO-II)
	2.3. Reset password in LRMDs Portal Dashboard	None	5 minutes	
	2.4. Send email notification for new password	None	3 minutes	
3. Access LR Portal thru <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a>	3.1. Provide further assistance, as needed	None	2 minutes	(Librarian-II /PDO-II)
4. Click the Begin Quick Tour		None	2 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar: a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	(Librarian-II /PDO-II)
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of the select LRs		None	3 minutes	Client
10. Provide feedback on LR searched/downloaded by giving comments on the Add New Comment box (Optional)		None	2 minutes	Client
11. Sign-out of the LR Portal		None	1 minute	Client
<b>TOTAL:</b>		<b>None</b>	<b>36 minutes</b>	

## 2. Borrowing of Learning Materials from Libraries

DepEd recognizes the rights of every teacher and learner to access available learning materials (LMs) and Supplementary Readings / Reference Materials (SRMs) thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer library services as per DECS Order 03, s. 1998 and DepEd Order 56, s.2011.

<b>Office or Division:</b>	Curriculum and Learning Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students and Teaching Related Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form / Slip (1 Original Copy)		Client		
3. Valid ID (1 Scanned/ Photocopy)		Client		
3. Borrower's Form		Librarian II		
4. Returning Transaction Form		Librarian II		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Request Form/Slip (online or face to face)	1.1. Check accomplished request form /slip and ID	None	2 minutes	Librarian
2. Check and browse available LMs	2.1. Prepare and check The availability of LM requested	None	5 minutes	Librarian
	2.2. Send the (1) list of available LMs, Borrower's Form, and Returning Transaction Form	None	1 minute	Librarian
3. Accomplish Borrower's and Returning Transaction Forms	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian
	3.2. Check the completeness of the form	None	5 minutes	Librarian
	3.3. Inform the borrower on the schedule of pick-up (online) or release of	None	5 minutes	Librarian



	resources (walk-in)			
4. Receive Supplementary Readings / Reference Materials (SRMs)	4.1. Prepare and release the SRMs	None	5 minutes	Librarian
	4.2. Sign the Borrower's and Returning Transaction Forms	None	2 minutes	Librarian
<b>TOTAL:</b>		<b>None</b>	<b>26 inutes</b>	

### 3. Alternative Learning System (ALS) Enrollment

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

<b>Office or Division:</b>		Curriculum Implementation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client		
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy		Client		
3. Valid ID (Driver's License, Postal ID, Voters ID) - 1 photocopy		Client		
4. Functional Literacy Test (FLT)		CID		
5. Assessment for Basic Literacy (ABL)		CID		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Curriculum Implementation staff
	1.2. Conduct assessment /screening : ABL and FLT	None	3 hours	Instructional Managers /ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	
	<b>TOTAL</b>	None	<b>4 hours, 15 minutes</b>	

**School Governance Operations Division**  
**External Services**

## SCHOOL GOVERNANCE OPERATIONS DIVISION (SGOD) – EXTERNAL SERVICES

### G. Planning and Research Section

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

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

<b>Office or Division:</b>	Planning and Research
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	External Stakeholder
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	Records Unit Personnel
	1.2. Forward letter of request to the SDS	None	5 minutes	Records Unit/ITO
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	Chief, SGOD
	1.5. Make the necessary action undertaken to the said letter request	None	2 days	Clerk/Planning Officer
	1.6. Prepare the transmittal letter and attachments to be	None	15 minutes	Planning Officer

	signed by SDS then forward to Records Section			
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 37 minutes</b>	

## H. School Management, Monitoring and Evaluation Section

### 1. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

<b>Office or Division:</b>	School Management, Monitoring & Evaluation (SMM&E) Section			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of transaction:</b>	Government to Citizen (G2C) Government to Business (G2B)			
<b>Who may avail:</b>	Private Schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)		School applicant		
1 copy of notarized comprehensive Feasibility Study(for new/recognition)		School applicant		
1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition		School applicant		
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)		SEC		
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)		School applicant		
Documents of ownership of school building(s) (for new/recognition)		School applicant		
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)		School applicant		
1 copy of Class program of the classes offered (for new/recognition)		School applicant		
1 copy of Qualitative Evaluation Processing Sheet ( for SHS application)		Provided by the EPS/In-charge of Private Schools		
School Bond (for new/recognition)		To be provided by the RO to the client		
Latest Enrolment Data (for renewal)		Client/from the Division planning Officer		
Copy of the Updated Government PTO (for renewal)		School applicant		
Ocular Inspection Report (for new/recognition/renewal)		Provided by the SMM&E (In charge of Private Schools		
Endorsement from the Schools Division Superintendent (for new/recognition/renewal)		Provided by the SMM&E (In charge of Private Schools		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the documentary requirements (printed or electronic) for pre-	1.1. Receive and record the documents thru DTS/ Logbook with assign	None	10 minutes	Admin Officer IV/Admin

validation purposes thru Records Section	tracking number, then forward to SGOD Chiefs			Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)  PSDS (CID) Division Engineer (if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E)  Education Program Supervisor (CID& SGOD)/  PSDS (CID)/ Division Engineer (if available)

2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist (SMM&E)  Education Program Supervisor (CID&SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E)  Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E)  Senior Education Program Specialist (SMM&E)
	<b>Total</b>	<b>None</b>	<b>10 days, 4 hours, 35 minutes</b>	



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

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

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Business (G2B)			
<b>Who may avail:</b>	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent</li> <li>• List of Qualified Graduates (per track/strand/specialization)</li> <li>• Accomplished Special Order Form</li> <li>• Original Form 137-A (SHS Student Permanent Record)</li> <li>• Form IX (SHS Graduation Form)</li> <li>• Original Form 137-A (JHS Student Permanent Record)</li> <li>• Birth Certificate (PSA)</li> </ul>		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD- SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records)  SGOD Chief/ SGOD Staff

	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records )
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.

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

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

<b>Office or Division:</b>	SGOD - School Management, Monitoring and Evaluation	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Business (G2B)	
<b>Who may avail:</b>	Any private schools	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Application for DepEd Permit to Operate/Recognition</b>		
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution</li> <li>• Feasibility Study <ul style="list-style-type: none"> <li>Philosophy and Goals of the course <ul style="list-style-type: none"> <li>- Demand for the graduates</li> <li>- Prospective learners</li> <li>- Existing schools offering one same course within the community</li> </ul> </li> </ul> </li> <li>• Articles of Incorporation and By- Laws</li> <li>• Copy(ies) of Transfer Certificate(s) of Title of the school site</li> <li>• Location of school in relation to its environment</li> <li>• Campus development and landscaping plans</li> <li>• Document(s) of Ownership of school building(s)</li> <li>• Certificate of Occupancy of school building(s)</li> <li>• Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc.</li> <li>• Proposed budget for the succeeding school year approved by the Board of Trustees/Directors</li> <li>• List of school administrators (president, vice- president, deans, department heads)</li> <li>• List of academic-non teaching personnel (registrar, librarian, guidance counselor, researcher)</li> <li>• List of athletic facilities, equipment, supplies and materials (to be certified by the school head)</li> <li>• School bond</li> </ul>		School Applicant

<ul style="list-style-type: none"> <li>• Copy of retirement Plan registered with the Securities and Exchange Commission</li> <li>• Copy of Latest Financial Statement of the school certified by an independent CPA</li> <li>• Proposed Curriculum</li> <li>• Proposed tuition and other school fees</li> <li>• List of New Teaching/Academic Staff for the Course(s) program(s) applied for</li> <li>• List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head)</li> <li>• List of library holdings (to be certified by the school head)</li> <li>• Inspection and Application Fees</li> </ul>	
<b>B. SHS New Application or Additional Track/Strand</b>	
<p>1. Application documents (1 original of each documents)</p> <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Regional Director thru the Superintendent</li> <li>• Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)</li> <li>• Certificate of Recognition of any of the following: (a) Secondary Education Program – DepEd; (b) Training Program –TESDA; (c) Highest Education Program –CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</li> <li>• Proposed Tuition and other fees</li> <li>• Proposed School Calendar</li> <li>• Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)</li> <li>• Curriculum Offering: Academic, Tech-Voc, Arts and Design, Sports</li> <li>• Minimum program requirements for the</li> </ul>	School Applicant

<p>SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <ul style="list-style-type: none"> <li>• A copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) others</li> <li>• Additional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete Documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM& E (In charge of Private School )/ Alternate Focal SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

#### 4. Application of Summer Permit for Private Schools

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

<b>Office or Division:</b>	School Management, Monitoring and Evaluation			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may Avail:</b>	Any private school with summer enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>• Letter of intent addressed to the Schools Division Superintendent</li> <li>• School Calendar for Summer – 35 days</li> <li>• List of teachers who intent to teach during summer classes</li> <li>• General class program for summer</li> <li>• Tuition and other school fees</li> <li>• Tentative list of summer enrollees with learning areas to be taken written opposite each name</li> <li>• A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student.</li> <li>• Written consent of parents whose children will attend student summer classes</li> <li>• Post summer activities</li> </ul>		School Applicant		
		School Applicant		
		School Applicant		
		Teachers/School Applicant		
		School Applicant		
		PTA/PTCA		
		Parents		
		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records )
	1.2.Forward documents to SGOD Chief and route to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5.Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records )
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	



## 5. Application for No Increase in Tuition Fee

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

<b>Office or Division:</b>	School Management, Monitoring and Evaluation			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may Avail:</b>	Any private school with permit to operate/recognition			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application documents (1 original and each document) <ul style="list-style-type: none"><li>• Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year</li><li>• Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees</li><li>• Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized.</li><li>• Copy of Government Permit to Operate/Recognition Certificate</li></ul>		School Applicant   		

	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternat e focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

## 6. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for increase in tuition and miscellaneous fees.

<b>Office or Division:</b>	School Management, Monitoring and Evaluation
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may Avail:</b>	Any private school with recognition
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application documents (1 original and each document) <ul style="list-style-type: none"> <li>Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year;</li> <li>Xerox copy of the latest approved tuition, miscellaneous &amp; other school fees;</li> <li>Comparative schedule of tuition, miscellaneous &amp; other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized;</li> <li>Percentage of Increase of Tuition/Miscellaneous &amp; other fees;</li> <li>Copy of Government Recognition Certificate; and</li> <li>Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A. 6728 have been complied with namely; (a), (b) and (c): <ul style="list-style-type: none"> <li>Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.</li> <li>Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.</li> </ul> </li> </ul>	<p>School Applicant</p> <p>School      Applicant      School</p> <p>Applicant</p> <p>School      Applicant      School</p> <p>Applicant School Applicant</p> <p>School Applicant/PTA</p> <p>School Applicant</p> <p>School Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forwards documents to SGOD Chief and routes to designated/in- charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluates the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	<b>TOTAL:</b>	<b>None</b>	<b>6 days and 30 minutes</b>	

**Office of the Schools Division Superintendent**  
**Internal Services**

## **SCHOOLS DIVISION OFFICE – INTERNAL SERVICES**

### **OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT**

#### **Issuance of Foreign Official Travel Authority**

***Travel Authority (TA) refers to an Order in writing issued by the approving authority allowing an official or employee to proceed to a specific place or location (the regular place of work and where the official/employee is expected to stay most of the time as required by the nature, duties and responsibilities of the position) outside of their permanent official station for a specific period of time to perform a given assignment or accomplish a personal purpose.***

Based on the *Omnibus Travel Guidelines for All Personnel of the Department of Education* (DepEd Orders No. 043 and 046, s. 2022) DepEd officials or employees may request TA for either of the following:

- Official Travel – trips pursuant to a legitimate function or interest. These may either be official business (where transportation, miscellaneous, and daily travel expenses aside from salaries and benefits, are incurred and funded by the Department) or official time (where no government expenses are incurred/spent aside from the payment of salaries/benefits).
- Personal Travel – private trips for personal purpose and undertaken without cost to the government.

***Official or Personal Travel may be further categorized into foreign (trips outside the Philippines) or local (trips outside the permanent official station).***

***The minimum conditions for a trip to be considered official travel are the following:***

- a. Highly relevant to basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
- b. Essential to the effective performance of official/employee mandate of functions.
- c. Projected expenses involve minimum expenditure or are not excessive.
- d. Presence is critical to the outcome of the activity to be undertaken.
- e. Absence from the permanent official station will not hamper the operational efficiency of the office.
- f. Expenses to be incurred is included on the approved Work and Financial Plan of the office/unit concerned.

## 1.1 Issuance of Foreign Official Travel Authority

***DepEd officials and employees may apply for travel authority for the these foreign official travels:***

- a. International conferences/meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
- c. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

Note that travel authority shall not be issued for the following officials and employees:

- i. With pending administrative case;
- j. Will retire within one year from the date of the foreign official travel;
- k. Whose previous travel has not been liquidated and cleared;
- l. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Schools Division Superintendent (OSDS)		
Classification:	Simple		
Type of Transaction:	Government to Government (G2G)		
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"><li>• Requests from schools as recommended by the School Head</li><li>• School Heads</li><li>• Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)</li></ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 <a href="https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf">https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf</a>	
2. One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization	
3. One (1) original copy of Itinerary of Travel			
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority <sup>10</sup> , explaining the minimum conditions for authorized official travel stated above and why		Client	

alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.				
5. One (1) original Certificate of No Pending Case		Legal unit with jurisdiction over the client		
6. One (1) copy of approved Completed Staff Work (CSW)		International Cooperation Office / Client		
7. One (1) copy of Estimated Travel Cost				
8. One (1) copy of Work and Financial Plan		Client's office		
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client		
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker		Office of the Secretary  Regional Office Commission on Filipino Overseas		
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS



	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
3. Submit post travel report addressed to the Office of the Secretary	3.1 Receive the post- travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

## 1.2 Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purpose and undertaken without cost to the government. However, foreign scholarships/trainings sourced and pursued in their personal capacity need to be brought to the attention of the immediate supervisor or head of office before applying for TA. Likewise, those who intend to study abroad may be required to comply with the required service obligation after the period of their leave.

Note that those who have pending administrative case/s, unliquidated / no clearance / non-compliance to reportorial requirement for any previous travel shall not be granted foreign personal TA.

<b>Office or Division:</b>	Office of the Schools Division Superintendent (OSDS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> <li>• Requests from schools as recommended by the School Head</li> <li>• School Heads</li> <li>• Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)		Annex D, DO 043, s. 2022 <a href="https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf">https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf</a>		
One (1) original copy of written manifestation, noted by the Head of Office, that absence will not hamper the operational efficiency of the office		Client		
Certificate of No Pending Case		Legal unit with jurisdiction over the client		
CSC Form No. 6, s. 2020 (Leave Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
Optional requirements: - Draft Office Order (OO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
- Study Leave of NTP (up to 6 months): Contract between the agency head or authorized representative and the employee concerned		Personnel unit with jurisdiction over the client		
- For leaves that exceed one month: CSC Form No. 7, s. 2017 (Clearance Form)		Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit complete requirements to the SDO	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit
a. School Head	1.2 Check documents for completeness and accuracy.	None	2 hours	Personnel Unit
b. Office of the School Head – for Teaching and Non-Teaching Personnel in Schools	If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.			
c. Division Chiefs and below, including PSDS in SDOs	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel Unit	None	2 hours	Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Personnel Unit
	1.5 Review documents for signature	None	2 hours	Personnel Unit
	1.6 Countersign Form and TA and forward documents to OSDS	None	15 minutes	Personnel Unit
	1.7 Review and sign the Form and TA	None	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit
	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD

2. Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Records Unit
	<b>TOTAL</b>	<b>None</b>	<b>5 days</b>	

## A. Administrative Services Section

### 1. Online Issuance of Special Order for Vacation Service Credits & Certification of Compensatory Overtime Credits

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

<b>Office or Division:</b>	Administrative Service			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Active DepEd Teaching/Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. All requests shall be submitted online using the school's deped email address through this link: <a href="https://bit.ly/SDOP_Request_VSC">https://bit.ly/SDOP_Request_VSC</a> .			Employee	
2. The templates and other references may be downloaded at this link: <a href="https://bit.ly/SDOP_VSC_Templates">https://bit.ly/SDOP_VSC_Templates</a>			Employee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive and evaluate the request and prepare action document/s.	None	3 days	Administrative Office Personnel
	1.3 Review action document/s and recommends for approval	None	3 days	Administrative Officer V
	1.4 Sign the special order	None	4 hours	Schools Division Superintendent
2. Receive special order	2.1 Release signed Special Order through the school's	None	4 hours	Administrative Office Personnel

	official email address			
<b>Total:</b>		<b>None</b>	<b>7 days</b>	

## 2. Processing of Study Leave

### Teaching Personnel

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

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

### Non- Teaching Personnel

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

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

<b>Office or Division:</b>	Administrative Service	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	SDO Pampanga Teaching and Non-Teaching Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter Request of Employee		Client
2. Endorsement letter from the Principal/Immediate Supervisor		Client
3. Performance Rating for the Last 3 Rating Periods (photocopy)		Client
4. Form 41 (Medical) – Physically Fit		Client
5. Form 6 (Application for Leave)		Client
6. Division Clearance		Client
7. Certification of No Pending Case		SDO – Legal Unit
8. Certification without substitution, signed by the Principal		Client
9. Study Leave Agreement (MOA)		SDO – Admin. Office
10. Schedule of the teacher/employee on study leave		Client
11. Copy of Appointment / COE/Certificate of bonafide employee		Client
12. Permit to Study		SDO – Admin. Office
13. Transcript of Records		Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Stamp/Receive the documents and forward to the Administrative Office	None	10 minutes	ADAS/ Record Unit Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	10 minutes	Administrative Assistant/ Administrative Officer V
	1.3 Forward the documents to ASDS/SDS for recommendation for approval or disapproval	None	1 day	Administrative Assistant/ Administrative Officer V
	1.4 Endorse the signed documents to Records Unit for release to the RO3 for approval or disapproval	None	1 day	Administrative Assistant/ Administrative Officer V/ Records Officer
2. Receive permit to study	2.1 Release approved/disapproved request for permit to study	None	40 minutes	Administrative Assistant/ Administrative Officer V/ Records Officer V
<b>Total:</b>		<b>None</b>	<b>3 days</b>	



### 3. Processing of Permit to Engaged to Other Business

The Civil Service Memorandum issued a memorandum relative to the 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:

“Unless otherwise provided by law, no officer or employee shall engage directly or indirectly in any private business or profession without 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.”

Office or Division:	Administrative Service			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (1 original copy)			Employee	
2. Class Program ( 1 photocopy)			Employee / School	
3. CS Form No. 211 Medical Certificate (1 original copy)			Employee	
CSC Form 211: <a href="http://www.csc.gov.ph">www.csc.gov.ph</a>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Receive and evaluate the request and prepare action document/s.	None	1 day	Administrative Office Personnel
	1.3 Review action document/s and recommends for approval	None	1 day	Administrative Officer V
	1.4 Sign the permit to teach	None	1 day	Schools Division Superintendent
2. Receive permit to teach	2.1 Release signed	None	5 minutes	Administrative Office Personnel

	permit together with attachments to the employee either personally or by a representative thru authorization.			
Total:		None	3 days and 5 minutes	

## B. Budget Unit

### 1. Processing of ORS for the Payment of PS, MOOE, CO & CMPs Claims

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

<b>Office or Division:</b>	Budget Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy)	Accounting Unit
2. Disbursement Voucher (1 Original Copies, 2 Photocopy)	Accounting Unit
<b>Purchase Orders (pre-audited)</b>	
1. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
<b>Biddings</b>	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
<b>Cash Advances for Travels</b>	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. AR/ATC (1 Original Copies, 2 Photocopy)	
<b>Reimbursement of Travels</b>	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit

3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Requesting Unit		
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Requesting Unit		
5. Certification of Travel Completed(1 Original Copies, 2 Photocopy)		Requesting Unit		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Requesting Unit		
<b>Cash Advances for school MOOE</b>				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Requesting Unit		
2. Letter request (1 Original Copies, 2 Photocopy)		Requesting Unit		
3. WFP (1 Original Copies, 2Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2.Review, analyzeand verify the documents	None	5 minutes	ADAS/Budg et Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5.Generate print- out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	Budget Officer III
	1.7. Certification by the Head of the			

	Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allocation under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	None	3 minutes	ADAS I
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	

## A. Posting/Updating of Disbursement

Updating of status of disbursement requests

<b>Office or Division:</b>	Budget Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Learners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Reports of Check Issued (RCI)		Cashier's Office		
2. Report of Advice to DebitAccount Issued (RADAI)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required reports (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Receiving personnel
	1.2. Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	

## C. Cash Unit

### 1. Handling of Cash Advances

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

Office or Division:	Cash unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to Cash Advance ( 1 Original Copy)		Accounting Unit		
2. Certification of No Liquidated CA's		Respective office/bureau/service		
3. Documentary requirements				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification ofNo Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel

	3.3 Prepare Payroll Credit System Validation (PACSVAl)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAl to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAl and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAl and ACIC to the Head of Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAl and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAl and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAl and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
<b>TOTAL</b>		<b>None</b>	<b>1 day, 6 hours</b>	



## 2. Online Issuance of Certification of Last Payment for Retirement/Resignation Purposes

This process is the issuance of clearance from money accountability and/or overpayment of salary to employees who separate from the service through retirement, resignation, transfer, or death to ensure that the subject employee is cleared of money accountability or with overpayment of salary.

<b>Office or Division:</b>	OSDS – CASH UNIT
<b>Classification:</b>	Simple Transaction, within 3 working days
<b>Type of Transaction:</b>	Online - G2G - Government to Government
<b>Who may avail:</b>	Internal Clients
<b>CHECKLIST OF REQUIREMENTS</b>	
1. Payroll of last salary received	Payroll unit
2. Service record	Requesting entity; Request at <a href="mailto:sdopampanga.personnelcovid19@gmail.com">sdopampanga.personnelcovid19@gmail.com</a>
3. Clearance	Client
Note: Submit request at <a href="mailto:sdopampanga.cashunit@gmail.com">sdopampanga.cashunit@gmail.com</a> Subject: <b>Request for Certification of Last payment</b>	

ONLINE CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	UNIT/ PERSON RESPONSIBLE
1. Scan all required documents (payroll of last salary/salaries received (with and without name in the payroll) service record, clearance from school signed by the Principal.)	1. Receive and acknowledge the request	None	10 minutes	Administrative Office IV Cash Unit Staff
2. Submit online all required documents for certification of last payment.	2. Evaluate the request and prepare action document/s.		30 minutes	Administrative Office IV Cash Unit Staff
	3. Prepares Request of certification		5 minutes	Administrative Officer IV Cash Unit Staff
	4. Approves request of certification by the Cashier and SDS.		1 working day	Administrative Officer IV SDS
	5. Release certification request through e-mail		10 minutes	Administrative Officer IV Cash Unit Staff
	<b>TOTAL</b>	<b>None</b>	<b>56 minutes</b>	

## D. Information And Communications Technology Unit

### 1. User Account Management for Centrally Managed Systems

Creation, deletion and renaming of user accounts, and resetting of passwords for the regular SDO proper and field personnel. This includes, but not limited to unless specified in different service, the DepEd Google for Education Accounts, DepEd Partnerships Database System, etc.

<b>Office or Division:</b>	ICT Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	SDO Personnel, School-based Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• ICT Technical Assistance Form		• ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
<b>Total:</b>		<b>None</b>	<b>38 minutes</b>	

2. Checking of email sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
<b>Total</b>		<b>None</b>	<b>32 minutes</b>	

## 2. Troubleshooting of ICT Equipment

Evaluation, Assessment and Troubleshooting of government-procured ICT Equipment of SDO.

<b>Office or Division:</b>	ICT Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	SDO Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>ICT Technical Assistance Form</li> </ul>		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client on what to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit
<b>TOTAL</b>		<b>None</b>	<b>2 hours and 7 minutes</b>	

### 3. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

<b>Office or Division:</b>	Information and Communications Technology (ICT) Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Uploading of Publications Request Sheet 2. Request Sheet – Certification of Published Article/s		ICT Unit		
3. Request Sheet 4. Announcements 5. Articles		Records Unit		
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed		Bids and Awards Committee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2 minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
<b>TOTAL</b>		None	<b>16 minutes</b>	

## E. Legal Unit

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

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

<b>Office or Division:</b>	Legal Services Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2. DepEd ID or other government issued IDs (SSS/GSIS UMID, LTO Driver's License, Passport, etc.)		Requesting Entity		
3. Division Clearance (for transfers, resignations, retirements, or benefit claims)		Requesting Entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Proceed to Legal Services Unit and provide employee's details, the purpose of certification, and present requirement/s	1.1 Review and check requirement/s & verify from the list of formally charged employees.	None	3 minutes	Legal Officer / Legal Assistant
	a. If an employee does not have a pending case, issue certification/sign clearance.  If an employee has a pending administrative case, inform the employee that he/she will be cleared after the case has been resolved or the	None	5 minutes	Legal Officer / Legal Assistant

	sanction has been completed.			
5. Receive action document/s. receive permit to teach	2.1 Release action document / Sign Division Clearance	None	2 minutes	Legal Officer / Legal Assistant
<b>Total:</b>		<b>None</b>	<b>10 minutes</b>	

## F. Personnel Unit

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

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

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Deped Licensed Public School Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3 Original copies)		School/ Office of requestor		
2. Endorsement Letter signed by SDS (2 Original Copies)		Admin Section		
3. Equivalent Record Form (4 Original)		Personnel Unit		
4. Latest Approved Appointment (5 Photocopy)		Applicant		
5. Original Transcript of Records –Graduate Studies (1 Original 4 Photocopy)		Emanating Graduate School		
6. PRC License –( 5 Photocopy)		PRC/ Applicant		
7. PRC Board Rating/ Certification –( 1 Original 4 Photocopy)		Emanating Graduate School		
8. Certification of Units Earned –( 1 Original 4 Photocopy)		Concerned agency		
9. Service Record/s Private and Public (1 Original 4 Photocopy)		Applicant		
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 years ( 1 Original 4 Photocopy)		Applicant		
11. Latest Performance Rating (1 Original 4 Photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completeness of the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessary	None	30 minutes	



	documents			
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 1 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
<b>TOTAL</b>		<b>None</b>	<b>1 hour, 50 minutes</b>	

## 2. Application for Leave (Online)

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Vacation Leave</b> 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit  Client
<b>Sick Leave</b> 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client  Client
<b>Paternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Marriage Contract (1 photocopy)</li> <li>• Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)</li> </ul>	Personnel Unit Client  Client
<b>Maternity Leave</b> 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order Form (3 original copies)</li> <li>• Medical Certificate (1 Copy)</li> <li>• Clearance (4 original copies)</li> </ul>	Personnel Unit Client  Front/ Information desk
<b>Solo Parent Leave</b>  1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original	CSC website/ Front/ Information desk  Client



				SDS – for 30 days above leave of absence
	1.5 Send approved/disapproved copy of CS Form 6 of the employee/personnel via email	None	30 minutes	Records Section – Authorized Employee
<b>Total:</b>		None	<b>3 days and 2 hours</b>	

### 3. Application for Retirement

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

<b>Office or Division:</b>	OSDS- Personnel Section		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	DepEd SDO Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter of intent to retire (five (5) original copies)		Requesting Entity	
Duly accomplished Application for Retirement (five (5) original copies)		GSIS/GSIS Website/School/Personnel Section/Requesting Entity	
2x2 identical pictures with complete name on it (five (5) copies)		Requesting Entity	
Updated Service Record indicating leave of absence with/without pay (five (5) original copies)		Personnel Section	
Policy contract (five (5) photocopies)		Requesting Entity	
Declaration of Pendency/Non-Pendency (five (5) original copies)		Requesting Entity	
Ombudsman Clearance (one (1) original copy and four (4) photocopies)		Ombudsman Office	
School Clearance (three (3) original copies and two (2) photocopies)		School Head	
Provident Clearance (one (1) original copy and 4 photocopies)		Accounting Unit	
Division Clearance (five (5) original copies)		CSC Website/School/Personnel Section	
Prosecutor Clearance (one (1) original copy and four (4) photocopies)		Prosecutors Office	
Latest Statement of Assets, Liabilities and Net worth (five (5) photocopies)		Requesting Entity	

Latest NOSA for separation (five (5) photocopies)		School Head/Personnel Section		
<b>Additional Requirements for Disability</b>				
Application for Disability Retirements (five (5) original copies)		GSIS/GSIS Website/School/Personnel Section/Requesting Entity		
GSIS Form Part I – III (one (1) original and four (4) photocopies)		GSIS/GSIS Website/School/Personnel Section/Requesting Entity		
Whole body picture (one (1) copy)		Requesting Entity		
Residential Map (one (1) copy)		Requesting Entity		
All Medical records (one (1) copy)		Requesting Entity		
<b>Additional Requirements for R.A (1616)</b>				
Savings Account (five (5) photocopies)		Requesting Entity		
Medical Certificate (one (1) original copy and four (4) photocopies)		Requesting Entity		
<b>Additional Requirements for Survivorship</b>				
GSIS Application for survivorship (five (5) original copies)		GSIS/GSIS Website/School/Personnel Section/Requesting Entity		
Original Marriage Contract (PSA) (one (1) original and four (4) photocopies)		Requesting Entity		
Birth Certificate of all the beneficiaries (PSA) (one (1) original and four (4) photocopies)		Requesting Entity		
Affidavit of Surviving Legal Spouse/Heirs with corroboration (one (1) original copy and four (4) photocopies)		Requesting Entity		
Original Death Certificate (PSA) (one (1) original copy and four (4) photocopies)		Requesting Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements in blue folder	1. Receive the complete documents	None	5 minutes	Records Section –

				Authorized Employee
	1.1. Check the received documents as to completeness	None	5 minutes	Records Section – Authorized Employee
	1.2. Forward the complete document to the Personnel Section for appropriate Action	None	5 minutes	Records Section – Authorized Employee
	1.3. Review the submitted complete document and provide appropriate action	None	2 days	Personnel Section – Authorized Employee
	1.4. Forward to the Office of the SDS for signature	None	1 day	Personnel Section – Authorized Employee
	1.5. Forward documents to the Records Section for records keeping and releasing	None	10 minutes	SDS Secretary
2. Receives retirement documents	2. Release the signed endorsement and documents for submission to DepEd RO	None	1 day	Records Section – Authorized Employee
<b>Total:</b>		None	<b>4 days and 25 mins</b>	

#### 4. Issuance of Certificate of Employment (Online)

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

<b>Office or Division:</b>	OSDS- Personnel Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Employee/ Former Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Slip (one (1) original copy)		Personnel Section		
Letter request (for those personnel no longer in the Division) (one (1) original copy)		Requesting Entity		
Identification Card (one (1) original copy)		Requesting Entity		
<b>For Online Transaction:</b>  Send the required documents to <a href="mailto:hr.pampanga@deped.gov.ph">hr.pampanga@deped.gov.ph</a>		Requesting Entity		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit online all information needed for the issuance of Certificate of employment	1.Receive and acknowledge the request	None	30 minutes	Personnel Section Concern
	1.1. Check the record of the employee/requesting party & prepare the certification.	None	4 hours	Personnel Section Concern
	1.2. Receive the certification for signature/actual signing.	None	4 hours	Admin. Assistant/Admin. Officer IV - Personnel



2.Receive action document/s	2. Release Certification through e-mail.	None	20 minutes	Personnel Section Concern
<b>Total:</b>		None	<b>1 day &amp; 40 mins</b>	

## 5. Issuance of Service Record

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

<b>Office or Division:</b>	OSDS- Personnel Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (one (1) original copy)		Personnel Section		
Letter request (for those personnel no longer in the Division) (one (1) original copy)		Requesting Entity		
Identification Card (one (1) original copy)		Requesting Entity		
Send the required documents to hr.pampanga@deped.gov.ph		Send the required documents to hr.pampanga@deped.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Slip and submit the duly filled-up form/slip with other required documents	1.Receive the duly filled-up Request Slip	None	5 minutes	Personnel Section Concern
	1.1. Verify the complete documents submitted and check the record of the client	None	10 minutes	Personnel Section Concern
	1.2. Process request	None	10 minutes	Admin. Assistant/ Administrative Officer IV - Personnel

	1.3. Release record	None	5 minutes	Personnel Section Concern
<b>Total:</b>		None	<b>30 mins</b>	

## 6. Loan Approval and Verification

This service pertains to the approval and verification of Loans from GSIS and Private Lending Institutions of teaching and non-teaching employees in DepEd non- implementing units.

<b>Office or Division:</b>	OSDS- Personnel Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd SDO Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For GSIS Loans</b>				
Recent Pay slip (one (1) photocopy)		Requesting Entity		
Certificate of No Pending Case (one (1) original copy)		Legal Unit		
Certificate of No Leave of absence without pay for the next six (6) months (one (1) original copy)		School Head		
For online transaction: Submit request at <a href="mailto:hr.pampanga@deped.gov.ph">hr.pampanga@deped.gov.ph</a>				
Subject: Approval of GSIS Loan				
<b>For Private Lending Institutions:</b>				
Last three (3) months' pay slip (one (1) original copy)		Requesting Entity		
Latest Appointment (one (1) photocopy)		Requesting Entity		
DepEd Email address		ITO/Requesting Entity		
For online loan approval: Scan and verifier.r3.smasangkay@deped.gov.ph		Email all required documents at		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary documents for loan application	1.1 Receive the complete documents (walkin/	None	5 minutes	

	online)			Personnel Section- Authorized employee
	1.2 Check and Evaluate loan application if eligible	None	20 minutes	
	1.3 Approve / Disapprove loan application through e-confirmation of GSIS/ email	None	15 minutes	
	1.4 Notify the client on the action taken by the Office through email.	None	15 minutes	
<b>Total:</b>		None	<b>55 minutes</b>	

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

This service involves the preparation of appointment papers of newly-hired, promoted, reemployed, reappointed or transferred employees.

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	New entrants SDO employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acknowledgement of published Items (1 photocopy)	Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
3. Checklist of Common Requirements (1 original)	Personnel Unit
4. Appointments Processing Checklist (1 original)	Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
6. Certificate of Availability of funds (3 original, 1 photocopy)	Personnel Unit
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
8. 5. Certificate of Assumption to Duty – CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
12. Summary Profile and Evaluation Report of Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee

14. Work Experience Sheet (3 original)		Appointee		
15. Certified true copy of Original Transcript of records (3 photocopy)		Emanating School		
16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional		PRC or CSC		
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional		PRC		
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment		Appointee		
19. Performance Rating (3 photocopy) – except for Original and reemployment		Appointee		
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)		Accredited Health Care Facility		
21. Results of Medical Exam and Laboratorytest (3 photocopy) -except for promotion, reappointment and transfer		Accredited Health Care Facility		
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer		NBI		
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment andtransfer		PSA		
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer		PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and checkfor the completenessof the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33- A), Position Description Form (CSForm No. 1), Oath of Office (CS Form No. 32), Assumption to	None	30 minutes	Personnel Unit

	Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1 Furnish appointee with a copy of his/her appointment for submission to	None	5 minutes	



	CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment			
<b>TOTAL</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	

## 8. Processing of Terminal Leave Benefits

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

<b>Office or Division:</b>	Personnel Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original copy)	Concerned Retiree
2. Service Record (1 original copy)	Personnel Unit
3. GSIS Retirement Voucher (1 original copy)	Concerned Retiree
4. GSIS Retirement Clearance (1 original copy)	Concerned Retiree
5. Certificate of Last Payment (1 original copy)	Accounting Unit
6. Clearances (Money & Property accountabilities (3 original copy)	School and SDO
7. Latest Notice of Salary Adjustment (NOSA)- (1 original copy)	Personnel Unit
8. Certification of Accumulated Leave Credits by the Division Personnel Officer- (1 original copy)	
9. Certified Copies of Leave Cards- (1 original copy)	
10. Certification of Leave Credits Earned- (1 original copy)	
11. Fiscal Clearance (1 Original Copy)	
<b>For deceased employee:</b>	
1. Death certificate (1 photocopy)	Municipal registrar
2. Marriage Certificate (1 photocopy)	NSO
3. Survivorship (If applicable) (1 photocopy)	Spouse
4. Special Power of Attorney (1 original copy, 2 photocopies)	Attorney
5. Birth Certificate of Children (if employee has no living spouse) (1	

photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person in charge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person- In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person in charge
	<b>TOTAL:</b>	<b>None</b>	<b>3 hours, 55 minutes</b>	

## 9. Request for Correction of Name and Change of Status (Online)

This process of correcting clerical or typographical errors in the Certificate of Live Birth is governed by the provisions of Republic Act(R.A.) No. 10172 and updating or changing the marital status.

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 copy)		Requesting entity / AO Office		
Marriage Contract (PSA - Photocopy) (1 copy)		Requesting entity / Local Civil Registrar, PSA		
Indorsement Letter from the School Head (1 copy)		Requesting entity		
Valid ID of Representative (1 copy)*		Requesting entity		
Valid ID of Employee (1 copy) *		Requesting entity		
Authorization Letter (1 original copy) *		Requesting entity		
Scan all documents and upload to this link: <a href="https://bit.ly/consdopampanga">https://bit.ly/consdopampanga</a>				
*Additional Requirements if filing thru Authorized Representative (walk-in)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Review action document/s and recommends for approval.	None	1 day	Personnel Unit
	1.3 Route Special Order for signature	None		Personnel Unit
	TOTAL	None	1 day and 3 minutes	

## G. Property And Supply Unit

### 1. Requisition and Issuance of Supplies

Requisition and Issue Slip (RIS) is a document required to use for an Employee/ Personnel to request for monthly supplies.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
<b>TOTAL</b>		<b>None</b>	<b>21 minutes</b>	

## 2. Property and Equipment Clearance Signing

This process is signing of PECF form retirement, resignation, transfer of division, leave or travel abroad.

<b>Office or Division:</b>	Property and Supply Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Property and Equipment Clearance Form (PECF) / – 3 original copies and 1 photocopy		Supply Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form and turn over all the properties and equipment's (if any)	1.1 Receive the accomplished form and check if the concerned employee has an accountability for property and equipment  a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

### 3. 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.

<b>Office or Division:</b>	OSDS- Property and Supply Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Internal Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter from accountable office re: disposal and inspection of the unserviceable property-(Original and two (2) photocopies)		Requesting entity / accountable officer.		
2. Inventory and Inspection Report of Unserviceable Property (IIRUP-for more than 50K per item cost) / Inventory and Inspection Report of Unserviceable Semi-Expendable Property Waste Materials Report (IIRUSP-for less than 50K per item cost) (WMR-consumption or utilization of expendable materials-(Original and two(2) photocopies)		DM 430, s. 2019 or download at <a href="https://tinyurl.com/supplyunit-forms">https://tinyurl.com/supplyunit-forms</a> / GAM Volume II Appendix 74 and 65		
3. Pictures (items for disposal) – signed by accountable officer-(Original and two(2) photocopies)		Requesting entity / accountable officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present documentary requirements re: disposal of waste materials and unserviceable property to assigned staff	1.1 Receives the requirements for processing /validation	None	5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	1.2 Schedule the inspection of waste	None	5 Minute/s	Administrative Assistant III /

	materials (subject to availability of vehicle and committee)			Authorized Employee (Property and Supply Unit)
	<b>1.3 Conduct inspection and inventory as scheduled (at the site)</b>	None	1 day	Administrative Officer IV / Disposal Committee
	<b>1.4 Recommend mode of disposal (note 1)</b>	None	5 Minute/s	Division Disposal Committee
	1.5 Forward Appraisal to Disposal Committee (if found valuable)	None	5 Minute/s	Division Appraiser
	<b>1.6 Dispose through public bidding if found valuable (Notify COA re: bidding schedule) (note 2)</b>	None	7 days	Administrative Officer IV / Disposal Committee
<b>Total:</b>		<b>None</b>	<b>8 days &amp; 20 minutes</b>	
*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.				



#### 4. 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.

<b>Office or Division:</b>	OSDS- Property and Supply Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the requirements to assigned staff	1. Receives the requirements for validation / assessment	None	5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	2. Schedule the inspection of waste materials (subject to availability of vehicle and committee)	None	5 Minute/s	Administrative Assistant III / Authorized Employee (Property and Supply Unit)
	<b>3. Conduct inspection and inventory as scheduled (at the site)</b>	None	1 day	Administrative Officer IV / Disposal Committee

	4.Forward Appraisal to Disposal Committee	None	5 Minute/s	Division Appraiser
	<b>5.Condemn through public bidding (Notify COA re: bidding schedule)</b> (*Note1)	None	7 days	Administrative Officer IV / Disposal Committee
<b>Total:</b>		<b>None</b>	<b>8 days &amp; 15 minutes</b>	
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-(Original and two(2) photocopies)
- Photographs of the building to be demolished, properly labelled, showing the front, rear, sides and damaged sections-(Original and two(2) photocopies)
- Certification by the school head that, if the building is demolished, classes will not be disrupted due to lack of classrooms-(Original and two(2) photocopies)
- Indication of probable funding for replacement-(Original and two(2) photocopies)
- Approved request for demolition from schools division superintendent (SDS) -(Original and two(2) photocopies)
- Demolition permit from the Municipal/ City Building Official-(Original and two(2) photocopies)
- 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) -(Original and two(2) photocopies)

## H. Accounting Unit

### 1. Issuance of GSIS, PHIC AND PAG-IBIG Premiums Certification

GSIS and PAGIBIG Certification of Remittances can be issued to DepEd SDO Pampanga Retirees/Retired Employees, as well as active SDO Pampanga Personnel.

<b>Office or Division:</b>	ACCOUNTING UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All Active and Inactive Employees of SDO Pampanga			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 copy Request Form		Accounting Unit		
1 original/Certified true copy of payslips of month/s being requested for certification		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out Request Form and attach payslips	Check if Request Form is properly filled out and Payslips complete	None	15 Minutes	<i>Administrative Assistant III</i>
2. Wait until the Certification is released	Obtain Official Receipts and remittance list and matched visa vi to Payslips of client has remittance	None	30 Minutes	<i>Administrative Assistant III</i>
3. Wait until the certification is released	Prepare Certification	None	5 Minutes	<i>Administrative Assistant III</i>
4. Wait until the certification is released	Review and approve the certification	None	2 Minutes	<i>Accountant III</i>
5. Receive the Certification	Issue Certification	None	2 Minutes	<i>Administrative Assistant III</i>
	<b>Total</b>	<b>None</b>	<b>54 minutes</b>	

## 2. Processing of Provident Loan Applications

To support the financial well-being of members by processing provident loan applications in a manner that is prompt, accurate and compliant with the governing policies and regulations.

<b>Office or Division:</b>	ACCOUNTING UNIT
<b>Classification:</b>	Simple to Extreme Cases
<b>Type of Transaction:</b>	Government to Citizen
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>a. Active Employees with atleast six (6) months in service</li> <li>b. No <b>"Undeducted"</b> Loans from other lending institutions</li> <li>c. Net Pay of employee shall not get below P 5,000.00 if the monthly amortization will be deducted</li> <li>d. For renewal of loans, at least 30% of the loan amount is already paid</li> <li>e. Salary of Co-maker is higher than the salary of the Provident Loan Borrower</li> <li>f. The Loan shall be used for emergency need of the Teacher/Employee, or immediate and other members of the family up to 4<sup>th</sup> degree of consanguinity</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>1. General Requirements for All Types of Loan</b>	
Duly Accomplished Application Form & Authorization for salary deduction (2 Copies)	Administrative Unit
Authorization for Salary Deduction (2 Copies)	Administrative Unit
Latest payslip indicating monthly salary deductions borrower (Attach the Original Payslip ) (2 Copies)	Borrower
Latest payslip co-maker must be same or above salary grade of the borrower (2 Copies)	Co-Maker
Photocopy of Deped ID (Front and Back ) (2 Copies)	Borrower
Updated Service Record of the borrower and co-maker (2 Copies) issued by hr	Personnel Unit
Approved Appointment (for FIRST TIME borrowers) (2 Copies)	Borrower
Letter, requesting others, the specific purpose for which the loan will be used, including the appropriate supporting documents. (2 Copies)	Borrower
Updated Statement of Account (SOA), if for renewal of loan or has existing loan (2 Copies)	Accounting Unit
Photocopy of ATM	Borrower
<b>2. Additional Requirements for Additional Loans</b>	

Letter, requesting others, the specific purpose for which the loan will be used, including the appropriate supporting documents. (2 Copies)		Borrower		
Hospitalization/Medical Expenses/Medical Abstract/ Certificate/ Prescription/ Diagnosis		Borrower		
Death Certificate of the deceased family member of the loan applicant within the third civil degree of consanguinity/affinity, as applicable		Borrower		
3. Additional Requirement for Calamity Loans				
Barangay/LGU Certificate/ Resolution declaring the borrower's place under State of Calamity		Barangay where the borrower is a resident		
Such other pertinent supporting documents as are required by the nature of expense				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Application and routing of application and disbursement voucher will be taken care of the Provident Fund Clerk - Admin Unit				
1. Submit Documents for Loan Application	1. Received Documents from Admin Unit For Loan Assessment The provident clerk assesses the loan amount requested against the members contribution repayment capacity, and provident fund policy limits	None	15 Minutes	Provident Fund Clerk
	1. Approval Process The application form, disbursement voucher and payroll are forwarded to the appropriate approving or signing officer	None	15 Minutes	Provident Fund Clerk / Accountant III / SDS
	Total	None	30 minutes	

*Note 1 : Please refer to the process manual of DepEd Regional Office Proper for the approval of Endorsement Letters for Provident Loan applications.*

### 3. Processing of Payment to Suppliers, Employees Reimbursements and School Claims

To support the financial operations of the organization by processing payments in a manner that is prompt, accurate, and compliant with relevant laws and policies, contributing to the overall effectiveness and sustainability of the institution.

<b>Office or Division:</b>	ACCOUNTING UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Suppliers who have delivered goods or provided services to DepEd SDO Pampanga Employees Reimbursements – all employees of the organization who have incurred expenses on behalf of SDO Pampanga School Claims – School Personnel with approved claims for activities, projects or programs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies Obligation Request		Applicant		
4 copies Disbursement Voucher		Applicant		
Required Documentary Requirements for Common Government Transactions		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Obligation Request and Disbursement Voucher with attached Documentary Requirements for Common Government Transactions	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
	Review accuracy of mathematical computations of amount for payment and tax	None	15 Minutes to 1 Hour	Administrative Assistant III
	Prepare BIR Forms 2306 & 2307	None	10 Minutes	Administrative Assistant III
	Forward to Budget Unit for Approval of Obligation	None	5 Minutes	Administrative Officer V (Budget Unit)
	Receive Approved Obligation Request from Budget Unit	None	5 Minutes	Administrative Assistant III
	Assign Disbursement Voucher Number	None	5 Minutes	Administrative Assistant III
	Encode in the Check Disbursement Journal	None	5 Minutes	Administrative Assistant III
	Prepare List of Due and Demandable Accounts	None	5 Minutes	Administrative Assistant III

	Payable – Advice to Debit Account			
	Approved the Disbursement Voucher and List of Due and Demandable Accounts Payable – Advice to Debit Account	None	15 Minutes to 1 Hour	Accountant III
	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	None	5 Minutes	Administrative Aide
	<b>Total</b>	<b>None</b>	<b>3 hours and 40 minutes</b>	

#### 4. Processing of Disbursement Vouchers – Terminal Leave

Processing and disbursement of terminal leave benefits to employees who are retiring, resigning or separating from service covering the monetary value of their accumulated service credits converted to leave credits for teaching personnel and accumulated leave credits for non-teaching personnel.

<b>Office or Division:</b>	ACCOUNTING UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Employees who are retiring, resigning or separating from the organization and are eligible for terminal leave benefits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Retirement Application Form		GSIS		
Approved Letter of Intent to Retire/Resign/Acceptance of Resignation		Client		
Approved Computation of Terminal Leave		Personnel Unit		
CSC Form 6 (Application for Leave)		Personnel Unit		
Service Record		Personnel Unit		
Division Clearance - Clearance from money, property and legal accountability from the Division Office		From the Division Office		
Ombudsman Clearance		Ombudsman		
Prosecutors Clearance		Prosecutors		
Statement of Assets, Liabilities & Net Worth (SALN)		Client		
Notice of Salary Adjustment		Personnel Unit		
Latest Appointment		Client		
GSIS Clearance		GSIS		
Certificate of Last Payment		Deped Regional Office III		
Certificate of Last Day of Service		Current Station		
Photocopy of ATM		Client		
Additional Requirements in case of death of claimant:				
Marriage Contract		PSA		
Notarized Waiver of Claims		Family Members		
Death Certificate		PSA		
Birth Certificates of surviving legal heirs		PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Documents for Claim of Payments	1. Received documents from the Personnel Section and log in the tracking system	None	3 Minutes	Administrative Officer II
	1.1 Checking of computation and review	None	30 Minutes	Administrative Officer II



	of documentary requirements			
	1.2 Preparation of List of Actual Retirees to be Paid (LARP) & BED 3 and forward to Budget Unit for request of funds (DepEd ROIII for Compulsory & DBM for Optional Retirees)	None	10 Minutes  Request of Funds : ROIII – Estimated minimum 30 Working Days DBM – estimated minimum 7 Working Days	Administrative Officer II / Administrative Officer V (Budget Unit) / Accountant III
	1.3 Preparation of Obligation Request & Status and Disbursement Voucher	None	15 Minutes	Administrative Officer II
	1.4 Upon availability of Funds forward Obligation Request & Status and Supporting Documents to Budget Unit for Obligation	None	5 Minutes	Administrative Assistant III
	1.5 Received documents from Budget Unit and proceed to preparation of LDDAP/Check and forward to accountant for final review and certification of payment	None	15 Minutes	Administrative Assistant III / Accountant III
	1.6 Forward documents to SDS Office for approval of payment.	None	10 Minutes	Administrative Assistant III
	Total	<b>None</b>	<b>1 hours and 28 minutes</b>	

\* Processing Time excludes the # of days spent in requesting the funds

## 5. Online Fidelity Bonding/Account Creation

The creation of fidelity bonding accounts through online platform for public officers and employees who are required to be bonded as part of their official duties

<b>Office or Division:</b>	ACCOUNTING UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Public employees assigned as Disbursing Officer in Schools, Division Office Cashier, Schools Division Superintendent, and employees who are qualified to cash advance for certain projects, programs and activities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contact Information such as: Name, E-mail Address, Address		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. Online Registration</b> Applicant registers on the online fidelity bonding platform using a valid email address and creates an account by Submitting the full name of person for Bonding, Deped email and municipality of School to person responsible	Create an account and send password to applicant	None	5 Minutes	Administrative Assistant III / Accountant III
<b>2. Open Bureau of Treasury website</b> ( <a href="https://fid">https://fid</a>		None	1 minute	<i>School Head</i>

<a href="http://elitybonding.treasury.gov.ph/fidelity/views/login.php">elitybonding.treasury.gov.ph/fidelity/views/login.php</a> ) and Sign In using Deped email address and password				
3. Fill out Application Form generated at Bureau of Treasury website		None	5 Minutes	<i>School Head</i>
4. Wait for agency approval	Approved the application form after Checking the accuracy of the filled out items	None	2 Minutes	<i>Accountant III</i>
5. Printing of form 57a and list of accountable officer generated online and should be notarize	For signature of Accountant III & Schools Division Superintendent	None	5 Minutes	<i>Accountant III &amp; SDS</i>
6. Scan the documents and forward to Bureau of Treasury for the issuance of ATAP <a href="mailto:pampanga@treasury.gov.ph">pampanga@treasury.gov.ph</a>		None	5 Minutes	<i>School Head</i>
7. Once ATAP is received pay the amount to Landbank		Amount indicated in form 57a (varies based on the amount of coverage)		<i>School Head</i>

8. Scan the deposit slip and email to BTr for the issuance of Certificate				<i>School Head</i>
9. Wait for the Confirmation Letter from BTr				<i>BTr</i>
	<b>Total</b>	<b>As Indicated In Form 57a</b>	<b>23 minutes</b>	

## 6. Processing of Disbursement Vouchers – Salaries for Regular Employees

The personnel benefit costs of government officials and employees shall be charged against the funds from which their salaries are paid. All authorized supplemental or additional compensation, fringe benefits and other personal services costs of officials and employees whose salaries are drawn from special accounts or special funds shall similarly be charged against the corresponding fund from which their basic salaries are drawn.

Office or Division:	Accounting	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. General Requirements		
1.1. Certificate of Availability of Funds	Proponent	
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent	
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent	
1.4. Approval of expenditure by Head of Office	Proponent	
1.5. Sufficient and relevant documents to establish validity of claim	Proponent	
1.6. Checklist of Requirements	Accounting Division	
1.7. Approved Obligation Request and Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel & Budget Division	
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32 /33 GAM) (3 Copies)	Personnel Division	
2. Salaries for Regular Employees and PERA		
2.1. Regular Payroll Register (duly signed hard and soft copy)	Personnel Division	
2.2. Summary of Deductions	Personnel Division	
2.4. Summary of payment from budget	Personnel Division	
2.5. Letter to the Bank to credit employees account of their salaries - Hash Total	Personnel Division	
3. First Salary Under Original Appointment and PERA		
3.1. CTC of duly approved Appointment	Personnel Division	
3.2. Assignment Order, if applicable	Personnel Division	

3.3. CTC of Oath of Office	Personnel Division
3.4. Certificate of Assumption	Personnel Division
3.5. SALN	Personnel Division
3.6. Approved DTR	Personnel Division
3.7. BIR Forms 1902 and 2305	Personnel Division
3.8. If claimed by person other than the payee: • Authority from the claimant and identification documents	Personnel Division
3.9. Additional requirements for transferees: • Approval of Authority to transfer • Clearance from money, property and legal accountabilities from the previous office • Certificate of last payment of salaries from previous office • BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld) from previous employer • Certificate of Available Leave Credits • Latest service records • Certificate of last of Service from pervious office	Personnel Division
<b>4. Salary If Deleted from Payroll</b>	
4.1. Approved DTR	Personnel Division
4.2. Notice of Assumption	Personnel Division
4.3. Approved application for leave	Personnel Division
4.4. Clearance/Medical Certificate if on sick leave for five days or more	Personnel Division
4.5. Certification - employee is deleted in the payroll	Personnel Division
<b>5. Salary Differentials Due to Promotion and/or Step Increment</b>	
5.1. Certified true copy of the approved promotion - in case of promotion	Personnel Division
5.2. NOSI/NOSA in case of step increment/salary increase	Personnel Division
5.3. Certificate of Assumption	Personnel Division
5.4. Approved DTR or certification that the employee has not incurred leave without pay	Personnel Division
<b>6. Last Salary Upon Termination of Service</b>	
6.1. Letter of resignation and acceptance of resignation	Proponent

6.2. Clearance from money, property and legal accountabilities	Personnel Division
6.3. Certificate of clearance from GSIS	GSIS
6.4. Approved DTR	Personnel Division
6.5. Last Day of service/service record	Personnel Division
<b>7. Salary Due to Heirs of Deceased Employee</b>	
7.1. Letter of resignation and acceptance of resignation	Proponent
7.2. Clearance from money, property and legal accountabilities	Personnel Division
7.3. Certificate of clearance from GSIS	GSIS
7.4. Approved DTR	Personnel Division
7.5. Last Day of service/service record	Personnel Division
7.6. Additional Requirements:	
• Death Certificate of affidavit of attending Physician	PSA
• Marriage Contract authenticated by NSO, if applicable	PSA
• Birth Certificated of surviving legal heirs authenticated by NSO	PSA
• Designation of next-of-kin	Notary Public
• Clearance of the deceased from money and property accountability	Personnel Division
• Waiver of right of children 18 years old and above	Family members
<b>8. Maternity Leave</b>	
8.1. CTC of approved application for leave	Personnel Division
8.2. CTC of Maternity leave clearance	Personnel Division
8.3. Medical Certificate for maternity leave	Attending Physician
8.4. Additional requirements for Unused Maternity Leave:	
• Medical certificate that the employee is physically fit to work	Attending Physician
• Certificate of assumption	Personnel Division
• Approved DTR	Personnel Division
<i>Such other pertinent supporting documents as are required by the nature of expense</i>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive documents from the Payroll Section	1. 1 Receive documents from the Payroll Section, and log in the tracking system.	None	4 hrs	Administrative Assistant III
	1.3 Check completeness of supporting documents based on the checklist & Review accuracy of mathematical computations of amount for payment	None	2 days	Administrative Assistant III
	1.2.Prepare Supplementary Payroll, DV, & ORS	None	2 days	Administrative Assistant III
	1.3.Forward Supplementary Payroll, DV, & ORS to Head of Personnel Unit for approval/sign.	None	4 hrs	Administrative Officer IV (Personnel Unit)
	1.4Forward to Budget Unit for Approval of Obligation  1.5 Received Approved Obligation	None	4 hrs	Budget Officer
	1.6 Forward Supplementary Payroll, DV, & ORS to Head of Accounting Unit & SDS for approval/sign.  1.7. Forward documents for processing of payment thru ADA or check	None	1 day 4 hours	Accountant III/ ADMINISTRATIVE ASSISTANT III/SDS
	<b>Total</b>	<b>None</b>	<b>7 days</b>	



**Curriculum Implementation Division**  
**Internal Services**

## CURRICULUM IMPLEMENTATION DIVISION – INTERNAL SERVICES

### I. Learning Resources Management and Development System Section

#### 1. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may Avail:</b>	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Curriculum Guide (1 Original Copy and 1 Photocopy)		LR Portal		
2. Contextualized Material Submitted (1 Original Copy and Soft Copy)		Author/Owner		
3. School/District Pre-Evaluation		Online Link		
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Head in the absence of PSDS) (1 Original Copy and 1 Photocopy)		Office of the PSDS/Office of the CID (or Office of the School Head)		
5. Accomplished Quality Assurance Tool		LR Office		
6. Accomplished Metadata Template for Cataloguing		LR Office		
7. Signed Sworn Certification/Anti-Plagiarism Declaration		Author/Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit School's Needs Analysis (Least Mastered Competency) and LR Situational Reports	1.1. Review School's Needs Analysis and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator
	1.2. Prepare documents for capability building	None	2 days	School Head, School LR Coordinator, Subject Area

				Coordinator
2. Attend capacity building, write shop	2.1. Manage and facilitate the write shop	None	5 days	School Head, Writer, Illustrator, Layout Artist, School LR Coordinator, Subject Area Coordinator
3. Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1. Conduct level 1 quality assurance of submitted LR	None	5 days	Writer, SLRQAT
4. Finalize LR ready for endorsement to District/Division Office		None	1 day	PSDS and/or School Head, Writer
5. Prepare endorsement communication to District/Division Learning Resource Quality Assurance Team (DLRQAT)	5.1. Accept endorsement communication	None	2 days	PSDS and/or School Head, Division LR PDO, Division LR Supervisor
	5.2. SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate/ Incorporate recommendation based on pilot testing result and resubmit revised LR to SDO (both hard and soft copies)	6.1. SDO submits revised LR in hard and softcopy to the Regional Office (RO)	None	5 days	Writer, Division LR PDO, Division LR Librarian, Division LR Supervisor, Division CID Chief, ASDS/s, SDS

	6.2. RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs, Regional LR Supervisor
7. Prepare endorsement for uploading to LR portal	7.1. Upload LR to portal	None	1 day	Division LR Librarian, Division LR Supervisor, Division CID Chief, ASDS/s, SDS, Regional LR Supervisor
	7.2. RO informs SDO while SDO informs the writer through written communication of the approved and uploaded LR	None	2 days	Writer, School Head/PSDS, Division LR Supervisor, Division CID Chief, ASDS/s, SDS, Regional LR Supervisor
<b>TOTAL:</b>		<b>None</b>	<b>45 days</b>	

## 2. Quality Assurance of Supplementary Learning Resource

The Learning Resources Management Section (LRMS) is in-charge of the quality assurance of teacher-made or locally-developed supplementary learning materials to ensure the correctness and appropriateness as to content, language and layout.

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may Avail:</b>	DepEd Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Submission Checklist		Enclosures 1-12 to  Division Memorandum No. 543, s. 2022 dated November14, 2022		
Annex 1: Writer's and Artwork (Illustrator) Agreement				
Annex 2: Team Workplan				
Annex 3: Illustrations Summary and Approval Sheet				
Annex 4: Inventory of Third-Party Contents				
Annex 5: Proforma Communications Seeking Permission to Copy				
Annex 6: Model Release Form				
Annex 7: Copyright Originality Form				
Annex 8: LRMS Metadata Form				
Annex 9: Content Evaluation Tool				
Annex 10: Language Evaluation Tool				
Annex 11: Layout and Design Evaluation Tool				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit school level evaluated LDLR with the above-mentioned required documents	1.1. Schedule Division Quality Assurance of the LDLR	None	1 day	Development Team, Division LR Supervisor, Division CID Chief, ASDS/s, SDS
	1.2. Evaluate the LDLR	None	5 days	Division Quality Assurance Team (DQAT)

				Learning Resource Evaluators (LREs), Division LR PDO
	1.3. Return the LDLR to the Development Team for inclusion of findings/ remarks	None	1 day	Development Team, Division LR PDO, Division LR Supervisor
2. Revise the LDLR based on the remarks of the DQAT/ LREs and submit to Division LRMDs Office	2.1. Schedule Division Validation/ Field Testing of the revised LDLR	None	5 days	Development Team, Division LR Supervisor, Division CID Chief, ASDS/s, SDS
	2.2. Conduct Division Validation/ Field Testing of the revised LDLR	None	1 day	Development Team, DQAT/LREs, Division LR PDO, Division LR Supervisor
	2.3. Forward the results of the Validation/ Field Testing to the Development Team for final revision	None	1 day	Development Team, Division LR PDO, Division LR Supervisor
3. Finalize the LDLR based on the findings of the conformance review/field testing and submit to SDO (both hard and soft copies)	3.1. Issuance of Certification	None	5 days	Development Team, Division LR PDO, Division LR Supervisor, Division CID Chief, ASDS/s, SDS

	3.2. Production and/or Distribution to the Field	None	1 day	Division LR PDO, Division LR Librarian, Division LR Supervisor, Division CID Chief, ASDS/s, SDS
<b>TOTAL:</b>		<b>None</b>	<b>20 days</b>	

**School Governance Operations Division**  
**Internal Services**



## SCHOOL GOVERNANCE OPERATIONS DIVISION (SGOD) – INTERNAL SERVICES

### J. Planning and Research Section

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

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

<b>Office or Division:</b>	Planning Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Internal Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SDS (1 original copy)		Client		
2. Request Form (1 original copy)		Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4.Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2.Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 4 hours, 32 minutes</b>	

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

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

<b>Office or Division:</b>	SGOD – Planning Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request (original)		Station assignment (to be secured by the concerned employee)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
<b>TOTAL</b>		<b>None</b>	<b>50 minutes</b>	

**Schools**  
**External Services**

## SCHOOLS – EXTERNAL SERVICES

### 1. Acceptance of Employment Application for Teacher I Position (walk-in)

Teacher-Applicants may submit their complete application requirements to the school, for onward submission to the Schools Division Office for evaluation and assessment.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Teachers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS		Teacher-applicant		
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)		Form from school or CSC website		
3. Certified True Copy of Certificate of Rating (2 copies)		PRC		
4. PBET/LET rating and valid and updated PRC License/ID		PRC		
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average		School where applicant graduated		
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable		Previous employer		
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable		Previous employer		
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable		Training provider/s		
9. NBI Clearance		NBI		
10. Voter's ID and/or any proof of residence acceptable by the School Screening Committee		COMELEC/Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements	1.1 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.2 Prepare certification	None	5 minutes	School Screening Committee

	1.3 Sign the certification	None	2 minutes	School Head
2. Receive copy of checklist and signed certification	2.1 Issue a duly verified and attested checklist and certification of requirement to the applicants	None	7 minutes	School Screening Committee
	2.2 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates	None	6 minutes	School Screening Committee
	<b>Total</b>	<b>None</b>	<b>1 hour</b>	

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

Due to the COVID-19 pandemic, schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS		Teacher-applicant		
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)		Form from school or CSC website		
3. Certified True Copy of Certificate of Rating (2 copies)		PRC		
4. PBET/LET rating and valid and updated PRC License/ID		PRC		
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average		School where applicant graduated		
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable		Previous employer		
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable		Previous employer		
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable		Training provider/s		
9. NBI Clearance		NBI		
10. Voter's ID and/or any proof of residence		COMELEC/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Download submitted documents	None	15 minutes	School Screening Committee
	1.2 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.3 Prepare certification	None	5 minutes	School Screening Committee

	1.4 Sign the certification	None	5 minutes	School Head
2. Acknowledge email	2.1 Inform applicant of next steps via email, i.e. school will submit documents to SDO and SDO will contact applicant for updates; attach copy of e-signed checklist and certification	None	5 min	School Screening Committee
<b>Total</b>		<b>None</b>	<b>1 hour, 10 minutes</b>	

### 3. Borrowing of Learning Materials from the School Library/Learning Resource Center

Learners, teaching and non-teaching personnel are given free access to learning materials (LMs) such books, journals, magazines from Libraries or Learning ResourceCenters. However, accountability and accountability should be properly observed especially since borrowers are allowed to bring the LMs home. Thus, it is necessary to monitor the proper use and accounting of LMs.

<b>Office or Division:</b>		Schools		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		Learners, Teaching and Non-teaching Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library Card/QR Code – 1 originalcopy		School Library		
2. School Identification Card – 1 original copy		Client		
3. Borrower's Card –1 original copy		School Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the logbook		None	2 minutes	Librarian/ Designated School Librarian
2. Fill-out library card and present to librarian	2.1 Receive and check library/ SLRC card	None	3 minutes	
3. Request for the LM	3.1 Check card catalogue for LM requested	None	6 minutes	
4. Fill-out borrower's card	4.1 Receive and check borrower's card and clip it with the library card; issue the LM	None	3 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	3 minutes	
6. Return the LM and presentthe borrower's card	6.1 Check the borrowed LM, sign borrower's card and return the library card to the borrower	None	2 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>20 minutes</b>	



#### 4. Distribution of Printed Self-Learning Modules in Distance Learning Modality

The Basic Education-Learning Continuity Plan (BE-LCP) introduced different distance learning modalities that suit the learners' present situation due to the COVID-19 pandemic. One of the most appropriate modalities is the printed self-learning modules (SLMs) distributed to learners. Parents, guardians, and learners are oriented on how learning at home will be facilitated through the SLMs. The schedule and drop-off points for distribution are announced by the school through different channels.

<b>Office or Division:</b>	Schools
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Learners, Parents/Guardians
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Orientation of BE-LCP and Process of Distribution of Modules	School
2. Schedule of Distribution and Retrieval of Learning Modules	School Information Officer/Class Adviser/School Facebook Page/FB Group Chat/Tarpaulin/School Bulletin Board
3. Distribution and Retrieval Form of Learning Modules	Class Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/guardian report to the drop-off station	1.1. Ask the learner's name, log the attendance and release the module. Remind parents/guardians about schedule of distribution and submission of SLMs.	None	7 minutes	Class Adviser/Teacher-in-charge
2. Return the completed SLMs on the scheduled date.	2.1. Receive the completed SLMs. Check for completeness using module monitoring checklist.	None	10 minutes	Class Adviser/Teacher-in-charge
3. Segregate the submitted SLMs and answer sheets.	3.1 Assist in placing received SLMs and answer sheets in designated boxes.	None	3 minutes	Class Adviser/Teacher-in-charge
4. Receive new SLMs.	4.1 Release new set of SLMs.	None	5 minutes	Class Adviser/Teacher-in-charge
	4.2 Affix signature in Distribution Form.	None	2 minutes	Class Adviser/Teacher-in-charge
	4.3 Disinfect received SLMs and answer sheets (via disinfecting room/device).	None	14 minutes	Class Adviser/Teacher-in-charge
	4.4 Forward disinfected submitted SLMs and answer sheets to assigned teacher.	None	5 minutes	Class Adviser/Teacher-in-charge
<b>TOTAL:</b>		<b>None</b>	<b>46 minutes</b>	

## 5. Enrollment (walk-in)

This is the process of registering learners into the Learner Information System (LIS) upon submission of complete requirements.

<b>Office or Division:</b>	Schools
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Learners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) - 1 original, 1 photocopy	Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy	
3. Pledge of Transferee – 1 original copy	
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)	
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies	Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification	Barangay Hall
<b><i>Eligibility Standards from DepEd Order 03, s. 2018</i></b>	
<b>Kinder</b> Children aged five years old by October 31st of the School Year they enroll	
<b>Grade 1</b> a. Children who completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six (6) years old and above by October 31 <sup>st</sup> of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016) f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	School
	Bureau of Education Assessment (BEA), DepEd Central Office
<b>Grade 7</b> a. Grade 6 Graduate b. School Form 9 Grade 6 (formerly Form 138) c. PEPT Passer or A&E Test Passer	School
	BEA, DepEd Central Office

d. Result of PEPT or A&E Test				
<b>Grade 11</b>				
a. Grade 10 Completer		School		
b. School Form 9 Grade 10 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer		BEA, DepEd Central Office		
d. Result of PEPT or A&E Test				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Legibly fill- out the Basic Education Enrollment Form, Affidavit of Undertaking, Pledge of Transferees (For Transferees)	1.1 Check the completeness of information in the Basic Education Enrollment Form and other relevant requirements. Accomplish needed information in the forms.	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements for enrollment per grade level	2.1. Receive and log complete requirements per grade level  If incomplete, tag as Temporary enrolled & required to submit Affidavit of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2. Approval of transfer	None	10 minutes	School Head
	2.3 Endorse list of enrollees to Records/ Registrar	None	1 day	School Enrollment Focal Person
	2.4 Complete the List of Enrollees for sectioning: a. old learners b. Incoming Kinder/ Grade1 / Grade 7 / Grade 11 / Balik- Aral / Transferees	None	1 hour	Teacher/ Adviser
	2.5 Post List of Learner's Section.	None	2 days	Teacher/ Adviser

3. Access list of learner'ssection.	3.1 Post List of Learner'sSections	None	1 hour	Teacher/ Adviser
	<b>TOTAL:</b>	<b>None</b>	<b>Old learners: 1 day, 1 hour, 40 minutes New Learners:3 days, 40minutes</b>	

## 6. Enrollment (Online)

Due to the COVID-19 pandemic, schools began to accommodate the enrollment of learners through different web-based platforms such as Facebook (school's official account and FB Messenger), school's official email address, and Google form links. Learners are considered officially enrolled when all requirements are submitted online using the stated platforms.

<b>Office or Division:</b>	Schools	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	Government to Citizen (G2C)	
<b>Who may avail:</b>	Learners or their parents/guardians with access to the internet.	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) - 1 original, 1 photocopy		Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy		
3. Pledge of Transferee – 1 original copy		
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)		
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies		Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification		Barangay Hall
<b>Eligibility Standards from DepEd Order 32, s. 2021</b>		
<b>Kinder</b> Children aged five years old by October 31st of the School Year they enroll		
<b>Grade 1</b> a. Children who are completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six years old and above by August 31 <sup>st</sup> of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016)		School

f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)		Bureau of Education Assessment (BEA), DepEd Central Office		
<b>Grade 7</b> e. Grade 6 Graduate f. School Form 6 Grade 6 (formerly Form 138) g. PEPT Passer or A&E Test Passer h. Result of PEPT or A&E Test		School  BEA, DepEd Central Office		
<b>Grade 11</b> a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form 138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test		School  BEA, DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request digital Basic Education Enrollment Form and/or Affidavit of Undertaking (for Transferees)	1.1 Send digitized form and list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
2. Fill out the online enrollment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	2.6 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.7 Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator

1. Request digital Basic Education Enrollment Form and/or Affidavit of Undertaking (for Transferees)	1.1 Send digitized form and list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
2. Fill out the online enrollment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	2.6 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.7 Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	b. Incoming Kinder/ Grade 1 / Grade 7/Grade 11 / Balik-Aral / Transferees	None	2 days	
4. Access list of learner's section.	2.9 Post List of Learner's Section.	None	1 hour	Teacher-in-Charge/ Adviser/ ICT Coordinator
	<b>TOTAL:</b>	<b>None</b>	<b>Old learners: 2 hours, 50 minutes</b>  <b>New learners: 2 days, 1 hour, 50 minutes</b>	



## 7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

Certified True Copy and Photocopy of DepEd official documents that are in the custody of the school may be released to the requesting client.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request Slip or Letter (1 Copy)		School/Client		
2. Valid ID - (original and 1 Photocopy)		Client		
3. Authorization Letter - 1 copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge
	1.2 Check the completeness of the information, search for the requested document	None	8 minutes	Teacher-in-Charge
	1.3 Print or photocopy the requested Document	None	8 minutes	Teacher-in-Charge
	1.4 Review, verify, and certify true copy of the document and affix dry seal	None	10 minutes	Records Officer /Admin Officer
	1.5 Sign the CTC	None	5 minutes	Principal/ Records Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	8 minutes	Records Officer and/ or Admin Officer
	Total	None	44 minutes	

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

Due to the COVID-19 pandemic, schools have provided the general public the option to request for documents via email.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Request Slip or Letter – soft copy		School/Clie		
2. One (1) Valid ID – soft copy		Client		
3. Authorization Letter - soft copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requisition slip/Letter via school email address	1.1Acknowledge request via email, search for the requested document	None	5 minutes	Teacher-in-Charge
	1.2 Print or photocopy/scan document	None	10 minutes	Teacher-in-Charge
	1.3 Review, verify, and certify true copy of the document and affixschool dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/ Records Officer
2. Acknowledge email received	2.1 Email the document to the client	None for active learners.  For others – client pays fee directly to courier,as applicable	8 minutes	Records Officer and/or Admin Officer
	Total	None	38 minutes	

## 9. Issuance of School Clearance for different purposes

Clearances may be requested by clients for a number of purposes: for clearance from money or property accountability, leaves (maternity, terminal, vacation/sick leave), retirement, travel, or transfer to another school, etc. Schools use CSC Form 7 as the template for the issuance of clearances, and the number of signatories would depend on the purpose of leave applicable to the client. Note that not all kinds of leave requests require clearances.

<b>Office or Division:</b>	School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Active, Retired/Resigned DepEd Employees			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
1. Letter addressed to School Head (except for emergency leave) – 2 copies		Client		
2. CSC Form 7 – 3 copies		School		
3. Other requirements, depending on the purpose of the clearance		Client		
4. Authorization Letter and ID - 1 copy (if applicable)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Review and decide on the request.  If approved, refer to the office issuing CSC Form 7.  Otherwise, provide further details.	None	10 minutes	School Head/ Department Head
	1.2 Issue CSC Form 7.	None	5 minutes	Admin Officer/HR-designate/ Personnel in-charge
2. Fill out form and process clearance by visiting offices of applicable signatories	2.1 Check applicant records and sign clearance	None	15 minutes per signatory	Authorized signatory
3. Upon completion of required signatures, submit form to office that issued form	3.1 Check form for completeness	None	10 minutes	Admin Officer/ HR-designate/ Personnel in-charge

	3.2. Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide feedback to the school	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
4. Acknowledge message from school	4.1 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	Admin Officer/ HR-designate/ Personnel in-charge
	<b>Total</b>	<b>None</b>	<b>2 days, 30 minutes</b>	

## 10. Issuance of School Forms, Certifications, and other School Permanent Records

This service pertains to issuance of pertinent school records, certifications and other credentials related to the learner that are in the custody of school that may be requested to for any legal purpose it may serve the requestor.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip – 1 copy		Records Section/Registrar’s Office		
2. Valid Identification Card – 1 original copy and 1 photocopy		Client		
3. Authorization Letter–1 original copy for Authorized Personnel				
4. Request letter addressed to the School stating the reason for the Request				
5. Requisition slip given by School where the child is presently enrolled – <b>For Certificate of Good Moral, Form 137 and/ or Form 138</b>		School where child is presently enrolled <b>(Follow the DO 54 s, 2016 -Guidelines on the Request and Transfer of 2.Learner’s School Records)</b>		
6. Request slip given by DSWD – <b>For Certificate of Enrollment needed in 4Ps</b>		DSWD/Request from Parent/guardian		
7. Affidavit of Loss – <b>For duplicate copy of documents</b>		Client		
8. List of requirements from Local Civil Registrar – <b>For Late Registration of Birth</b>		Local Civil Registrar		
9. List of requirements from DFA – <b>For Passport Application</b>		Department of Foreign Affairs		
10. Proof of migration from the embassy – <b>For Migration Purpose</b>		Embassy of the country of destination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out requisition slip	1.1. Provide client requisition slip	None	5 minutes	Teacher- in Charge/ Registrar’s Office Personnel
	1.2.Check the form for completeness and search for the requested document.	None	10 minutes	Teacher- in Charge/ Registrar’s Office Personnel
	1.3.Print or photocopy/scan document			Teacher- in Charge/ Registrar’s

		None	5 minutes	Office Personnel
	1.4. Review and verify the document and certify true copy	None	5 minutes	Teacher-in Charge/ Registrar's Office Personnel /Records Officer/ Admin Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	5 minutes	Teacher-in Charge/ Registrar's Office Personnel/ Records Officer/ Admin Office
	<b>Total</b>	<b>None</b>	<b>40 minutes</b>	

### 11. Public Assistance (walk-in/phone call)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of its clients.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete information		Client		
2. Intake sheet – 1 original copy		School Information Coordinator/Guidance Counselor/ Advocate		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1, Communicate details of concern (verbally or via intake sheet)	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/Guidance Counselor/ Advocate
	1.2 For simple concerns – provide immediate reply.  For complex concerns – advise client of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
	<b>Total</b>	<b>None</b>	<b>1 hour</b>	

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

## 12. Public Assistance (email/social media)

Due to the COVID-19 pandemic, schools started to accommodate queries and complaints through their official email address and social media account/s.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete information		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in- charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in- charge
	For complex concerns – advise client of next steps. CC the concerned office/agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in- charge
	<b>Total</b>	<b>None</b>	<b>1 hour, 15 minutes</b>	

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



### 13. Receiving and Releasing of Communications and other documents

The procedure for proper receiving and releasing of communications.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter/official communication addressed to the School Head		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Check communication received and forward to the principal/school head	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.2 Review and provide instructions for further processing	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.4 Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacher in-charge
	<b>Total</b>	<b>None</b>	<b>2 days, 2 hours, 25 minutes</b>	

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

#### 14. Reservation Process for the use of school facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CSC examinations, board exam review, or coop membership meetings. Note that this specific process only applies to requests received directly from clients and not the SDO/RO.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request addressed to the School Head stating the activity details		Client		
2. Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Check activity details - date and time, purpose vs. the schedule of school activities	None	7 minutes	Receiving Clerk/AO
	1.2 If venue is available on the requested date, forward to School Head	None	5 minutes	School Head
	1.3 Inform client of next steps, i.e. request will be forwarded to SDO for approval and provide feedback to school	None	5 minutes	Receiving Clerk/AO
	1.4 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	
2. Applicant settles other requirements with school	2.1 Issue official receipt for payment made, as applicable	None	10 minutes	AO/Cashier
<b>Total</b>		<b>None</b>	<b>2 days, 27 minutes</b>	

### 15. Request for Personnel Records for Teaching/Non-Teaching Personnel

Teaching and non-teaching personnel or their authorized representatives may request the following documents for different purposes:

- Certificate of Compensation
- Certificate of Employment
- Certificate of Last Payment Received/Certificate of Oneness
- Certificate of No Benefits Received
- Service Record
- Certificate of Leave Credit Balance
- Certificate of Service Credit Balance

The steps in processing this service depend on whether the school has the authority to process the said request or would need to forward the request to the SDO.

**For schools with authority to process the request directly:**

<b>Office or Division:</b>		School		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G) Government to Citizen (G2C)		
<b>Who may avail:</b>		Active and retired/resigned DepEd teaching and non-teaching personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip - 1 copy		Admin Section		
2. Valid ID of the requesting person and Authorized Person – original and photocopy		Client		
3. Authorization Letter – 1 copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2 Prepare the requested document for signature	None	20 minutes	AO/Admin Assistant
	1.3 Sign the document	None	5 minutes	AO/School Head
	1.4 Affix dry seal, if applicable	None	5 minutes	AO/Admin Assistant
2. Sign the logbook upon receipt of document	2.1 Release document	None	5 minutes	AO/Admin Assistant
<b>Total</b>		<b>None</b>	<b>1 hour</b>	

**For schools that need to forward the request to SDOs:**

<b>Office or Division:</b>	School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Active and retired/resigned DepEd teaching and non-teaching personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip - 1 copy		Admin Section		
2. Valid ID of the requesting person and Authorized Person – original and photocopy		Client		
3. Authorization Letter – 1 copy		Client		
4. Transmittal letter from School Head		School		
<i>Additional for Certificate of Leave Credit Balance (non-teaching) and Certificate of Service Credit Balance (teaching)</i>		School		
5. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor (1 original copy)		COMELEC		
6. Duly signed DTR/Biometric Report of Attendance (CS Form 48) (1 original copy)				
7. Memorandum re: activity conducted				
8. Certificate of Appearance As applicable:				
9. Certificate of Attendance (for Brigada Eskwela)				
10. COMELEC Appointment (for National, Local and Barangay Election)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBL E</b>
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2. Advise client of next steps, i.e. request will be forwarded to the SDOand SDO will provide document to school. School will inform theclient when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Check and sign transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
	<b>Total</b>	<b>None</b>	<b>3 days, 30 minutes</b>	

**School**  
**Internal Services**

## SCHOOLS – INTERNAL SERVICES

### 1. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits

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

<b>Office or Division:</b>	Schools - Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Active DepEd Teaching/Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor - 1 original		Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits		
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original		School Head		
3. Memorandum re: activity conducted		DepEd SDO/School Official Website/Principal's Office		
4. Certificate of Appearance		School Head/Program Facilitator		
As applicable: 5. Certificate of Attendance ( <i>for Brigada Eskwela</i> )		School Head		
6. COMELEC Appointment ( <i>for National, Local and Barangay Election</i> )		COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1. Check submitted requirements	None	15 minutes	AO/Admin Assistant
	1.2. Acknowledge client request and advise of next steps, i.e. request will be forwarded to the SDO and SDO will provide document to school. School will inform the client when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Sign the transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of documents from SDO	None	5 minutes	AO/Admin Assistant
	<b>Total</b>	<b>None</b>	<b>1 day, 40 minutes</b>	



## 2. Laboratory and School Inventory

Schools are required to properly account its school buildings and facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.



<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	LGU, School Head, SDO, RO, CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School Inventory Form		School Property Custodian/ Supply Officer/Teacher-In-Charge		
2. National School Building Inventory Form (NSBIF)		School Property Custodian/ Supply Officer/Teacher-In-Charge		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request the conduct of inventory	1.1 Gather data on inventory from class advisers, laboratory custodian, etc. at the end of each school year or as needed	None	2 days	Class Advisers/ Property custodian/ Physical Facility Coordinator
	1.2 Consolidate school inventory and submit to school head for signature	None	1 day	Supply Officer/ Property Custodian / Physical Facility Coordinator/ School EBEIS Coordinator
	1.3 Review and sign the report	None	10 minutes	School Head
	1.4 Submit School Inventory Report to SDO via hard copy/email	None	30 minutes	Property Custodian / School EBEIS Coordinator
	<b>Total</b>	<b>None</b>	<b>3 dyas, 40 minutes</b>	

### 3. School Learning and Development

It is a school strategic initiative based from the result of electronic-Self Assessment Tool (e-SAT) and other similar needs assessments to address any competency gap/s that affect or contribute to the school's performance. This could be done through School Learning Action Cell (SLAC), Coaching and Mentoring, In-Service Training (INSET), Work Immersion, or Team Development.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Teachers or Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School Action Plan Form -1 copy		LAC Coordinator		
2. Accomplished Individual Performance Commitment and Review Form (IPCRF) – 1 photocopy		HR/Teacher/School Head/Department Head		
3. Accomplished e-SAT		ICT Coordinator		
4. Accomplished Development Plan		Head Teacher , School Planning Team		
5. Project/Training/SLAC Proposal –for INSET		PMT, SLAC Coordinator/Master Teacher		
6. Monitoring & Evaluation Form		LAC Coordinator/Master Teacher		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Check submitted requirements	None	5 minutes	School Training Coordinator/ PMT/ SLAC Coordinator/ Master Teacher/ Head Teacher/ ICT Coordinator / School Head
	1.2 Identify needs of teachers based on documents	None	1 day	
	1.3 Craft an action/SLAC plan/proposal	None	1 day	
2. Attend learning and development activity and provide feedback	2.1 Implement SLAC	None	1 hour	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
	<b>Total</b>	<b>None</b>	<b>2 days, 3 hours, 35 minutes</b>	

## IX. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p><b>For Walk-in Clients:</b> Answer the Client Satisfaction Measurement Form (CSMF) 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.</p> <p><b>Online:</b> You may also send your feedback at <a href="mailto:pampanga@deped.gov.ph">pampanga@deped.gov.ph</a> or mail us at: Department of Education Schools Division of Pampanga High School Boulevard, Barangay Lourdes, City of San Fernando, Pampanga 2000</p> <p><b>Microsoft Form:</b> <a href="https://bit.ly/CSMFPampanga">https://bit.ly/CSMFPampanga</a></p> <p><b>QR Code:</b></p>  <p><b>DPAC:</b> Online Public Assistance Helpdesk (OPAH) is accessible through this link: <a href="https://tinyurl.com/OPAHpamp">https://tinyurl.com/OPAHpamp</a> or scan the QR Code using your smartphone</p> 
How feedbacks are processed	<p>For feedback sent through the DPAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client.</p>

	<p>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.</p> <p>The results are 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>
<b>How to file a complaint</b>	<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 or submit a complaint letter including supporting documents / pieces of evidence to the Records Section.</p> <p>Online: You may also send your complaint at or <a href="mailto:dpac.pampanga@deped.gov.ph">dpac.pampanga@deped.gov.ph</a> or mail us at: Department of Education Schools Division of Pampanga High School Boulevard, Barangay Lourdes, City of San Fernando, Pampanga 2000</p>
<b>How complaints are processed</b>	<p>Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.</p>
<b>Contact Information of 8888, ARTA, and CSC-CCB</b>	<p>8888: Call 8888   Text 8888   Visit <a href="https://8888.gov.ph/">https://8888.gov.ph/</a></p> <p>ARTA: Call 0969-257-7242 or 0928-690-4080   Email <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565   Text 0908-881-6565   Visit <a href="https://contactcenterngbayan.gov.ph/contact-us">https://contactcenterngbayan.gov.ph/contact-us</a></p>

## X. List of Offices

### Division Office

Functional Division	Office/Unit/Section	Contact Information
OSDS	Office of the Schools Division Superintendent	(045) 435 2728 / (045) 435 7404
OSDS	Asst. Schools Division Superintendent	(045) 963 1090 / (045) 963 1034
OSDS	Administrative Services Section	(045) 435 9998
OSDS	General Services Unit	(045) 961 3010
OSDS	Payroll Services Unit	
OSDS	Personnel Unit	(045) 963 1074
OSDS	Records Unit	(045) 435 3270
OSDS	Property and Supply Unit	(045) 963 1064
OSDS	Cash Unit	(045) 963 1404
OSDS	Legal Service Unit	(045) 435 9178
OSDS	Information Communication and Technology Service Unit	(045) 435 8625
OSDS	Accounting Unit	(045) 435 2004
OSDS	Budget Unit	(045) 435 2004
SGOD	Office of the Chief, School Governance and Operations Division	(045) 961 5262
SGOD	Social Mobilization and Networking Section	(045) 961 5262
SGOD	School Management and Monitoring and Evaluation Section	(045) 961 5262
SGOD	Planning and Research Section	(045) 963 1116
SGOD	Education Facilities Section	(045) 963 1116
SGOD	School Health Section	
SGOD	Planning and Research	(045) 963-1116
SGOD	Medical and Dental	(045) 963-1093
CID	Office of the Chief, Curriculum Implementation Division	(045) 963 1070
CID	Instructional Management Section	(045) 963 1070
CID	Learning Resource Management Section	(045) 435-8625
CID	ALS	(045) 435-9178
CID	District Instructional Supervision	(045) 963 1070

## Elementary Schools

School ID	School Name	Cluster/District	Email Address
105867	Balucuc Elementary School	Apalit	105867@deped.gov.ph
105868	Banag Elementary School	Apalit	105868@deped.gov.ph
105869	Cansinala Elementary School	Apalit	105869@deped.gov.ph
105870	Fausto Gonzales Sioco Memorial School	Apalit	105870@deped.gov.ph
105871	Galang Elementary Memorial School	Apalit	105871@deped.gov.ph
105872	Jose Escaler Memorial School	Apalit	105872@deped.gov.ph
105873	Macario Arnedo Elementary School	Apalit	105873@deped.gov.ph
105874	Paligui Elementary School	Apalit	105874@deped.gov.ph
105875	Sampaga Elementary School	Apalit	105875@deped.gov.ph
105876	Sampaloc Elementary School	Apalit	105876@deped.gov.ph
105877	San Vicente Elementary School	Apalit	105877@deped.gov.ph
105878	Sto. Rosario Elementary School	Apalit	105878@deped.gov.ph
105879	Sucad Elementary School	Apalit	105879@deped.gov.ph
105880	Sulipan Elementary School	Apalit	105880@deped.gov.ph
159532	Alauli Elementary School	Apalit	159532@deped.gov.ph
105881	Batasan Elementary School	Arayat East	105881@deped.gov.ph
105882	Camba Elementary School	Arayat East	105882@deped.gov.ph
105883	Candating Elementary School	Arayat East	105883@deped.gov.ph
105884	Cupang Elementary School	Arayat East	105884@deped.gov.ph
105885	Guemas Elementary School	Arayat East	105885@deped.gov.ph
105887	Mapalad Elementary School	Arayat East	105887@deped.gov.ph
105888	Matamo Elementary School	Arayat East	105888@deped.gov.ph
105889	Paroba Elementary School	Arayat East	105889@deped.gov.ph
105890	San Agustin Elementary School	Arayat East	105890@deped.gov.ph
105891	San Juan Bano Elementary School	Arayat East	105891@deped.gov.ph
105892	San Mateo Elementary School	Arayat East	105892@deped.gov.ph
105893	San Nicolas Elementary School	Arayat East	105893@deped.gov.ph
105894	Sta. Cruz Primary School	Arayat East	105894@deped.gov.ph
105895	Suclayin Elementary School	Arayat East	105895@deped.gov.ph
105896	Tabuan Elementary School	Arayat East	105896@deped.gov.ph
159521	Calumpang Primary School	Arayat East	159521@deped.gov.ph
105886	Lacquios Elementary School	Arayat East	105886@deped.gov.ph
105897	Anderson Elementary School	Arayat West	105897@deped.gov.ph
105898	Arayat Central Elementary School	Arayat West	105898@deped.gov.ph
105899	Arenas Elementary School	Arayat West	105899@deped.gov.ph
105900	Baliti Elementary School	Arayat West	105900@deped.gov.ph
105901	Bitas Elementary School	Arayat West	105901@deped.gov.ph
105902	Buensuceso Elementary School	Arayat West	105902@deped.gov.ph

105903	Cacutud Elementary School	Arayat West	105903@deped.gov.ph
105904	Gatiawin Elementary School	Arayat West	105904@deped.gov.ph
105905	Lacmit Elementary School	Arayat West	105905@deped.gov.ph
105906	Mesulo Elementary School	Arayat West	105906@deped.gov.ph
105907	Panlinlang Elementary School	Arayat West	105907@deped.gov.ph
105908	Plazang Luma Elementary School	Arayat West	105908@deped.gov.ph
105909	San Antonio Elementary School	Arayat West	105909@deped.gov.ph
105910	Telapayong Elementary School	Arayat West	105910@deped.gov.ph
105913	Cabalantian Elementary School	Bacolor North	105913@deped.gov.ph
105916	Concepcion Elementary School	Bacolor North	105916@deped.gov.ph
105917	Dolores Elementary School	Bacolor North	105917@deped.gov.ph
105920	Maliwalu Elementary School - Main	Bacolor North	105920@deped.gov.ph
105921	Mesalipit Elementary School	Bacolor North	105921@deped.gov.ph
105927	Talba Elementary School	Bacolor North	105927@deped.gov.ph
159502	Bacolor Elementary School- Madapdap	Bacolor North	159502@deped.gov.ph
159504	Cabetican Elementary School - Main	Bacolor North	159504@deped.gov.ph
159506	Eliseo-Belen Elementary School-Annex	Bacolor North	159506@deped.gov.ph
159507	Tinajero Elementary School - M	Bacolor North	159507@deped.gov.ph
105911	Bacolor Elementary School - Bulaon	Bacolor South	105911@deped.gov.ph
105912	Balas Elementary School	Bacolor South	105912@deped.gov.ph
105914	Cabetican Elementary School Proper	Bacolor South	105914@deped.gov.ph
105915	Calibutbut Elementary School	Bacolor South	105915@deped.gov.ph
105918	Duat Elementary School	Bacolor South	105918@deped.gov.ph
105919	Eliseo-Belen Elementary School	Bacolor South	105919@deped.gov.ph
105922	Parulog Elementary School	Bacolor South	105922@deped.gov.ph
105923	Potrero Elementary School - Bulaon	Bacolor South	105923@deped.gov.ph
105924	San Antonio Elementary School - Bulaon	Bacolor South	105924@deped.gov.ph
105925	San Isidro Elementary School	Bacolor South	105925@deped.gov.ph
105926	Sta. Barbara Elementary School (B)	Bacolor South	105926@deped.gov.ph
105928	Tinajero Elementary School	Bacolor South	105928@deped.gov.ph
159513	Cabalantian Elementary School - Town Proper	Bacolor South	159513@deped.gov.ph
159518	Sta. Barbara Elementary School - Proper	Bacolor South	159518@deped.gov.ph
159523	San Antonio Elementary School - Proper	Bacolor South	159523@deped.gov.ph
159524	Don Antonio Lee Chi Uan Integrated School	Bacolor South	159524@deped.gov.ph
159548	Maliwalu Proper Elementary School	Bacolor South	159548@deped.gov.ph
105929	Bahay Pare Elementary School	Candaba East	105929@deped.gov.ph
105931	Barit Elementary School	Candaba East	105931@deped.gov.ph
105933	Dalayap Elementary School	Candaba East	105933@deped.gov.ph
105934	Dulong Ilog Elementary School	Candaba East	105934@deped.gov.ph

105939	Mangga Elementary School	Candaba East	105939@deped.gov.ph
105941	Paligue Elementary School	Candaba East	105941@deped.gov.ph
105942	Pangclara Elementary School	Candaba East	105942@deped.gov.ph
105943	Pulong Gubat Elementary School	Candaba East	105943@deped.gov.ph
105944	Pulong Palazan Elementary School	Candaba East	105944@deped.gov.ph
105947	Talang Elementary School	Candaba East	105947@deped.gov.ph
105948	Tenejero Elementary School	Candaba East	105948@deped.gov.ph
105949	Vizal San Pablo II Elementary School	Candaba East	105949@deped.gov.ph
105950	Vizal San Pablo I Elementary School	Candaba East	105950@deped.gov.ph
105951	Vizal Sto. Cristo Elementary School	Candaba East	105951@deped.gov.ph
105952	Vizal Sto. Niño Elementary School	Candaba East	105952@deped.gov.ph
105930	Barangca Elementary School	Candaba North	105930@deped.gov.ph
105932	Cuayan Bugtong Elementary School	Candaba North	105932@deped.gov.ph
105935	Lourdes Elementary School	Candaba North	105935@deped.gov.ph
105936	Magumbali Elementary School	Candaba North	105936@deped.gov.ph
105937	Mandili I Elementary School	Candaba North	105937@deped.gov.ph
105938	Mandili II Elementary School	Candaba North	105938@deped.gov.ph
105940	Mapaniqui Elementary School	Candaba North	105940@deped.gov.ph
105945	Salapungan Elementary School	Candaba North	105945@deped.gov.ph
105946	Tagulod Elementary School	Candaba North	105946@deped.gov.ph
105953	Bambang Elementary School	Candaba West	105953@deped.gov.ph
105954	Candaba Elementary School	Candaba West	105954@deped.gov.ph
105955	Gulap Elementary School	Candaba West	105955@deped.gov.ph
105956	Lanang Elementary School	Candaba West	105956@deped.gov.ph
105957	Mandasig Elementary School	Candaba West	105957@deped.gov.ph
105958	Pansinao Elementary School	Candaba West	105958@deped.gov.ph
105959	Paralaya Elementary School	Candaba West	105959@deped.gov.ph
105960	Pasig Elementary School	Candaba West	105960@deped.gov.ph
105961	San Agustin Elementary School	Candaba West	105961@deped.gov.ph
105962	Sto. Rosario Elementary School	Candaba West	105962@deped.gov.ph
105963	Anon Elementary School	Floridablanca East	105963@deped.gov.ph
105964	Bodega Elementary School	Floridablanca East	105964@deped.gov.ph
105965	Cabangcalan Elementary School	Floridablanca East	105965@deped.gov.ph
105966	Floridablanca Elementary School	Floridablanca East	105966@deped.gov.ph
105967	Gutad Elementary School	Floridablanca East	105967@deped.gov.ph
105968	Mabical Elementary School	Floridablanca East	105968@deped.gov.ph
105969	Paguiruan Elementary School	Floridablanca East	105969@deped.gov.ph



105970	Pulong Dagal Elementary School	Floridablanca East	105970@deped.gov.ph
105971	San Isidro Elementary School	Floridablanca East	105971@deped.gov.ph
105972	San Nicolas Elementary School	Floridablanca East	105972@deped.gov.ph
105973	San Pedro Elementary School	Floridablanca East	105973@deped.gov.ph
105974	San Roque Elementary School	Floridablanca East	105974@deped.gov.ph
105975	Sta. Monica Elementary School	Floridablanca East	105975@deped.gov.ph
105976	Sto. Rosario Elementary School	Floridablanca East	105976@deped.gov.ph
105977	Valdez Elementary School	Floridablanca East	105977@deped.gov.ph
159528	Sitio Culubasa Elementary School	Floridablanca East	159528@deped.gov.ph
105978	Apalit Elementary School	Floridablanca West	105978@deped.gov.ph
105979	Basa Air Base Elementary School	Floridablanca West	105979@deped.gov.ph
105980	Benedicto Elementary School	Floridablanca West	105980@deped.gov.ph
105981	Calantas Elementary	Floridablanca West	105981@deped.gov.ph
105982	Camachile Elementary School	Floridablanca West	105982@deped.gov.ph
105983	Carmencita Elementary School	Floridablanca West	105983@deped.gov.ph
105984	Consuelo Elementary School	Floridablanca West	105984@deped.gov.ph
105985	Dampe Elementary School	Floridablanca West	105985@deped.gov.ph
105986	Del Carmen Elementary School	Floridablanca West	105986@deped.gov.ph
105987	Floridablanca New Settlement Elementary School	Floridablanca West	105987@deped.gov.ph
105988	Fortuna Elementary School	Floridablanca West	105988@deped.gov.ph
105989	Mawacat Elementary School	Floridablanca West	105989@deped.gov.ph
105991	Palmayo Elementary School	Floridablanca West	105991@deped.gov.ph
105992	Pandaguirig Elementary School	Floridablanca West	105992@deped.gov.ph
105993	San Jose Elementary School	Floridablanca West	105993@deped.gov.ph
105994	San Ramon Elementary School	Floridablanca West	105994@deped.gov.ph
137071	Caritas Elementary School	Floridablanca West	137071@deped.gov.ph

159516	Pabanlag Elementary School	Floridablanca West	159516@deped.gov.ph
105995	Bancal Elementary School	Guagua East	105995@deped.gov.ph
105996	Betis Elementary School	Guagua East	105996@deped.gov.ph
105997	Guagua Elementary School	Guagua East	105997@deped.gov.ph
105998	San Agusitin Elementary School	Guagua East	105998@deped.gov.ph
105999	San Juan Nepomuceno Elementary School	Guagua East	105999@deped.gov.ph
106000	San Miguel Elementary School	Guagua East	106000@deped.gov.ph
106001	Duat Elementary School	Guagua East	106001@deped.gov.ph
106002	San Rafael Elementary School	Guagua East	106002@deped.gov.ph
106003	Sta. Ines Elementary School	Guagua East	106003@deped.gov.ph
106004	Sta. Ursula Elementary School	Guagua East	106004@deped.gov.ph
106005	Ascomo Elementary School	Guagua West	106005@deped.gov.ph
106006	Lambac Elementary School	Guagua West	106006@deped.gov.ph
106007	Magsaysay Elementary School	Guagua West	106007@deped.gov.ph
106008	Maquiapo Elementary School	Guagua West	106008@deped.gov.ph
106009	Mauli Elementary School	Guagua West	106009@deped.gov.ph
106010	Natividad Elementary School	Guagua West	106010@deped.gov.ph
106011	Pulungmasle Elementary School	Guagua West	106011@deped.gov.ph
106012	Rizal Elementary School	Guagua West	106012@deped.gov.ph
106014	San Isidro Primary School	Guagua West	106014@deped.gov.ph
106015	San Juan Elementary School	Guagua West	106015@deped.gov.ph
106016	San Matias Elementary School	Guagua West	106016@deped.gov.ph
106017	San Vicente Elementary School	Guagua West	106017@deped.gov.ph
106018	Siran Elementary School	Guagua West	106018@deped.gov.ph
106019	Talang Elementary School	Guagua West	106019@deped.gov.ph
106020	Del Carmen Elementary School	Lubao East	106020@deped.gov.ph
106022	Graciano Paule Elementary School	Lubao East	106022@deped.gov.ph
106023	Lubao Elementary School	Lubao East	106023@deped.gov.ph
106033	Sta. Barbara Elementary School	Lubao East	106033@deped.gov.ph
106034	Sta. Lucia Elementary School	Lubao East	106034@deped.gov.ph
106035	Sta. Maria Elementary School	Lubao East	106035@deped.gov.ph
106037	Sta. Teresa 1St Elementary School	Lubao East	106037@deped.gov.ph
106042	Bancal Pugad Integrated School	Lubao East	106042@deped.gov.ph
106043	Bancal Sinubli Elementary School	Lubao East	106043@deped.gov.ph
106050	Remedios Elementary School	Lubao East	106050@deped.gov.ph
106052	San Pablo 1St Elementary School	Lubao East	106052@deped.gov.ph
106053	San Pablo 2Nd Elementary School	Lubao East	106053@deped.gov.ph
106059	Sta. Rita Elementary School	Lubao East	106059@deped.gov.ph
137177	Sto. Cristo Elementary School	Lubao East	137177@deped.gov.ph
106021	Don Macario Bacani Elementary School	Lubao North	106021@deped.gov.ph

106024	Rizal Concepcion Elementary School	Lubao North	106024@deped.gov.ph
106025	San Agustin Rlementary School	Lubao North	106025@deped.gov.ph
106026	San Antonio Elementary School	Lubao North	106026@deped.gov.ph
106027	San Francisco Elementary School	Lubao North	106027@deped.gov.ph
106028	San Jose Apunan Elementary School	Lubao North	106028@deped.gov.ph
106029	San Matias Elementary School	Lubao North	106029@deped.gov.ph
106030	San Miguel Elementary School	Lubao North	106030@deped.gov.ph
106031	San Roque Dau Elementary School	Lubao North	106031@deped.gov.ph
106032	San Vicente Elementary School	Lubao North	106032@deped.gov.ph
106036	Sta. Monica Elementary School	Lubao North	106036@deped.gov.ph
106038	Sto. Domingo Elementary School	Lubao North	106038@deped.gov.ph
106039	Sto. Tomas Elementary School	Lubao North	106039@deped.gov.ph
106040	Wenceslao Elementary School	Lubao North	106040@deped.gov.ph
106041	Balantacan Elementary School	Lubao West	106041@deped.gov.ph
106044	Baruya Elementary School	Lubao West	106044@deped.gov.ph
106045	Calangain Elementary School	Lubao West	106045@deped.gov.ph
106046	Dela Paz Elementary School	Lubao West	106046@deped.gov.ph
106047	Lauc Pao Elementary	Lubao West	106047@deped.gov.ph
106048	Prado Saba Elementary School	Lubao West	106048@deped.gov.ph
106049	Prado Siongco Elementary School	Lubao West	106049@deped.gov.ph
106054	San Pedro Palcarangan Elementary School	Lubao West	106054@deped.gov.ph
106055	San Pedro Saug Elementary School	Lubao West	106055@deped.gov.ph
106056	San Roque Arbol Elementary School	Lubao West	106056@deped.gov.ph
106057	Santiago Elementary School	Lubao West	106057@deped.gov.ph
106058	Sta. Cruz Elementary School	Lubao West	106058@deped.gov.ph
106060	Sta. Tereza 2Nd Elementary School	Lubao West	106060@deped.gov.ph
159509	San Isidro Elementary School	Lubao West	159509@deped.gov.ph
106090	Batasan Elementary School	Macabebe East	106090@deped.gov.ph
106091	Caduang Tete Elementary School	Macabebe East	106091@deped.gov.ph
106092	Candelaria Elementary School	Macabebe East	106092@deped.gov.ph
106093	Macabebe Elementary School	Macabebe East	106093@deped.gov.ph
106094	San Gabriel Elementary School	Macabebe East	106094@deped.gov.ph
106095	San Isidro Elementary School	Macabebe East	106095@deped.gov.ph
106096	San Roque Elementary School	Macabebe East	106096@deped.gov.ph
106097	San Vicente Ferrer Elementary School	Macabebe East	106097@deped.gov.ph
106098	San Vicente San Francisco Elementary School	Macabebe East	106098@deped.gov.ph
106099	Saplad David Elementary School	Macabebe East	106099@deped.gov.ph
106100	Sta. Rita Elementary School	Macabebe East	106100@deped.gov.ph
106101	Tacasan Elementary School	Macabebe East	106101@deped.gov.ph
106102	Telacsan Elementary School	Macabebe East	106102@deped.gov.ph

106103	Castuli Elementary School	Macabebe West	106103@deped.gov.ph
106104	Consuelo Elementary School	Macabebe West	106104@deped.gov.ph
106105	Dalan Baliti Elementary School	Macabebe West	106105@deped.gov.ph
106106	Dalayap Elementary School	Macabebe West	106106@deped.gov.ph
106107	Lolu Elementary School	Macabebe West	106107@deped.gov.ph
106108	San Esteban Elementary School	Macabebe West	106108@deped.gov.ph
106109	San Jose Elementary School	Macabebe West	106109@deped.gov.ph
106110	San Juan Elementary School	Macabebe West	106110@deped.gov.ph
106111	San Rafael Elementary School	Macabebe West	106111@deped.gov.ph
106112	Sapang Malalam Elementary School	Macabebe West	106112@deped.gov.ph
106113	Sta. Lutgarda Elementary School	Macabebe West	106113@deped.gov.ph
106114	Sta. Maria Elementary School	Macabebe West	106114@deped.gov.ph
106115	Sto Niño Elementary School	Macabebe West	106115@deped.gov.ph
106116	Sto. Rosario Elementary School	Macabebe West	106116@deped.gov.ph
106118	Balitucan Elementary School	Magalang North	106118@deped.gov.ph
106119	Bucanan Elementary School	Magalang North	106119@deped.gov.ph
106121	Dolores Elementary School	Magalang North	106121@deped.gov.ph
106122	Escaler Elementary School	Magalang North	106122@deped.gov.ph
106124	Mapina Elementary School	Magalang North	106124@deped.gov.ph
106125	Navaling Elementary School	Magalang North	106125@deped.gov.ph
106126	Pitabacan Elementary School	Magalang North	106126@deped.gov.ph
106129	San Isidro Elementary School	Magalang North	106129@deped.gov.ph
106131	San Miguel Elementary School	Magalang North	106131@deped.gov.ph
106134	San Roque Elementary School	Magalang North	106134@deped.gov.ph
106137	Sta.Lucia Elementary School	Magalang North	106137@deped.gov.ph
106138	Sta. Maria Elementary School	Magalang North	106138@deped.gov.ph
106140	Sto. Rosario Elementary School	Magalang North	106140@deped.gov.ph
106141	Talimundoc Elementary School	Magalang North	106141@deped.gov.ph
159527	Mariano D. Baron Elementary School	Magalang North	159527@deped.gov.ph
159546	San Isidro Resettlement Elementary School	Magalang North	159546@deped.gov.ph
106117	Ayala Elementary School	Magalang South	106117@deped.gov.ph
106120	Camias Elementary School	Magalang South	106120@deped.gov.ph
106123	Magalang Elementary School	Magalang South	106123@deped.gov.ph
106127	San Agustin Elementary School	Magalang South	106127@deped.gov.ph
106128	San Francisco Elementary School	Magalang South	106128@deped.gov.ph
106130	San Jose Elementary School	Magalang South	106130@deped.gov.ph
106132	San Pablo Elementary School	Magalang South	106132@deped.gov.ph
106133	San Pedro li Elementary School	Magalang South	106133@deped.gov.ph
106135	San Vicente Elementary School	Magalang South	106135@deped.gov.ph
106136	Sta. Cruz Elementary School	Magalang South	106136@deped.gov.ph
106139	Sto. Niño Elementary School	Magalang South	106139@deped.gov.ph

106142	Turu Elementary School	Magalang South	106142@deped.gov.ph
159515	Orchard Elementary School	Magalang South	159515@deped.gov.ph
106150	Cambasi Elementary School	Masantol North	106150@deped.gov.ph
106152	Masantol Elementary School	Masantol North	106152@deped.gov.ph
106154	Palimpe Elementary School	Masantol North	106154@deped.gov.ph
106156	San Isidro Elementary School	Masantol North	106156@deped.gov.ph
106157	San Nicolas Elementary School	Masantol North	106157@deped.gov.ph
106159	Sta. Cruz Main Elementary School	Masantol North	106159@deped.gov.ph
106160	Sta. Lucia Elementary School	Masantol North	106160@deped.gov.ph
106161	Sua Elementary School	Masantol North	106161@deped.gov.ph
159530	Sta. Cruz ( Annex ) Elementary School	Masantol North	159530@deped.gov.ph
106143	Alauli Elementary School	Masantol South	106143@deped.gov.ph
106144	Bagang Elementary School	Masantol South	106144@deped.gov.ph
106145	Balibago Elementary School	Masantol South	106145@deped.gov.ph
106146	Bebe Anac Elementary School	Masantol South	106146@deped.gov.ph
106147	Bebe Matua Elementary School	Masantol South	106147@deped.gov.ph
106148	Bulacus Elementary School	Masantol South	106148@deped.gov.ph
106149	Caingin Elementary School	Masantol South	106149@deped.gov.ph
106151	Malauli Elementary School	Masantol South	106151@deped.gov.ph
106153	Nigui Elementary School	Masantol South	106153@deped.gov.ph
106155	Puti Elementary School	Masantol South	106155@deped.gov.ph
106158	Sapang Kawayan Elementary School	Masantol South	106158@deped.gov.ph
159531	Sagrada Familia Elementary School	Masantol South	159531@deped.gov.ph
159541	San Pedro Elementary School	Masantol South	159541@deped.gov.ph
106162	Acli Elementary School	Mexico North	106162@deped.gov.ph
106164	Balas Elementary School	Mexico North	106164@deped.gov.ph
106166	Camuning Elementary School	Mexico North	106166@deped.gov.ph
106168	Concepcion Elementary School	Mexico North	106168@deped.gov.ph
106169	Culubasa Elementary School	Mexico North	106169@deped.gov.ph
106170	Eden Elementary School	Mexico North	106170@deped.gov.ph
106171	Laput Elementary School	Mexico North	106171@deped.gov.ph
106172	Malino Elementary School	Mexico North	106172@deped.gov.ph
106173	Pangatlan Elementary School	Mexico North	106173@deped.gov.ph
106174	Panipuan Elementary School	Mexico North	106174@deped.gov.ph
106176	San Patricio Elementary School	Mexico North	106176@deped.gov.ph
106177	San Rafael Elementary School	Mexico North	106177@deped.gov.ph
106178	Sta. Cruz Elementary School	Mexico North	106178@deped.gov.ph
106179	Sto. Rosario Elementary School	Mexico North	106179@deped.gov.ph
106180	Suclaban Elementary School	Mexico North	106180@deped.gov.ph
106194	San Miguel Elementary School	Mexico North	106194@deped.gov.ph
159540	Gandus Elementary School	Mexico North	159540@deped.gov.ph
106182	Divisoria Elementary School	Mexico South	106182@deped.gov.ph

106183	Dolores Piring Elementary School	Mexico South	106183@deped.gov.ph
106184	Lagundi Elementary School	Mexico South	106184@deped.gov.ph
106185	Laug Elementary School	Mexico South	106185@deped.gov.ph
106186	Masamat Elementary School	Mexico South	106186@deped.gov.ph
106187	Mexico Elementary School	Mexico South	106187@deped.gov.ph
106190	Sabanilla Elementary School	Mexico South	106190@deped.gov.ph
106191	San Antonio Elementary School	Mexico South	106191@deped.gov.ph
106192	San Jose Matulid Elementary School	Mexico South	106192@deped.gov.ph
106193	San Lorenzo Elementary School	Mexico South	106193@deped.gov.ph
106197	Nueva Victoria Elementary School	Mexico South	106197@deped.gov.ph
106198	Sta. Maria Elementary School	Mexico South	106198@deped.gov.ph
106199	Sto Domingo Elementary School	Mexico South	106199@deped.gov.ph
109165	San Vicente Elementary School	Mexico South	
106163	Anao Elementary School	Mexico West	106163@deped.gov.ph
106165	Buenavista Elementary School	Mexico West	106165@deped.gov.ph
106167	Cawayan Elementary School	Mexico West	106167@deped.gov.ph
106175	San Juan Elementary School	Mexico West	106175@deped.gov.ph
106181	Tangle Elementary School	Mexico West	106181@deped.gov.ph
106188	Pandacaqui Elementary School	Mexico West	106188@deped.gov.ph
106189	Pandacaqui Resettlement Elementary School	Mexico West	106189@deped.gov.ph
106196	Sapang Maisac Elementary School	Mexico West	106196@deped.gov.ph
106200	Bulac Elementary School	Minalin	106200@deped.gov.ph
106201	Dawe Elementary School	Minalin	106201@deped.gov.ph
106202	Lourdes Elementary School	Minalin	106202@deped.gov.ph
106203	Maniango Elementary School	Minalin	106203@deped.gov.ph
106204	Minalin Elementary School	Minalin	106204@deped.gov.ph
106205	San Francisco Elementary School	Minalin	106205@deped.gov.ph
106206	San Isidro Elementary School	Minalin	106206@deped.gov.ph
106207	San Pedro Elementary School	Minalin	106207@deped.gov.ph
106208	Saplad Elementary School	Minalin	106208@deped.gov.ph
106209	Sta. Maria Elementary School	Minalin	106209@deped.gov.ph
106210	Sta. Rita Elementary School	Minalin	106210@deped.gov.ph
106211	Sto. Domingo Elementary School	Minalin	106211@deped.gov.ph
102292	Francisco Henson Elementary School	Porac East	102292@deped.gov.ph
106212	Babo Pangulo Elementary School	Porac East	106212@deped.gov.ph
106213	Babo Sacan Elementary School	Porac East	106213@deped.gov.ph
106215	Calzadang Bayu Elementary School	Porac East	106215@deped.gov.ph
106217	Dolores Elementary School	Porac East	106217@deped.gov.ph
106221	Manibaug Libutad Elementary School	Porac East	106221@deped.gov.ph
106222	Manibaug Paralaya Elementary School	Porac East	106222@deped.gov.ph
106223	Manibaug Pasig Elementary School	Porac East	106223@deped.gov.ph

106230	Porac Elementary School	Porac East	106230@deped.gov.ph
106233	Sapang Uwak Elementary School	Porac East	106233@deped.gov.ph
106235	Siñura Elementary School	Porac East	106235@deped.gov.ph
106236	Sta. Cruz Elementary School	Porac East	106236@deped.gov.ph
106237	Villa Maria Elementary School	Porac East	106237@deped.gov.ph
159520	Balik Barangay Manibaug Pasig Elementary School	Porac East	159520@deped.gov.ph
159537	Diaz Elementary School	Porac East	159537@deped.gov.ph
106214	Balubad Elementary School	Porac West	106214@deped.gov.ph
106216	Camias Resettlement Elementary School	Porac West	106216@deped.gov.ph
106218	Jalung Elementary School	Porac West	106218@deped.gov.ph
106219	Katutubo Village Elementary School	Porac West	106219@deped.gov.ph
106220	Mancatian Elementary School	Porac West	106220@deped.gov.ph
106224	Mitla Elementary School	Porac West	106224@deped.gov.ph
106225	Palat Elementary School	Porac West	106225@deped.gov.ph
106227	Pias Elementary School	Porac West	106227@deped.gov.ph
106228	Pio Elementary School	Porac West	106228@deped.gov.ph
106229	Planas Elementary School	Porac West	106229@deped.gov.ph
106231	Pulung Santol Elementary School	Porac West	106231@deped.gov.ph
106232	Salu Elementary School	Porac West	106232@deped.gov.ph
106234	Sepung Bulaun Elementary School	Porac West	106234@deped.gov.ph
159538	Mancatian Balik Barangay Elementary School	Porac West	159538@deped.gov.ph
159539	Mitla Balik Barangay Elementary School	Porac West	159539@deped.gov.ph
106238	Don Emigdio A Bondoc Elementary School	San Luis	106238@deped.gov.ph
106239	San Agustin Elementary School	San Luis	106239@deped.gov.ph
106240	San Carlos Elementary School	San Luis	106240@deped.gov.ph
106241	San Isidro Elementary School	San Luis	106241@deped.gov.ph
106242	San Jose Elementary School	San Luis	106242@deped.gov.ph
106243	San Jose Proper Elementary School	San Luis	106243@deped.gov.ph
106244	San Juan Elementary School	San Luis	106244@deped.gov.ph
106245	San Luis Central School	San Luis	106245@deped.gov.ph
106247	San Roque Elementary School	San Luis	106247@deped.gov.ph
106248	Sta. Catalina Elementary School	San Luis	106248@deped.gov.ph
106249	Sta. Cruz Pambilog Elementary School	San Luis	106249@deped.gov.ph
106250	Sta. Monica Elementary School	San Luis	106250@deped.gov.ph
106251	Sta. Rita Elementary School	San Luis	106251@deped.gov.ph
106252	Sto. Niño Elementary School	San Luis	106252@deped.gov.ph
106253	Sto. Rosario Elementary School	San Luis	106253@deped.gov.ph
137271	Margarita P. Bondoc Elementary School	San Luis	

159514	Bebe Elementary School	San Luis	159514@deped.gov.ph
106255	Dela Paz Elementary School	San Simon	106255@deped.gov.ph
106256	San Agustin Elementary School	San Simon	106256@deped.gov.ph
106257	San Isidro Elementary School	San Simon	106257@deped.gov.ph
106258	San Jose Elementary School	San Simon	106258@deped.gov.ph
106259	San Miguel Elementary School	San Simon	106259@deped.gov.ph
106260	San Nicolas Elementary School	San Simon	106260@deped.gov.ph
106261	San Pablo Elementary School	San Simon	106261@deped.gov.ph
106262	San Pedro Elementary School	San Simon	106262@deped.gov.ph
106263	San Simon Elementary School	San Simon	106263@deped.gov.ph
106264	Sta. Cruz Elementary School	San Simon	106264@deped.gov.ph
106265	Sta. Monica Elementary School	San Simon	106265@deped.gov.ph
106266	Sto. Niño Elementary School	San Simon	106266@deped.gov.ph
159503	San Juan Elementary School	San Simon	159503@deped.gov.ph
106276	San Agustin Elementary School	Santa Ana	106276@deped.gov.ph
106277	San Isidro Elementary School	Santa Ana	106277@deped.gov.ph
106278	Fulgencio Matias Elementary School	Santa Ana	106278@deped.gov.ph
106279	San Juan Elementary School	Santa Ana	106279@deped.gov.ph
106280	San Nicolas Elementary School	Santa Ana	106280@deped.gov.ph
106281	San Pablo Elementary School	Santa Ana	106281@deped.gov.ph
106282	San Roque Elementary School	Santa Ana	106282@deped.gov.ph
106283	Santiago Elementary School	Santa Ana	106283@deped.gov.ph
106284	Sta. Ana Elementary School	Santa Ana	106284@deped.gov.ph
106285	Sta. Lucia Elementary School	Santa Ana	106285@deped.gov.ph
106286	Sta. Maria Elementary School	Santa Ana	106286@deped.gov.ph
106287	Sto. Rosario Elementary School	Santa Ana	106287@deped.gov.ph
106288	Becuran Elementary School	Santa Rita	106288@deped.gov.ph
106289	Diladila Elementary School	Santa Rita	106289@deped.gov.ph
106290	Holy Family Village Elementary School	Santa Rita	106290@deped.gov.ph
106291	San Basilio Elementary School	Santa Rita	106291@deped.gov.ph
106292	San Isidro Elementary School	Santa Rita	106292@deped.gov.ph
106293	San Juan Elementary School	Santa Rita	106293@deped.gov.ph
106294	San Matias Elementary School	Santa Rita	106294@deped.gov.ph
106295	Sta. Rita Elementary School	Santa Rita	106295@deped.gov.ph
106296	V. De Castro Elementary School	Santa Rita	106296@deped.gov.ph
106297	Balangcas Elementary School	Santo Tomas	106297@deped.gov.ph
106298	Moras Dela Paz Elementary School	Santo Tomas	106298@deped.gov.ph
106299	San Bartolome Elementary School	Santo Tomas	106299@deped.gov.ph
106300	San Matias Elementary School	Santo Tomas	106300@deped.gov.ph
106301	San Vicente Elementary School	Santo Tomas	106301@deped.gov.ph
106302	Sapa Elementary School	Santo Tomas	106302@deped.gov.ph
106303	Sto. Rosario Elementary School	Santo Tomas	106303@deped.gov.ph



106304	Sto. Tomas Elementary School	Santo Tomas	106304@deped.gov.ph
137270	Dr. Emigdio A. Bondoc Elementary School	Santo Tomas	137270@deped.gov.ph
106268	Mabuanbuan Elementary School	Sasmuan	106268@deped.gov.ph
106269	Malusac Elementary School	Sasmuan	106269@deped.gov.ph
106270	Remedios Elementary School	Sasmuan	106270@deped.gov.ph
106271	San Pedro Elementary School	Sasmuan	106271@deped.gov.ph
106272	Sasmuan Elementary School	Sasmuan	106272@deped.gov.ph
106274	Sta. Monica Elementary School	Sasmuan	106274@deped.gov.ph
106275	Sto. Tomas Elementary School	Sasmuan	106275@deped.gov.ph

## Secondary Schools

School ID	School	Cluster	Email Address
300876	Andres M. Luciano High School	Cluster 1	300876@deped.gov.ph
300873	Arayat National High School	Cluster 1	300873@deped.gov.ph
306938	Ayala High School	Cluster 1	306938@deped.gov.ph
300875	Balitan National High School	Cluster 1	300875@deped.gov.ph
300884	Camba National High School	Cluster 1	300884@deped.gov.ph
306907	Candating High School	Cluster 1	306907@deped.gov.ph
306212	Carmelo F. Lazatin National High School	Cluster 1	306212@deped.gov.ph
300888	Dolores National High School	Cluster 1	300888@deped.gov.ph
306921	Gatawin High School	Cluster 1	306921@deped.gov.ph
300898	Justino Sevilla High School	Cluster 1	300898@deped.gov.ph
306950	Rodolfo V. Feliciano Memorial High School	Cluster 1	306950@deped.gov.ph
305740	San Juan Baño High School	Cluster 1	305740@deped.gov.ph
345531	Shs In Magalang Stand Alone 2	Cluster 1	345531@deped.gov.ph
300942	Tinajero National High School - Main	Cluster 1	300942@deped.gov.ph
300943	Tinajero National High School - Annex	Cluster 1	300943@deped.gov.ph
306911	Ambrocio S. Simpao Educational And Trade Center For Learning	Cluster 2	306911@deped.gov.ph
502141	Batang Li Integrated School	Cluster 2	502141@deped.gov.ph
300880	Becuran National High School	Cluster 2	300880@deped.gov.ph
300882	Betis National High School	Cluster 2	300882@deped.gov.ph
306913	Camias High School	Cluster 2	306913@deped.gov.ph
300911	Eastern Porac National High School	Cluster 2	300911@deped.gov.ph
300891	Guillermo D. Mendoza National High School	Cluster 2	300891@deped.gov.ph
300897	Malusac National High School	Cluster 2	300897@deped.gov.ph
300902	Natividad National High School	Cluster 2	300902@deped.gov.ph
306933	Planas High School	Cluster 2	306933@deped.gov.ph
300907	Porac Model Community High School	Cluster 2	300907@deped.gov.ph
300910	Porac National High School	Cluster 2	300910@deped.gov.ph
300909	Pulung Santol National High School	Cluster 2	300909@deped.gov.ph
300903	Pulungmasle National High School	Cluster 2	300903@deped.gov.ph
502689	San Antonio Integrated School	Cluster 2	502689@deped.gov.ph
300881	San Basilio National High School	Cluster 2	300881@deped.gov.ph
305618	Sapang Uwak High School	Cluster 2	305618@deped.gov.ph
502153	Sebitanan Integrated School	Cluster 2	502153@deped.gov.ph

300937	Sto. Tomas National High School	Cluster 2	300937@deped.gov.ph
300908	Villa Maria Integrated School	Cluster 2	300908@deped.gov.ph
306947	Bancal Pugad Integrated School	Cluster 3	306947@deped.gov.ph
300878	Baruya High School	Cluster 3	300878@deped.gov.ph
300879	Basa Air Base National High School	Cluster 3	300879@deped.gov.ph
300886	Del Carmen National High School	Cluster 3	300886@deped.gov.ph
300893	Diosdado Macapagal Memorial High School	Cluster 3	300893@deped.gov.ph
300890	Floridablanca National Agricultural School	Cluster 3	300890@deped.gov.ph
300892	Gutad National High School	Cluster 3	300892@deped.gov.ph
300894	Lubao National High School	Cluster 3	300894@deped.gov.ph
501827	Nabuclod Integrated School	Cluster 3	501827@deped.gov.ph
300904	Paguiruan High School	Cluster 3	300904@deped.gov.ph
305365	Pasay City North High School	Cluster 3	
300527	Prado Siongco High School	Cluster 3	300527@deped.gov.ph
300912	Remedios National High School	Cluster 3	300912@deped.gov.ph
306949	San Jose Gumi Integrated School	Cluster 3	306949@deped.gov.ph
300920	San Jose National High School	Cluster 3	300920@deped.gov.ph
300925	San Pablo 2Nd National High School	Cluster 3	300925@deped.gov.ph
306953	San Roque Arbol High School	Cluster 3	306953@deped.gov.ph
300928	San Roque Dau High School	Cluster 3	300928@deped.gov.ph
300929	San Vicente National High School	Cluster 3	300929@deped.gov.ph
305738	Santiago National High School	Cluster 3	305738@deped.gov.ph
306912	Sta. Cruz National High School	Cluster 3	306912@deped.gov.ph
306905	Sta. Tereza 2Nd High School	Cluster 3	306905@deped.gov.ph
306290	Valdez High School	Cluster 3	306290@deped.gov.ph
306904	Wenceslao Village High School	Cluster 3	306904@deped.gov.ph
306935	Bacolor High School	Cluster 4	306935@deped.gov.ph
159501	Bacolor Integrated School	Cluster 4	159501@deped.gov.ph
306908	Diosdado Macapagal High School	Cluster 4	306908@deped.gov.ph
306925	Don Antonio Lee Chi Uan Integrated School	Cluster 4	306925@deped.gov.ph
300905	Don Jesus Gonzales High School	Cluster 4	300905@deped.gov.ph
306924	Gerry H. Rodriguez High School	Cluster 4	306924@deped.gov.ph
300896	Malino National High School	Cluster 4	300896@deped.gov.ph
300901	Mexico National High School	Cluster 4	300901@deped.gov.ph
300872	Nicanor David Vergara High School	Cluster 4	300872@deped.gov.ph
301065	Potrero National High School	Cluster 4	301065@deped.gov.ph
300919	San Isidro High School	Cluster 4	300919@deped.gov.ph

300917	San Isidro National High School - Bacolor	Cluster 4	300917@deped.gov.ph
300921	San Juan National High School	Cluster 4	300921@deped.gov.ph
306901	San Vicente Pilot School For Philippine Craftsmen	Cluster 4	306901@deped.gov.ph
306078	Sta. Ana Central High School	Cluster 4	306078@deped.gov.ph
300932	Sta. Ana National High School	Cluster 4	300932@deped.gov.ph
306945	Telesforo And Natividad Alfonso High School	Cluster 4	306945@deped.gov.ph
0	Tinajero Integrated School	Cluster 4	
300874	Bahay Pare National High School	Cluster 5	300874@deped.gov.ph
306934	Emigdio A. Bondoc High School	Cluster 5	306934@deped.gov.ph
306289	Gulap National High School	Cluster 5	306289@deped.gov.ph
306952	Lanang High School	Cluster 5	306952@deped.gov.ph
300914	Mandili High School	Cluster 5	300914@deped.gov.ph
306955	Mangga High School	Cluster 5	306955@deped.gov.ph
300899	Mapaniqui High School	Cluster 5	300899@deped.gov.ph
306932	Paralaya High School	Cluster 5	306932@deped.gov.ph
300906	Pasig National High School	Cluster 5	300906@deped.gov.ph
306951	Pulong Gubat High School	Cluster 5	306951@deped.gov.ph
300913	Salapungan National High School	Cluster 5	300913@deped.gov.ph
300923	San Carlos San Luis National High School	Cluster 5	300923@deped.gov.ph
300918	San Isidro National High School	Cluster 5	300918@deped.gov.ph
306902	San Jose Integrated School	Cluster 5	306902@deped.gov.ph
300922	San Juan-San Luis National High School	Cluster 5	300922@deped.gov.ph
306944	San Luis National High School	Cluster 5	306944@deped.gov.ph
500123	San Nicolas Integrated School	Cluster 5	500123@deped.gov.ph
306929	Sta. Catalina High School	Cluster 5	306929@deped.gov.ph
300939	Tagulod High School	Cluster 5	300939@deped.gov.ph
300940	Talang National High School	Cluster 5	300940@deped.gov.ph
306288	Vizal San Pablo National High School	Cluster 5	
306946	Anita G. Flores National High School	Cluster 6	306946@deped.gov.ph
306915	Apalit High School	Cluster 6	306915@deped.gov.ph
300877	Balucuc National High School	Cluster 6	300877@deped.gov.ph
306903	Bro. Andrew Gonzalez Technical High School	Cluster 6	306903@deped.gov.ph
306939	Bulac National High School	Cluster 6	306939@deped.gov.ph
306954	Calantipe High School	Cluster 6	306954@deped.gov.ph
300885	Cansinala National High School	Cluster 6	300885@deped.gov.ph
500026	Concepcion Integrated School	Cluster 6	500026@deped.gov.ph
300887	Dela Paz Libutad High School	Cluster 6	300887@deped.gov.ph

306291	Pedrita National High School	Cluster 6	306291@deped.gov.ph
306919	Sampaga High School	Cluster 6	306919@deped.gov.ph
300924	San Matias National High School	Cluster 6	300924@deped.gov.ph
300926	San Pedro National High School	Cluster 6	300926@deped.gov.ph
306918	San Simon High School	Cluster 6	306918@deped.gov.ph
345530	Senior High School In Apalit (Stand Alone I)	Cluster 6	345530@deped.gov.ph
300935	Sta. Maria National High School	Cluster 6	300935@deped.gov.ph
306917	Sta. Monica High School	Cluster 6	306917@deped.gov.ph
300936	Sto. Rosario National High School	Cluster 6	300936@deped.gov.ph
305739	Sto. Rosario National High School (Apalit)	Cluster 6	305739@deped.gov.ph
300938	Sto. Tomas National High School	Cluster 6	300938@deped.gov.ph
306936	Sucad National High School	Cluster 6	306936@deped.gov.ph
300883	Caduang Tete National High School	Cluster 7	300883@deped.gov.ph
300916	Consuelo High School	Cluster 7	300916@deped.gov.ph
306937	Dalayap High School	Cluster 7	306937@deped.gov.ph
306920	Macabebe High School	Cluster 7	306920@deped.gov.ph
306926	Malauli High School	Cluster 7	306926@deped.gov.ph
300933	Masantol High School	Cluster 7	300933@deped.gov.ph
300930	San Vicente-San Francisco High School	Cluster 7	300930@deped.gov.ph
306923	Sapang Kawayan High School	Cluster 7	306923@deped.gov.ph
300934	Sta. Maria National High School	Cluster 7	300934@deped.gov.ph
306906	Tarik Suliman High School	Cluster 7	306906@deped.gov.ph
300941	Telacsan National High School	Cluster 7	300941@deped.gov.ph
300915	San Esteban High School	Cluster 7	300915@deped.gov.ph
501828	Sitio Mindanao Integrated School	Cluster 7	501828@deped.gov.ph