



**Schools Division of Nueva Vizcaya**

**CITIZEN'S CHARTER HANDBOOK**  
(2023 Edition)

Pursuant to Section 6 of the Republic Act (RA) 11032 or the Act of Doing Business and Efficient Government Service Delivery Act of 2018, it is imperative that covered government instrumentalities shall set up their Citizen's Charter to provide the transacting public an information billboard and handbook of their most current processes services.

As such, the Schools Division of Nueva Vizcaya, hereby presents this Citizen's Charter for FY 2024 as commitment to the government's fight against red tape and push for ease of doing business.

In adherence with the Department of Education's (DepEd) MATATAG agenda to resolve Basic Education wooses, SDO Nueva Vizcaya enjoins all its schools and offices further compliance to with the Citizen's Charter requirements and other provisions of Ease of Doing Business.

Let us continue to work together to provide transparent, people-centered, and productive Department of Education that fosters continuous improvement for customer satisfaction.

  
**ORLANDO E. MANUEL PhD, CESO V**  
Schools Division Superintendent



## AGENCY PROFILE

### I. BRIEF HISTORY OF THE SCHOOLS DIVISION OF NUEVA VIZCAYA

Nueva Vizcaya sits at juncture of the towering heights of the Cordillera and Caraballo mountain ranges in Northern Luzon. It both isolates and connects two broad expanses of flat plains (Nueva Ecija and Isabela). The land is generally mountainous, rugged and cut by hills and valleys.

Geared towards the Province vision which is: “Nueva Vizcaya: A watershed haven where spiritually, socially, politically, culturally and economically empowered people live in peace and prosperity and its mission through the Local Government Unit of Nueva Vizcaya, steering partnership with all sectors providing effective and comprehensive service to achieve global competitiveness and improved quality life for Novo Vizcayanos in an atmosphere of peace and prosperity through responsive governance.

The province spans about 397, 567 hectares with 15 municipalities and 275 barangays at present (NCSB, 2015). The Municipality of Bayombong served as the capital and is the Education Center of the Province having the largest enrolment for elementary, secondary and tertiary.

The province through the Schools Division Office, located at the heart of the Province, the Municipality of Bayombong, embarks on the analysis towards continual improvement in upholding and realizing its vision and mission to maintain quality education among the A<sup>2</sup>LL<sup>2</sup> (Advanced, Average, Least, Lost and Last) learners.

The Schools Division of Nueva Vizcaya rallies for an improved learning system. In support to the agencies rally for every Filipino child, “*Para sa isang MATATAG na Bayan. Para sa ating mahal na Pilipinas - MATATAG: Bansang Makabata, Batang Makabansa.*”

The SDO have aligned the implementation of its programs, projects and activities (PPAs) on the four critical components of the MATATAG Agenda which are as follows:

- **MA**ke the curriculum relevant to produce competent and job-ready, active, and responsible citizens;
- **TA**ke steps to accelerate delivery of basic education facilities and services;
- **TA**ke good care of learners by promoting learner well-being, inclusive education, and a positive learning environment; and
- **G**ive support to teachers to teach better.

At present, the SDO –NV has 23 districts under 15 municipalities with 334 public elementary schools (with 15 Integrated Schools) and 47 public secondary schools and with



55 kindergartens, 33 elementary, 19 Junior High and 19 Senior High Private Schools catering 123,769 learners for SY 2023-2024. These data served as the foundation of the division office in improving the delivery of quality basic education through the concrete operationalization of its Division Basic Education Development Plan for the greater beneficence of the learners.

## **II. VISION**

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

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

## **III. MISSION**

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

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

## **IV. CORE VALUES**

- Makadiyos
- Makatao
- Makakalikasan
- Makabansa



**V. SERVICE PLEDGE/ PERFORMANCE PLEDGE**

(Adopted from the Performance Pledge provided in CSC Citizen's Charter) We, the officials and employees of the Department of Education, pledge to:

- a. Serve promptly, efficiently, and with utmost courtesy;
- b. Ensure strict compliance with service standards;
- c. Respond to complaint about services as soon as possible;
- d. Value every citizen's comments, suggestions, and needs;
- e. Empower the public through 24/7 access to information on the policies, programs, activities and services;

All these we pledge because YOU deserve no less.



## DEFINITION OF ACRONYMS

<b>Acronym</b>	<b>Definition</b>
AA	Administrative Aide
A & E	Accreditation & Equivalency
ABC	Approved Budget for Contract
ADAS	Administrative Assistant
ALS	Alternative Learning System
AO	Administrative Officer
ARTA	Anti-Red Tape Act
AR	Activity Request
ATC	Authority to Conduct
ATP	Authority to Procure
CAV	Certification, Authentication, Verification
CID	Curriculum Implementation Division
CSC	Civil Service Commission
CTC	Certified True Copy
DBM	Department of Budget and Management
DLO	Division Liaison Officer
DPO	Division Planning Officer
DV	Disbursement Voucher
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
ORD	Office of the Regional Director
ORS	Obligation Requests Status
OSDS	Office of the Schools Division Superintendent
PEPT	Philippine Educational Placement Test
PIC	Personnel in Charge
PO	Purchase Order
PSA	Philippine Statistics Authority
PSDS	Public Schools District Supervisor
RAI	Report on Appointment Issued
RO	Regional Office
SDO	Schools Division Office
SGOD	School Governance and Operation Division
STC	School Testing Coordinator
Sub-ARO	Sub-Allotment Release Order



## External Services



## SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

### Office of the Schools Division Superintendent

#### A. Legal Unit

##### 1. 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 Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government To Government; G2C- Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<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 required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
School Records with consideration to Data Privacy Act	appropriate action.			





	1.2 Refers the documents to Legal Unit	None	10minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer  Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	
	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 Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy of the Order	1.1. 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>	



## B. Personnel Unit

### 1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

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>	Government to Citizen (G2C)			
<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. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website		Applicant		
2. Letter of Intent for teaching position (1 original)		Applicant		
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)		Form from CSC Website/ SDO		
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		Certification from PRC		
5. Certified true copy of ratings obtained in the LET/PBET (1 original)		PRC		
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)		SDO		
7. Certified true copy of Transcript of Record (1 Original Copy)		Applicant		
8. Certificate of specialized trainings (1 Photocopy of each)		Applicant		
9. NBI Clearance (1 Original Copy)		NBI		
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)		Applicant		
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)		Applicant		
12. Application thru Division Website (if applicable)		SDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	10 minutes	Client



2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	2.1. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 55 minutes</b>	

# Acceptance of Employment Application for Initial Evaluation (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>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters(1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email complete documents to Records/ SDO email	1.1. Stamp Receive, issue receiving copy, and forward the documents to HR	None	5 minutes	Records Officer/ AAVI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive acknowledgment email	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate qualifications of the applicant vs. qualification standards of position	None	5 minutes	HRMO
3. Receive Result of Evaluation	3.1. Inform applicant of result of initial evaluation via email	None	5 minutes	HRMO
<b>TOTAL:</b>		<b>None</b>	<b>25 minutes</b>	



## c. Property and Supply

### 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 3. Requisition and Issuance Slip		Employee/ Property and Supply Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE 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	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	1 day	
	1.5. Reviews and approves the ICS/RIS	None	1 day	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	



	1.7. Preparation of distribution list and in coordination with district/schools	None	3 hours
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	1 day
TOTAL		None	<b>6 days and 6 hours</b>

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



## d. 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>		Government to Citizen (G2C)		
<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. Fill out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	20 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



## 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>	Government to Citizen (G2C) Government to Government (G2G)			
<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.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	





## 2. 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 feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting 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>	Government to Citizen (G2C)
<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>	
<b>High School/Elementary Graduates:</b> 1. CAV Form 2 – School Referral Form (SRF) 2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6. Latest passport size ID Pictures (2 copies) 7. Valid ID 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	School Attended School attended  School attended Client  School attended  Client  Requesting Person and/or Authorized Person Requesting Person
<b>Additional Requirement for Undergraduates:</b> 10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) 11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended  School Attended
<b>Additional Requirements for Graduates from private schools:</b>	



12. Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended		
<b>Graduate and undergraduate from public schools:</b> 1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy) 2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies) 3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies) 4. Diploma (1 Original and 2 certified true copies certified by the School Head) 5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies) 6. PEPT Test Result Rating (1 original and 2 certified true copies) 7. PSA Birth Certificate Copy (1 Original and 2 photocopies) 8. Latest Passport size ID picture (2 copies) 9. Documentary Stamp 2 pcs		School Attended (for CAV form 6) Division Office (for CAV form 14)  School Attended/ BEA  Division Office School  Attended Division Office  Division Office/BEA Client  Client BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1. Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)



	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administrative Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV. The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 5 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.



### 3. 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	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
TOTAL			<b>2 days 4 hours, 25 minutes</b>	

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



## 4. 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			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)G2C - Government to Client Government to Business (G2B)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 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> 3. 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	FEE 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 Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number 1.3. Log the received document/s to the Incoming Logbook.	None	10 minutes   3 minutes   5 minutes	Administrative Aide VI or Administrative Officer IV (Records)
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes )	Administrative Aide VI or Administrative Officer IV (Records)
<b>TOTAL</b>	<b>None</b>	<b>21 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>	Government to Government (G2G)G2C - Government to Client Government to Business (G2B) Entity			
<b>Who may avail:</b>	All			
<b>Checklist of Requirements</b>			<b>Where to Secure</b>	
<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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	<ol style="list-style-type: none"> <li>1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.</li> <li>1.2. Stamp received the documents and receiving copy with transaction number.</li> </ol>	None	10 minutes  3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)



	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3. Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.4. Evaluate and make necessary notation and sign the routing slip.		1 day	Schools Division Superintendent (OSDS)
	2.5. Forward to Legal Unit, for appropriate action.		5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6. Evaluate the complaint if the same is grievable/ mediatable or not and prepare necessary Communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Officer
	2.7. Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)



	<p>2.8. Log the document, with attachment/s to the appropriate logbook</p> <p>2.9. Return signed communication to Legal Unit, for organization of documents</p>	None	<p>10 minutes</p> <p>5 minutes</p>	Administrative Aide VI or Administrative Assistant III (OSDS)
	<p>2.10. Arrange the documents to be forwarded to Records Unit.</p> <p>2.11. Forward to Records Unit, for releasing</p>	None	<p>20 minutes</p> <p>5 minutes</p>	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	<p>2.12. Stamp Release the documents and arrange for servicing/ sending to addressee</p> <p>2.13. Coordinate with the Office/Agency and contact the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p>	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	<p>3.1. Release the Communication</p> <p>3.2. If there is a proof of service, serve and secure a signed Proof of Service.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
<b>TOTAL</b>		<b>None</b>	<b>3 days, 2 hours, 11 minutes</b>	






**SAMPLE TEMPLATE FOR COMPLAINT**

	Republic of the Philippines <b>Department of Education</b> <b>Region III</b> <b>SCHOOLS DIVISION OFFICE OF OLONGAPO CITY</b>	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

**Date of Filing** (*Petsa kailan ifilile*): \_\_\_\_\_

<b>COMPLAINANT (Nagrereklamo)</b>			
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)			
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail, o Facebook Account name, o Viber)
CELLPHONE NO. / o LANDLINE			
ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)
<b>VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagrereklamo]</b>			
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)			
NAME OF SCHOOL (Ngalan ng Paaralan)	ADDRESS OF SCHOOL (Lokasyon ng Paaralan)	GRADE/YEAR (Antas)	AGE (Gulang)
RELATIONSHIP TO COMPLAINANT ( <i>Relasyon sa Nagrereklamo</i> ) (Pakilagyan ng Check (✓) ang angkop na sagot)			
<input type="checkbox"/> 1) Father (Ama) <input type="checkbox"/> 3) Others (iba pang relasyon) <input type="checkbox"/> 2) Mother (Ina)			
<b>RESPONDENT'S INFORMATION (Inirereklamo)</b>			
NAME (Pangalan): Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)			
In case there are more than one respondent, please indicate details in the table ( <i>Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye</i> )			
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)	
1.	1.	1.	
2.	2.	2.	
3.	3.	3.	
4.	4.	4.	
5.	5.	5.	
<b>ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Ini-rereklamang Insidente)</b>			
<b>1. Basic details of Complaint (Pangunahing detalye):</b>			
Date/s of Incident ( <i>Petsa/Mga petsa Kailan nangyari ang ini-rereklamo</i> )	Specific Time or Span of Time of Incident ( <i>ORAS/Mga ORAS nangap ang insidenteng inirereklamo</i> )	Place of Incident ( <i>Saan nangyari ang inirereklamo</i> )	
<b>2. Evidence for Complaint (Ebidensya):</b>			
Do you have Witness/es to the matter complained of? ( <i>Meran bang Naka-saksi/nakakita sa bagay na inirereklamo?</i> )			Do you have supporting documents? ( <i>Meran ka bang pansuportang dokumento?</i> )
<input type="checkbox"/> Yes. <input type="checkbox"/> None.			<input type="checkbox"/> Yes. <input type="checkbox"/> None.
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.
4.	4.	4.	4.
5.	5.	5.	5.



	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	<b>COMPLAINT FORM</b>	Name of Office: Legal Services Unit

**NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)**  
**(Please use/ask for another paper if the space provided is not enough)**  
**/ (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)**

Large empty rectangular box for the narrative of the complaint or incident.



Republic of the Philippines  
Department of Education  
Region III  
SCHOOLS DIVISION OFFICE OF OLONGAPO CITY

COMPLAINT FORM

Document Code: \_\_\_\_\_

Revision: \_\_\_\_\_

Effectivity date: \_\_\_\_\_

Name of Office:  
Legal Services Unit

**VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING**

(PAGPAPATOTOQ SA REKLAMO AT SA WALA NG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), \_\_\_\_\_  
Filipino, of legal age (may hustong edad) and with address (at may address na) \_\_\_\_\_, after having been  
duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at  
nagsasaad na), **THAT:**

1. I / we am / are the complainant/s in the above-complaint;  
(Ako / Kami ay ang / mga nagreklamo sa reklamong ito)
2. I / we have caused the preparation of the foregoing complaint;  
(Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
3. I / we have read the contents thereof;  
(Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
4. All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;  
(Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)
5. I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. ((Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisina ng ito sa loob ng limang araw mula sa pagka-alam ko nito)

IN WITNESS WHEREOF, I/We have signed this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, at \_\_\_\_\_  
(Bilang patunay, ako/kami ay lumalagda nitong ika \_\_\_\_\_ ng \_\_\_\_\_, 20\_\_\_\_, dito sa \_\_\_\_\_)

Signature over Printed Name  
(Pirma sa ibabaw ng Pangalan)

Signature over Printed Name  
(Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by affiant/s who personally appeared before me, exhibiting his/her/their \_\_\_\_\_ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong \_\_\_\_\_ araw ng 20\_\_\_\_, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Blg.) \_\_\_\_\_;  
Page No. (Pahina Blg.) \_\_\_\_\_;  
Book No. Doc. No. (Libro Blg.) \_\_\_\_\_;  
Series of 20\_\_\_\_ (Serye ng 20\_\_\_\_).

**Schools Division Office  
SGOD**

**External Services**

# A. 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ITO
	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 signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
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>		

**SCHOOLS DIVISION OF NUEVA VIZCAYA  
CID (LOCALIZED)**

EXTERNAL SERVICES



## 1. Alternative Learning System (ALS) Enrollment

The ALS Accreditation and Equivalency (A&E) Program is a continuing education program of DepEd that caters Out-of-School Youth and Adults who would want to finish their basic education parallel to K12 program of the formal system. ALS A & E Program are being catered in various Community Learning Centers located in 16 Barangays and all Public Schools in Nueva Vizcaya

<b>Office or Division:</b>	Curriculum Implementation Division (CID) – Alternative Learning System (ALS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	ALS A & E Program Completers: <ul style="list-style-type: none"> <li>• 12 years old and above (A &amp; E Elementary)</li> <li>• 16 years old and above (A &amp; E Junior High School)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished ALS Form 2. Enrollment Form	Registration forms are available in all ALS Community Learning Centers in the division to be distributed by the ALS teachers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
1. Looks for the nearest CLC with the Barangay	1. Receives AF2 and checks/ assists the learners to fill-out forms	None	10 to 15 mins (waiting time is not included)	None	Designated Division Testing Registration Officer and personnel
2. Prepares for initial and short I interview from the ALS Teacher or Community ALS Implementor	2. Conduct initial and short interview with the learners on his/ her scholastic records and ALS class schedule agreement	None	None	None	
<b>TOTAL:</b>		<b>None</b>	<b>10 to 15 minutes</b>		

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more clients*

## 2. ALS Accreditation and Equivalency (A & E) Test Registration

The ALS Accreditation and Equivalency (A&E) Assessment and Certification is a process that comprises an exam to measure the competencies acquired by ALS learners based on the ALS K to 12 Basic Education Curriculum (BEC). As a pre-requisite for the A&E test registration, learner should have passed the minimum criteria in the presentation portfolio to be evaluated by the Education Program Specialist II in ALS.

<b>Office or Division:</b>	Curriculum Implementation Division (CID) – Alternative Learning System (ALS)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	ALS A & E Program Completers: <ul style="list-style-type: none"> <li>• 12 years old and above (A &amp; E Elementary)</li> <li>• 16 years old and above (A &amp; E Junior High School)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Duly accomplished ALS A &amp; E Registration Form</li> <li>3. Latest 2 x 2 ID Photos in 2 copies (at least taken within the last 6 months with plain light background and name tag)</li> <li>4. Photocopy of PSA / NSO birth certificate as proof of compliance with A &amp; E Test age requirements or marriage contract for married ALS learners</li> <li>5. Result of presentation portfolio assessment (Enclosure 3) duly signed by the Education Program Specialist II for ALS</li> <li>6. Certificate of Program Completion (Enclosure 4) duly signed by his/ her ALS teacher</li> <li>7. Any of the following documents as proof of ones identity: <ul style="list-style-type: none"> <li>• Valid Driver's License</li> <li>• Valid Passport</li> <li>• Voter's ID</li> <li>• Postal ID</li> </ul> </li> </ol> <p>ALS ID with LRN and duly signed by SDS/ PSDS/ Division ALS Focal Persons</p>	<p>Registration forms are available at Schools Division Office, ALS Center Paranaque or in all Community Learning Centers in the division to be distributed by the ALS teachers who certify the ALS completers</p>



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1.Looks for the Test Registration Officer (TRO) at designated Registration Testing Center (RTC)	1.Receives and checks filled-out registration form with the requirements	None	10 to 15 mins (waiting time is not included)	None	Designated Division Testing Registration Officer and personnel
2.Presents and submits complete requirements for registration	2.Verifies the completeness of the requirements and provides application form to the client	None		1	Designated Division Testing Registration Officer and personnel
3. Gets the lower portion of the registration form and brings it on testing day as admission document	3.Provides examination stub to the client	None		None	Designated Division Testing Registration Officer and personnel
<b>TOTAL:</b>		<b>None</b>	<b>10 to 15 minutes</b>	<b>1</b>	

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more client*

### 3. Accessing the Learning Resource (LR) Portal

The Learning Resource Portal is a web-based catalogue and repository of learning, teaching and development resources. In order to access the portal, users need to register and given access rights and privileges depending on the role being granted.

<b>Office or Division:</b>			Curriculum Implementation Division (CID) – Learning Resource Management Section		
<b>Classification:</b>			Simple		
<b>Type of Transaction:</b>			G2G – Government to Government		
<b>Who may avail:</b>			Teaching Personnel Non-teaching Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
DepEd Email Account			Division Information Technology Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. User opens browser and type in the address bar <a href="https://lrmds.deped.gov.ph">https://lrmds.deped.gov.ph</a> and press enter		None	1 min.	None	Teacher/User
2. Registers first, fill in their correct details and submit		None	3 mins.	None	Teacher/User
3. Checks their email, opens the verification message, and clicks the activation button.	1. Activates user account if the user is not able to activate	None	2 mins.	None	Project Development Officer II/ Librarian II
4. Logs in and starts using the LR Portal		None	1 min.	None	Teacher/User
	<b>TOTAL:</b>	<b>None</b>	<b>7 mins.</b>	<b>None</b>	

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more clients*

#### 4. Borrowing of Learning Resources

SDO Learning Resource Management Center (LRMC) collection and division developed learning resources are available for utilization.

<b>Office or Division:</b>			Curriculum Implementation Division – Learning Resource Management Center		
<b>Classification:</b>					
<b>Type of Transaction:</b>			G2G – Government to Government		
<b>Who may avail:</b>			<ul style="list-style-type: none"> <li>• Teaching Personnel</li> <li>• Non-Teaching Personnel</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Fill out the information form with <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Position</li> <li>• School</li> <li>• List of Titles to be borrowed</li> </ul> 2. Provide DepEd ID			Schools Division Office (LRM Center)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. Fills out the information needed for the borrowing request	1. Searches the library system for availability of learning resource (LR)	None	2 mins.	None	Librarian II
2. Personnel waits for the learning resource	2. Suggests other alternative LRs when requested material is not available	None	5 mins.	None	Librarian II
3. Presents ID for recording	3. Gets the LRs from the shelves	None	3 mins.	None	Librarian II
	4. Scans ID and LR barcode for system recording and inputs due date	None		None	Librarian II
	<b>TOTAL:</b>	<b>None</b>	<b>10 mins.</b>	<b>None</b>	

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more clients.*

## 5. Resolution on Learning Resource Portal Issues and Concerns

Problems encountered by Learning Portal members are solved thru LR assistance.

<b>Office or Division:</b>	Curriculum Implementation DivisionCenter – Learning Resource Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Teaching Personnel</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Learning Resource Portal Account		<a href="https://lrmds.deped.gov.ph/">https://lrmds.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. Teaching personnel sends portal inquiries/problems thru email or chat	1. Answers queries/recommends solutions to problems	None	Within the day	Librarian II
2. Feedbacks from resolved problems	2. Reports issues/problems to portal support center if unsolved	None	Within a week	Librarian II
<b>TOTAL:</b>		<b>None</b>	<b>1 week</b>	

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more clients.*

## 6. Returning of Learning Resources

Borrowed learning resources from the SDO Learning Resource Management Center must be returned on or before the due date.

<b>Office or Division:</b>		Curriculum Implementation Division – Learning Resource Management Center			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>• Teaching Personnel</li> <li>• Non-Teaching Personnel</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Borrowed Learning Material			Schools Division Office (LRM Center)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. Returns borrowed learning resources	1. Checks if the learning resources are overdue	None	2 mins.	None	Librarian II
	2. Takes corrective action for overdue offenses	None	1 min.	None	Librarian II
	3. Records returned learning resources in the library system	None	3 mins.	None	Librarian II
	4. Repairs and shelves learning resources	None	2 mins.	None	Librarian II
<b>Total:</b>		<b>None</b>	<b>8 mins</b>	<b>None</b>	

*Note: The processing time is for one client/document being served at one time, the time is extended when there are two or more clients and/or depending on the availability of the signatories.*

## 7. Technical Assistance to School Learning Resource Centers

Data gathered are used to provide initial analysis as inputs to technical assistance needs and plans to improve access to learning resources of school learning resource centers.

<b>Office or Division:</b>		Curriculum Implementation Division – Learning Resource Management Center			
<b>Classification:</b>		Simple			
<b>Type of Transaction:</b>		G2G – Government to Government			
<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>School Learning Resource Centers (LRC)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. School LRC Forms		Thru personal visit: <ul style="list-style-type: none"> <li>Schools Division Office (LRM Center)</li> </ul> Thru online: <ul style="list-style-type: none"> <li>Sent to school email address</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. School submits accomplished LRC forms	1. Analyzes and computes survey results	None	Within the day	2	Librarian II
	2. Visits School LRCs regarding assessment results	None	Within the week	None	Librarian II
	3. Evaluates School LRC based on Monitoring Tool	None	Within the week	3	Librarian II
	4. Conducts technical assistance	None	Within the week	None	Librarian II
<b>TOTAL:</b>		<b>None</b>	<b>1 week</b>	<b>5</b>	

*Note: The processing time is for one client/document being served at one time, the time is extended when there are two or more clients and/or depending on the availability of the signatories.*

Schools Division Office  
Internal Services

## Office of the Schools Division Superintendent

### Issuance of Foreign 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.

<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>
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 alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.	Client	
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	Office of the Secretary	

<sup>10</sup> Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

b. Clearance Certificate c. Copy of the Registration Sticker	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 <sup>11</sup>	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>	

<sup>11</sup> For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at [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).

Field Code Changed

## 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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the	1.1 Receive the documents and log on the database, route to	None	10 minutes	Records Unit

SDO	Personnel Unit			
a. School Head				
b. Office of the School Head – for Teaching and Non-Teaching Personnel in Schools	1.2 Check documents for completeness and accuracy.	None	2 hours	Personnel Unit
c. Division Chiefs and below, including PSDS in SDOs	If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.			
	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>	

# Budget Unit

## 1. Processing of ORS

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
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. ORS (1 Original Copies, 2 Photocopy)	Budget 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)	PAPs Coordinators
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Supply Office and BAC
<b>Biddings</b>	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC
2. Signed Contract (1 Original Copies, 2 Photocopy)	BAC
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Budget Office
4. AR/ATC (1 Original Copies, 2 Photocopy)	Functional unit (OSDS, CID, SGOD) or claimant's office
<b>Cash Advances for Travels</b>	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Functional unit (OSDS, CID, SGOD) or claimant's office SDS office
2. Memorandum (1 Original Copies, 2 Photocopy)	Functional unit (OSDS, CID, SGOD) or claimant's office
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Functional unit (OSDS, CID, SGOD) or claimant's office Claimant

4. AR/ATC (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
<b>Reimbursement of Travels</b>				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
2. Memorandum (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
6. AR/ATC (1 Original Copies, 2 Photocopy)		Functional unit (OSDS, CID, SGOD) or claimant's office		
<b>Cash Advances for school MOOE</b>				
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)		Schools		
2. Letter request (1 Original Copies, 2 Photocopy)		Schools		
3. WFP (1 Original Copies, 2 Photocopy)		Schools		
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, analyze and verify the documents	None	5 minutes	ADAS/Budget 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	None	5 minutes	Budget Officer III



	available appropriation (Box B)			
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allowment 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>	

## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests

<b>Office or Division:</b>		Cash 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)		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit 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>	

### 1. Issuance of Official Receipts

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

<b>Office or Division</b>	Cash Division					
<b>Classification:</b>	Simple					
<b>Type of Transaction:</b>	G2C – Government to Citizen					
<b>Who may avail:</b>	All					
<b>CHECKLIST OF REQUIREMENT</b>				<b>WHERE TO SECURE</b>		
1. Order of Payment (1 original copy)				Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>SUBSTANTITIVE COMPLIANCE COST</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Order of Payment from Accounting Office	1. Issue order of payment form	None	P0.00	2 mins	1	Accountant /Personnel in charge
2. Bring duly filled-out order of payment form to the cash office	2. Verify the completeness of the filled-out order of payment form	None	P0.00	1 min	1	Collecting Office
3. Give the payment	3.1 Accept and count the payment	None	P0.00	1 min	None	Collecting Officer
	3.2 Write the name of payee and particular details in the Official Receipt	None	P0.00	2 mins	1	Collecting Officer
4. Accept and check the details in the Official Receipt	4. Issue the Official Receipt to the payee	None	P0.00	1 min	1	Collecting Officer
<b>TOTAL</b>		None	P0.00	7 mins		
<b>REMARKS: Which parts are streamlined/improved. Write the column provided.</b>						

**1. Payment of Obligations**

Covers payment of obligations/expenditures incurred through check or LDDAP-ADA against fund agency for current operating expenditures and accounts payable for prior year's obligations.

<b>Office or Division</b>	Cash Division					
<b>Classification:</b>	Simple					
<b>Type of Transaction:</b>	G2C – Government to Citizen					
<b>Who may avail:</b>	All					
<b>CHECKLIST OF REQUIREMENT</b>				<b>WHERE TO SECURE</b>		
1. Disbursement Voucher, LDDAP-ADA and other supporting documents 2. Valid Id's 3. Official Receipts/Sales Invoice				1. Accounting Office 2. Claimant 3. Suppliers and Contractors		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>SUBSTANTITIVE COMPLIANCE COST</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. Accounting Staff forward Disbursement Vouchers and other documents for payment	1.1 Receive 4 copies of Disbursement of Vouchers, 3 copies of LDDAP-ADA, 2 copies of Obligation Request Slip and other supporting documents. And Records in the logbook the date of receipt, DV number, payee, particulars and amount	None	P0.00	5 mins	3	Cash Staff
	1.2. Verify the completeness of signatories in the Disbursement Vouchers and LDDAP-ADA and Issues Check and Advice	None	P0.00	5 mins	1	Accountable Officer (Cashier)

	1.3Records in the Official Cash Book the disbursements made	None	P0.00	5 mins	None	Cash Staff
	1.4Forward to SDS Office prepared checks and advice for signature	None	P0.00	30 mins	3	Cash Staff
	1.5 Received approved checks and advice from SDS Office	None	P0.00	5 mins	1	Cash Staff
	1.6Submits to Government Servicing Bank the advice of check issued and LDDAP-ADA	None	P0.00	1hr	1	Administrative Officer IV/Cash Staff
2. Claim the check and copy of Disbursement voucher after presenting valid ID's	2.1 Release checks or copy of validated LDDAP-ADA and 1 copy of disbursement voucher to the payee/claimant.	None	P0.00	5 mins	1	Cash Staff
	2.2 For Suppliers and Contractors- Attach OR/Invoice issued by payee/claimant, and requires the client to sign in the receiving portion of DV and Releasing logbook.	None	P0.00	5 mins	1	Cash Staff
<b>TOTAL</b>		None	P0.00	2 hrs		
<b>REMARKS: Which parts are streamlined/improved. Write the column provided.</b>						

## B. 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
<ul style="list-style-type: none"> <li>ICT Technical Assistance Form</li> </ul>				<ul style="list-style-type: none"> <li>ICT Unit</li> </ul>
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>		None	2 hours and 7 minutes	



### 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 and Records Section	
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 /Records Section / BAC Secretariat
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2minutes	
	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>	

## c. 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>		Government to Government (G2G)		
<b>Who may avail:</b>		Internal Clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Government issued ID		Requesting Entity		
2. Division Clearance				
3. Authorization letter				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance  If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
<b>TOTAL</b>		None	<b>15 minutes</b>	

## d. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements	1.1 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 documents	None	30 minutes	
	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. 2 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

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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<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>		CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Birth Certificate of Child (1 photocopy)</li> <li>• Photocopy of Solo Parent ID (1 photocopy)</li> </ul>		Client		
<b>Special Privilege Leave</b> <ul style="list-style-type: none"> <li>• CS Form 6 (3 original copies)</li> </ul>		Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete 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 received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	
2. Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
<b>TOTAL</b>		None	<b>3 hours, 55 minutes</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>	Personnel Unit				
<b>Classification:</b>	Complex				
<b>Type of Transaction:</b>	Government to Government (G2G)				
<b>Who may avail:</b>	DepEd employees that reached the retiring age requirement				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1.Application for Retirement (1 Copy)			DepEd Schools Division Office		
2.Service Record (1 Original Copy)					
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)					
4.Statement of Assets & Liabilities (1 Original Copy)					
5.Certificate of No Pending Administrative Case (1 Original Copy)					
6.Certificate of Last Day of Service (1 Original Copy)					
7.Certificate of Last Salary Received (1 Original Copy)					
8.Certification of Leave with or without pay (1 Original Copy)					
9.Ombudsman Clearance (1 original copy)			Concerned retiree		
10. GSIS Application for retirement benefits form (1 original copy)					
11.Provident Clearance (1 original copy)					
<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 for Retirement to Records Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource		None	30 minutes	Human Resource Unit - Person in charge

	Management Officer			
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit - Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit - Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit - Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit - Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit - Person in charge
	<b>TOTAL:</b>	<b>None</b>	<b>5 days, 1 hour</b>	



## 4. Issuance of Certificate of Employment

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

<b>Office or Division:</b>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Employee/ Former Employee			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Data sheet request form (1Copy)			Front Desk/Information	
2. Letter request (for those personnel no longer connected in the Division)			Client	
3. Identification Card (1 Original 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. Submit Data Sheet Request form with other required documents with attached pay slip	1.1. Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</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>		Personnel 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. Accomplished Transaction/Request Form (2 copies)		Personnel/ Records		
2. Previous copy of Service Record from previous employment (2 copies)		Client		
3. Latest payroll slip (1 photocopy)		RPSU thru Cashiering Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Transaction/ Request Form	1.1. Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	Personnel Unit Person-in- charge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
<b>TOTAL:</b>		<b>None</b>	<b>30 Minutes to 2 days</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>	Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd SDO employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For GSIS Loans</b> 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) original copy) 3. Certificate of No Leave of absence without pay for the next six (6) months (1 original 1 photocopy) <b>For online transaction:</b> 4. Submit request at email address of the SDO Subject: <b>Approval of GSIS Loan</b>			Requesting Entity Legal Unit School Head	
<b>For Private Lending Institutions:</b> 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEd Email address				
<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 necessary documents for loan application (walk-in/online)	1.1 Receive the complete documents (walk-in/online)	None	5 minutes	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 e-mail.	None	15 minutes	
<b>TOTAL:</b>		<b>None</b>	<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	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
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
5. 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 Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and	None	30 minutes	

	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 CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
<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				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Letter request (1 original copy)			Concerned Retiree		
2. Service Record (1 original copy)			Personnel Unit		
3. GSIS Retirement Voucher (1original 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)					
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>		<b>FEES TO BE PAID</b>	<b>PROCE SSING TIME</b>	<b>PERSON RESPONSIBLE</b>

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

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.

<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 SDO employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. BIR Form 1905 (duly received by BIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1 photocopy)		Employee/ BIR		
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)		Employee/ PSA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
<b>TOTAL</b>		<b>None</b>	<b>1 day and 3 minutes</b>	

## e. 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>		None	<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)	<p>1.1 Receive the accomplished form and check if the concerned employee has an accountability for property and equipment</p> <p>a. If employee has no accountability, supply officer signs clearance part on property and equipment.</p> <p>b. If concerned employee has accountability, supply officer will request employee to settle all accountability.</p>	None	15 minutes	Property and Supply Unit Personnel
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	

**Schools Division Office  
SGOD**

**Internal Services**

## B. 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)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin 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(SMME) 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)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	Senior Education Program Specialist (SMM&E) 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>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 proce

### 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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<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> <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>	School Applicant
<b>B. SHS New Application or Additional Track/Strand</b>	
1. Application documents (1 original of each documents) <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:</li> </ul>	School Applicant



<p>FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)</p> <ul style="list-style-type: none"> <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> </ul> <p>2. Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM,</p>	
<p>minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services</p> <p>3. 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</p> <p>4. 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</p>	

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
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	
	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 permit 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			
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 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 School Applicant School Applicant School Applicant
CLIENT STEPS	AGENCY ACTION	FEE 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 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>	

## 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	
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 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):</li> </ul> a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association. b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year c. 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.		School Applicant School Applicant School Applicant School Applicant School Applicant School Applicant School Applicant/PTA School Applicant 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. 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>	

## A. 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			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter request addressed to SDS (1 original copy)			Client	
2. Request Form (1 original copy)			Front Desk	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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>	

# 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 DIVISION OF NUEVA VIZCAYA  
CID (LOCALIZED)**

INTERNAL SERVICES

## 1. Request for Reproduction of Office Documents

The SDO Learning Resource Management Center provides printing and photocopying services.

<b>Office or Division:</b>	Curriculum Implementation Division – Learning Resource Management Center				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2G – Government to Government				
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Teaching Personnel</li> <li>• Non-Teaching Personnel</li> </ul>				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Photocopying Form 2. File 3. Paper			Schools Division Office (LRM Center)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>REQUIRED NO. OF SIGNATURES</b>	<b>PERSON RESPONSIBLE</b>
1. Secures and fills-out photocopying form	1. Provides form	None	Within the day	None	Librarian II
2. Submits photocopying form to Unit Head for signature	2. Asks the Unit Head of the concerned for any alternatives if not approved	None	Within the day	1	Librarian II
2. Forwards photocopying form to SDS for approval	3. Prints/ Reproduces documents	None	Within the day	1	Librarian II
	<b>TOTAL:</b>	<b>None</b>	<b>1 day</b>	<b>2</b>	

*Note: The processing time is for one client being served at one time. The time is extended when there are two or more clients.*



Schools Division of Nueva Vizcaya Anti Red

**Tape Focal Persons**

Lead: **ORLANDO E. MANUEL PhD, CESO V**  
Schools Division Superintendent

Co-Lead: **ADONIS C. CEPEREZ EdD, CESE**  
Assistant Schools Division Superintendent

Members:

**ROMULO S. ANCHETA PhD**  
Chief, School Governance & Operations Division

**MARICEL S. FRANCO PhD, CECE**  
Chief, Curriculum Implementation Division

**MARITESS E. VIDAD**  
Administrative Officer V (Admin)

**PRINCES C. AQUITANIA**  
Administrative Officer IV (Personnel)

**ATTY. JULIUS CAESAR G. DOMINGO**  
Legal Officer III

**FEEDBACK MECHANISM**

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<ul style="list-style-type: none"><li>• Customer Feedback Front desk Kiosk thru the Customer Service Assistance Tool (CSAT)</li><li>• e-mail feedbacks at <a href="mailto:nuevavizcaya@deped.gov.ph">nuevavizcaya@deped.gov.ph</a></li><li>• Send Customer's Feedback Form to the Records Unit.</li><li>• Give Customer's Feedback during school visits</li></ul>

<p>How feedback is processed?</p>	<ul style="list-style-type: none"> <li>• CSAT Focal Person gather and analyze the consolidated feedbacks for appropriate action to specific office concerned</li> <li>• Records Officer opens office email, checks feedback, and forwards to the office/s concerned</li> <li>• Records Officer collates receipt submitted written feedbacks and/or complaints and forwards to office/offices concerned</li> <li>• Appropriate action and/or response referred to identified Office shall be tendered within 3 days upon receipt thereof or depending the nature of feedback/complaint.</li> <li>• For further inquiries, clients may contact the telephone number: (078)362-0106</li> </ul>
<p>How to file complaints?</p>	<ul style="list-style-type: none"> <li>• e-mail complaints at <a href="mailto:nuevavizcaya@deped.gov.ph">nuevavizcaya@deped.gov.ph</a></li> <li>• Personally submit complaints to the Records Office Send to Project Sumbong Dulong Solusyon (SDS) Hotline No <b>09626814945, 09920352123, 09564832904</b></li> <li>• For further inquiries, clients may contact the telephone number: (078)362-0106</li> </ul>
<p>How complaints are processed?</p>	<ul style="list-style-type: none"> <li>• Records Officer opens office email, checks received complaints and forwards to the Office of the SDS for appropriate action.</li> <li>• Records Officer collates receipt submitted written complaints and forwards to the Office SDS for appropriate action.</li> <li>• Appropriate action and/or response shall be tendered within 3 days upon receipt of complaint thereof.</li> <li>• For further inquiries, clients may contact the telephone number: (078)362-0106</li> </ul>

### LIST OF OFFICES

Office	Address	Contact Information
Department of Education Central Office	2nd Floor Department of Education Building, DepEd Meralco Avenue, Pasig, 1605 Metro Manila	8633-7208 8633-7228 8687-2922
Department of Education Cagayan Valley Region II	DepEd Regional Office No. 02 National Highway, Carig Sur Tuguegarao City	Fax/Tel: (078) – 304- 3855 <a href="mailto:region2@deped.gov.ph">region2@deped.gov.ph</a>
Department of Education Nueva Vizcaya	Quezon St., Don Domingo Maddela, Bayombong, Nueva Vizcaya	(078)362-0106 at <a href="mailto:nuevavizcaya@deped.gov.ph">nuevavizcaya@deped.gov.ph</a>

<b>Schools Division of Nueva Vizcaya Offices/ Units</b>	
Office/ Unit	Contact Information
Office of the Schools Division Superintendent (OSDS)	(078)362-0106
Office of the Assistant Schools Division Superintendent (OASDS)	(078)362-0106
Information Communication Technology (ICT) Unit	(078)362-0106
Legal Unit	(078)362-0106
Accounting Unit	(078)362-0106
Budget Unit	(078)362-0106
Administrative Section	(078)362-0106
Cash Unit	(078)362-0106
Records Unit	(078)362-0106
Personnel Unit	(078)362-0106
Supply Unit	(078)362-0106
School Governance and Operations Division (SGOD)	(078)362-0106
Health and Nutrition	(078)362-0106
Curriculum and Implementation Division (CID)	(078)362-0106
Commission On Audit (COA)	(078)362-0106
DPSU	(078)362-0106

<b>Name of School</b>	<b>Contact Information</b>
Abuyo ES	104187@deped.gov.ph
Alfonso Castañeda Central School	nv.104188@deped.gov.ph
Balintugon ES	nv.104193@deped.gov.ph
Cawayan ES	09559853597
Galintuja ES	09219825159
Lipuga ES	09161448362 (SH)/ 104204@deped.gov.ph
Mandunot ES	104205@deped.gov.ph
Marikit East ES	09219825159
Pelaway ES	<u>nv.104207@deped.gov.ph</u>
Alfonso Castaneda CS Annex	nv.156015@deped.gov.ph
Pelaway ES Annex	09161448362 (SH)/ 156020@deped.gov.ph
Alfonso Castañeda NHS	09957549833/09513282801
Casecnan National High School	09151749500/09262366580
Abuyo National High School	09671877129
Ambaguio CS	09171065986
Ammoweg ES	09605317499
Cablahan Elementary School	nv.103987@deped.gov.ph
Daclig ES	09171366013/09973008690
Labang ES	09264827629
Laylaya PS	nv.103992@deped.gov.ph
Napo Elementary School	09978019785
Pacdal ES	09171143867/09389867127
Salingsingan ES	nv.103998@deped.gov.ph
Tiblac ES	09171366013
Pihipi Elementary School	nv.137027@deped.gov.ph
Bagingey Elementary School	09264827629/09973008690
Hiket Elementary School	09978019785
Hamhamaan Elementary School	09057476777
Lihlit PS	09171065986
Hukhukyung Primary School	09752140361
Tiblac National High School	09538241195
Ambaguio High School	09560570368
Dulli Integrated School	09159323850
Balong IS	nv.103983@deped.gov.ph/09171036613
Anayo ES	09458163080
Banganan ES	09171100089
Beti ES	09183180283
Canabuan Elementary School	09287163898
Canarem PS	09959966534
Comon CS	09173238636
Darapidap ES	09104508991
Latar ES	09480953386/09168911115
Sta. Clara ES	09158820448
Tabueng Elementary School	09750037460

Tucanon ES	09774880116
Yaway ES	09673128120
Gasajas PS	09066008104
Aritao Central School	09989556225
Baan ES	09361185664
Bone South ES	09189121266
Calitlitan ES	09175142823
Cutar ES	09175142823
Balite ES	09289135431
Kirang ES	09081816490
Kirang ES Annex	09281926081
Nagcuartelan ES	09685188124
Ukaw ES	09752391856
Bone South Elementary School Annex	09688533533
Aritao National High School	09453821593
Sta. Clara HS	09069570285
Bone North IS	09283383803
Bagabag Central School	09153080944
V. Coloma Memorial Elementary School	09176911876
Bagabag South ES	09150869865
B.A.Bugayong Elementary School	09189242342
Careb ES	09171045490
Lantap ES	09128294121
Murong ES	09985475032
Nangalisan ES	09685181817
Paniki Elementary School	09159604838
JP Castillo E/S	09166218046
Sta. Cruz ES	09173599076
Sta. Lucia Elementary School	09955485094
Bagabag NHS	09177000118
Murong NHS	09175990474
Paniki High School	09219740291
Amballo North ES	09772445109
Amballo Resettlement ES	09464385666/ 09957549865
Baretbet ES	09062829461
M. V. Duque ES	09273851994
Palayan Elementary School	09277559768
Pogonsino ES	09063274721/ (078) 3920145
Singian ES	09685182150 103944@deped.gov.ph
Tabban ES	09157655821/103947@deped.gov.ph
Tuao North ES	09459941890
Tuao South ES	09558308808
Villaros ES	09266640182/103950@deped.gov.ph
Pogonsino Annex Elementary School	09157655821/ 09467505396/

	annexpogonsino@gmail.com
Tuao HS	09260179347
Aliaga ES	09973941777
Bambang CS SPED Center	09062223437
Bambang West ES	09366784123
Barat ES	09673658047
Cawacao Elementary School	09063502369/09196623569
Indiana Integrated School	078-392-4377 SH- 09290144155
Magsaysay Hill ES	nv.103957@deped.gov.ph
Manamtam Elementary School	nv.103958@deped.gov.ph
Mauan ES	nv.103959@deped.gov.ph
Nangcalapan PS	09353925409
Pallas ES	nv.103961@deped.gov.ph
Salicpan ES	nv.103962@deped.gov.ph
Salinas Elementary School	09353925409
San Leonardo ES	09366784123
GK Aliaga ES	09673658047
Bambang NHS	nv.300620@deped.gov.ph
Salinas High School	nv.300645@deped.gov.ph
Sto. Domingo IS	nv.103965@deped.gov.ph
Abian ES	09171537407
Abinganan ES	0945 407 2970
Almaguer North ES	0917 116 5104
Almaguer South ES	0912 416 5818
Bambang North C/S	09979722660
Bambang East ES	09057411117
Dullao ES	09277054468
Labni ES	09101763951
Mabuslo ES	09154219855
Macate ES	09671157290
San Antonio North ES	09554520148
San Antonio South ES	09685183036
San Fernando IS	09564478149
Sto Niño PS	09979722660
Ammococan ES	09219705933
Bayombong Central School/SPED Center	09772613042
Bayombong South ES	09778230951
Busilac ES	09602286475/09350241596
Kakilingan ES	09050834355
Magapuy ES	09171523012
Magsaysay ES	09771859738
Paitan ES	09219705933
Villa Adriano PS	09353935512
Vista Hills ES	09175914677

Dr. Candido V. Rosario Sr. ES	09771859738
Bansing ES	09173174875
Nueva Vizcaya Gen. CHS	(078) 392-1843/09626815824
PAIMA NATIONAL HIGH SCHOOL	09177044960
Bayombong West ES	09189395548
Bonfal Annex ES	09654125286/09271820783
Bonfal Pilot CS	09153801054
Bonfal West ES	09752376402
Cabuaan ES	09776434627
Casat ES	
Ipil-Cuneg ES	09270335288
La Torre ES	09352011819
Labbu ES	09171253459
Lingay ES	09171224103
Masoc ES	09190750867
Pawak ES	09358109662
Sta. Rosa ES	09173146068
Luyang ES	0945205448
Casat NHS	09454532157
Bonfal National High School	School: (078) 392-0335 School Head: 0916 487 4231
Ampakleng Elementary School	09472366335
Arwas ES	9304538374
Balete ES	9354634437
Bugnay ES	9554220576
Butao Elementary School	9269343871
Diadi CS	9497486858
Duruarog Elementary School	09487435503/09064950837
Escoting ES	0995-097-8892
Langka PS	0968-517-5975
Lurad ES	9998684690
Nagsabaran ES	9364025979
Namamparan ES	9998683924
Pallagao PS	9758518335
Pinya ES	9368529793
Rosario Primary School	9532739922
San Luis ES	9501396642
San Pablo ES	9690546180
Villa Aurora Elementary School	9605395057
Villa Florentino ES	9287157794
Diadi NHS	0917-536-4117/09683426188
Bitnong ES	0916-787-6414
Bulala Elementary School	0936-4028-719
Dupax del Norte CS	09562464149
Inaban Elementary School	0935-307-0320

Ineangan ES	09353007047
Lamo ES	09559215286/09067172556
Mabasa ES	09261191208/09067172556
Munguia Elementary School	09452846902
Parai ES	09973148468
Naruron ES	09213203718
Belance HS	09391152752
Bugkalot High School	09064519315
LAMO NATIONAL HIGH SCHOOL	09171565418
MUNGUIA NATIONAL HIGH SCHOOL	0998-5406513
DUPAX DEL NORTE NATIONAL HIGH SCHOOL	09533786362
Abatan PS	09158112350/ 104036@deped.gov.ph
Belance Elementary School	09081848000
Binuangan Elementary School	09634673545 104038@deped.gov.ph
Casecnan PS	09216411544/ 104041@deped.gov.ph
Giayan ES	09198610883 104043@deped.gov.ph
Macabenga ES	09287093009 104048@deped.gov.ph
Mantatta ES	09214981003 104049@deped.gov.ph
Nagakay ES	09196731857/ 104051@deped.gov.ph
New Gumiad ES	09394582560 104052@deped.gov.ph
Oyao ES	09994399920/ 104053@deped.gov.ph
Yabbi ES	09685181867 104055@deped.gov.ph
Bugkalot High School	nv.300624@deped.gov.ph
Abaca ES	0998-331-4982
Banila ES	0916-343-3873
Betawang ES	0929-459-8617
Canabay ES	0963-045-9551
Carolotan ES	0905-875-3135 / 0955-490-7840
Castro ES	0953-582-3495
Dupax CS	0917-179-5031
Ecameging ES	0960-535-5741
Gabut ES	0961-592-9006 104064@deped.gov.ph
Ganao Elementary School	0918-655-5546
Governor Alfonso Castañeda ES	0956-447-4529
Kinabuan ES	0947-836-7805
Lukidnon ES	0917-179-5031
Mangayang Elementary School	0927-710-0823
Palabotan ES	0946-363-5310
Sanguit ES	0956-742-6812 / 0936-065-7621
Talbec ES	0965-274-7757



Carolotan High School	09173098092
Dupax del Sur National High School	0999-229-7756 / 0968-326-8095
Ganao National HS	0955-268-4701
Acacia PS	09196807023
Babadi Elementary School	09970841267
Buyasyas PS	09366555098
Cabanglasan ES	09562036652
Caritas Village Elementary school	09667557591
Dempeg Elementary school	09685187594
Latbang ES	09554732882
Lucocos Integrated School	09752731561
Macdu ES	09976873307
Mapayao ES	09083358500
Latbang ES-Annex	09554732882
Nansiakan Elementary school	09362492262/09687052557
Oliweg E/S	09771533614
Babadi ES - Annex	09970841267
Pingkian CS	9150043416
Baan Elementary School	09666204883
San Fabian ES	09196807023
Tuppan ES	09199273905/09670751157
Kapangan PS	09366555098
Nansiakan NHS	09364503523
Sta. Cruz Pingkian High School	09260814782
Pinayag National High School	09311070089
Binalian ES	09657020161
Binalian INHS	09750074592
Lucocos Integrated School	09752731561
Bilet ES	nv.104076@deped.gov.ph
Camamasi PS	nv.104080@deped.gov.ph
Capisaan E/S	nv.104081@deped.gov.ph
Didipio ES	nv.104084@deped.gov.ph
Kasibu East CS	104094@deped.gov.ph
Papaya ES	nv.104099@deped.gov.ph
Tadji ES	09058475194
Tukod ES	09978814506 104105@deped.gov.ph
Wangal ES	09364732340
Malabing Valley NHS	09613765650
Eastern Nueva Vizcaya National High School	nv.306208@deped.gov.ph
Alimit Integrated School	nv.104073@deped.gov.ph
Binogawan IS	502196@deped.gov.ph
Alloy ES	09164074718
Antutot E/S	09688823885
Biyoy ES	09350667739

Catarawan ES	09150875897
Cordon Elementary School	0975-617-4665
Dine ES	09060795398
Domang ES	09657229394
Kakiduguen Elementary School	09176271701
Kasibu Central School	09685182857
Kongkong Elementary School	09366468454
Logpond-Sabungan PS	0975-617-4665
Lupa ES	09150875897
Macalong Elementary School	09164074718
Makiboy ES	0956575723348
Muta ES	0956575723348
Nantawakan PS	09366468454
Pao Elementary School	09754081822/ 09770234161
Papalungan ES	09621465905
Upper Parai PS	09657229394
Pudi PS	09651696353
Siguem ES	09621465905
Watwat ES	09651696353
Kakiduguen NHS	09351908682
Kasibu National Agricultural School	09171268719
Kongkong Valley NHS	09276463116
Paquet IS	09669787790
Bua IS	09950634565
Atan ES	nv.104146@deped.gov.ph
Aurora ES	nv.104147@deped.gov.ph
Baresbes ES	09774879143
Bonifacio Elementary School	09204916919
Buliwao ES	nv.104150@deped.gov.ph
Busat ES	09061657066
Cabinnuangan ES	09477750511
Darubba ES	09771460850
Dumaliguia ES	09972083988
Laya ES	09171389623
Maasin ES	nv.104157@deped.gov.ph
Maddiangat ES	nv.104158@deped.gov.ph
Nalubbunan ES	09757958474
Quezon CS	09677245897
Runruno Elementary School	09561700002
San Juan ES	nv.104162@deped.gov.ph
Tutong Elementary School	09605395398
Quezon NHS	09171145267
Dippog National High School	09171181583
Runruno National High School	306204@deped.gov.ph nv.306204@deped.gov.ph

Dagupan Elementary School	09213285729
Aggub ES	09171140720
Bangar Elementary School	bangares104165@gmail.com/09171231785
Bascaran ES	09173035808/09279534235
Concepcion ES	nv.104167@deped.gov.ph
Curifang ES	09778217406
Dadap ES	nv.104169@deped.gov.ph
Lactawan Elementary School	09065519246
P.D. Galima E/S	09260361880
San Luis ES	09173211861
Solano East CS	09175324777
Tucal Elementary School	09171149503
Bascaran NHS	nv.300621@deped.gov.ph
Solano East CS	09175324777
Bagahabag ES	09178033169
Baguingey ES	09653489771
Bangaan ES	09178033169
Calaoagan Elementary School	09178865032/09666637677
Commonal ES	09266173131
Mapaina ES	09151749470/09171852114
San Juan ES	09691555904
Solano North Elementary School	0915-275-1637/ (078) 321-2747/ 104182@deped.gov.ph
Solano South CS	09989993949/ (078) 392-9989
Solano West Elementary School	09163979488
Uddiawan ES	09970836867, 09360625400, 09267713699
Wacal ES	09178033169, 09173183111
Solano High School	nv.300646@deped.gov.ph 09778254090
Uddiawan National High School	
Atbu ES	nv.104189@deped.gov.ph
Bacneng ES	nv.104190@deped.gov.ph
Tan Yan Kee ES	nv.104191@deped.gov.ph
Baliling ES	nv.104192@deped.gov.ph
Bantinan Elementary School	09175680755
Baracbac ES	nv.104195@deped.gov.ph
Buyasyas ES	nv.104196@deped.gov.ph
Cauco ES	09557382985
Genato ES	nv.104201@deped.gov.ph
Imugan Elementary School	nv.104202@deped.gov.ph
Lawed ES	09175680755
Sinapaoan ES	nv.104208@deped.gov.ph
Sta. Fe CS	nv.104209@deped.gov.ph
Tactac ES	09479331805
Unib PS	nv.104212@deped.gov.ph

Santa Fe National High School	09260236999
	09294576381
Canabuan National High School	
Bintawan North Elementary School	09771531702
Bintawan South Elementary School	09171558797
Buenavista ES	09663689592
Nagbitin ES	09178629243
Ocapon Elementary School	09562034989
Governor Juan Manzano Elementary School	09685172235
Felix-Juana Brawner Community School	09358413262
Sawmill ES	09173084606
Turod Elementary School	09771531702
Villa Par-Pale Elementary School	09663689592
Villaverde Central School	09563025195/09267175769
Villaverde CS Annex	09678468815
Bintawan NHS	nv.300623@deped.gov.ph
Abat ES	0920-707-6247
Ansipsip ES	nv.104110@deped.gov.ph
Balangabang ES	09086956442
Banao ES	0967 437 9951
Ban-et ES	nv.104114@deped.gov.ph
Besong ES	nv.104115@deped.gov.ph
Bulo-Galsa PS	9395883819
Dayap ES	nv.104122@deped.gov.ph
Kayapa CS	nv.104124@deped.gov.ph
Kayapa Proper ES	9078551505
Alang Salacsac ES	nv.104126@deped.gov.ph
Labeng PS	nv.104127@deped.gov.ph
Lawigan ES	9395883819
Pangawan ES	09197883230
Talicabcab ES	nv.104143@deped.gov.ph
Talmoy ES	09486629310
Tidang Village ES	0948 154 4663
Tubongan ES	nv.156004@deped.gov.ph
Castillo Village ES	0939-573-2056
Kayapa HS	09678848989
Martinez Cuyangan National High School	0968 518 3108
Napo-Tuyak ES	09307735895
Cabayo IS	0920-707-6247
Napo-Tuyak National High School	nv.300640@deped.gov.ph