CITIZEN'S CHARTER HANDBOOK

2025 (1st Edition)

DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER

2025 (1st Edition)

I. Brief History of the Philippine Education System

Education in the Philippines has undergone several stages of development from the pre-Spanish times to the present. In meeting the needs of the society, education serves as a focus of emphases/priorities of the leadership at certain periods/epochs in our national journey as a race.

Table 1. Evolution of the Official Name of Department of Education and Its Titular Head

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department of Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23, 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by Japanese-Sponsored Philippine Republic
1944	Department of Public Instruction	Secretary	Renamed by Japanese-Sponsored Philippine Republic
1945 – 1946	Department of Public Instruction and Information	Secretary	Renamed by the Commonwealth Government
1946 – 1947	Department of Instruction	Secretary	Renamed by the Commonwealth Government
1947 – 1975	Department of Education	Secretary	E.O. No. 94 October 1947 (Reorganization Act of 1947)
1975 – 1978	Department of Education and Culture	Secretary	Proc. No. 1081, September 24, 1972
1978 – 1984	Ministry of Education and Culture	Minister	P.D. No. 1397, June 2, 1978
1984 – 1986	Ministry of Education, Culture	Minister	Education Act of 1982

	and Sports		
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January 30, 1987
1994 – 2001	Department of Education, Culture and Sports	Secretary	RA 7722 and RA 7796, 1994 Trifocalization of Education Management
2001 – Present	Department of Education	Secretary	RA 9155, August 2001 (Governance of Basic Education Act)

‘

In 1947, by virtue of Executive Order No. 94, the Department of Instruction was changed to the Department of Education. During this period, the regulation and supervision of public and private schools belonged to the Bureau of Public and Private Schools.

In 1972, it became the Department of Education and Culture by virtue of Proclamation 1081 and the Ministry of Education and Culture in 1978 by virtue of P.D. No. 1397. Thirteen regional offices were created, and major organizational changes were implemented in the educational system.

The Education Act of 1982 created the Ministry of Education, Culture and Sports which later became the Department of Education, Culture and Sports in1987 by virtue of Executive Order No. 117. The structure of DECS as embodiedin EO No. 117 has practically remained unchanged until 1994 when the Commission on Higher Education (CHED), and 1995 when the Technical Education and Skills Development Authority (TESDA) were established to supervise tertiary degree programs and non-degree technical-vocational programs, respectively.

The Congressional Commission on Education (EDCOM) report provided the impetus for Congress to pass RA 7722 and RA 7796 in 1994 creating the Commission on Higher Education (CHED) and the Technical Education and Skills Development Authority (TESDA), respectively.

The trifocal education system refocused DECS’ mandate to basic education which covers elementary, secondary and non-formal education, including culture and sports. TESDA now administers the post-secondary, middle-level manpower training and development while CHED is responsible for higher education.

In August 2001, Republic Act 9155, otherwise called the Governance ofBasic Education Act, was passed transforming the name of the Department of Education, Culture and Sports (DECS) to the Department of Education (DepEd) and redefining the role of field offices (regional offices, division offices, district offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school- based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults

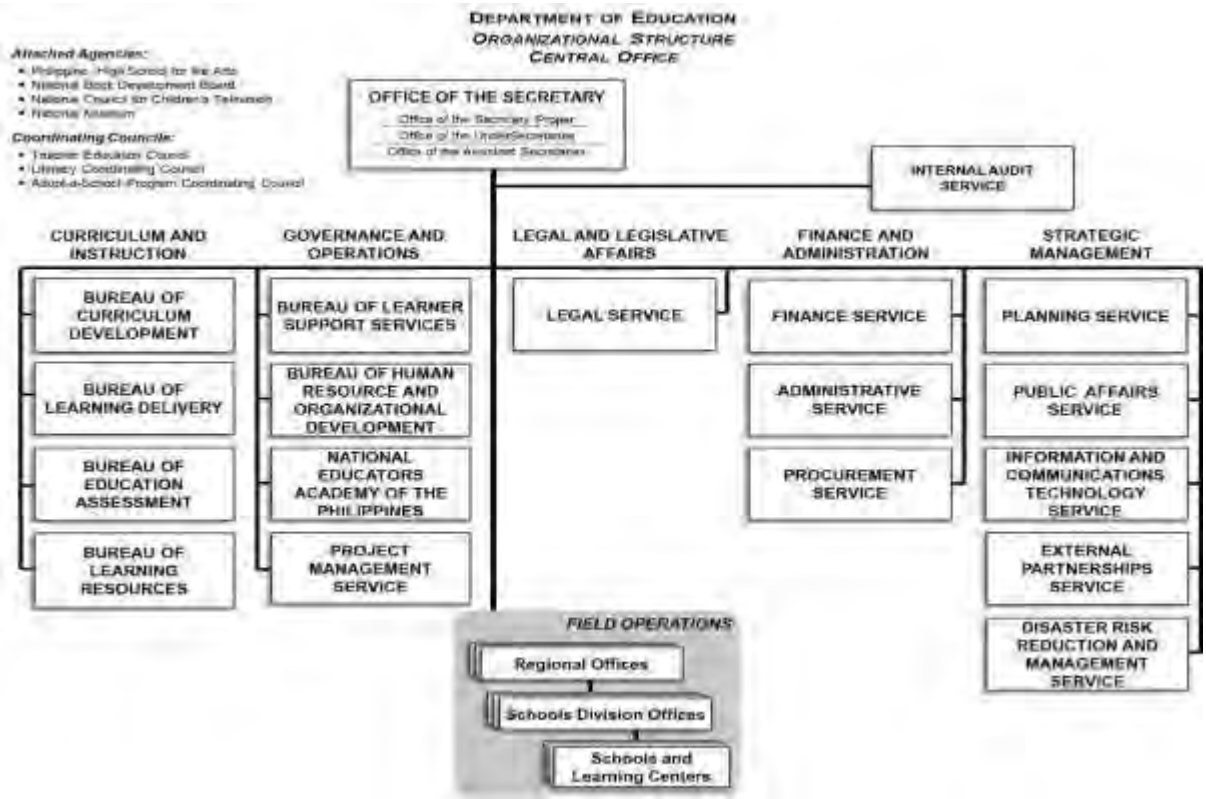
with skills, knowledge, and values to become caring, self-reliant, productive and patriotic citizens.

II. DepEd Management Structure

To carry out its mandates and objectives, the Department is organized into two major structural components. The Central Office maintains the overall administration of basic education at the national level. The Field Offices are responsible for the regional and local coordination and administration of the Department's mandate.

In 2015, the Department underwent a restructuring of its office functionsand staffing. The result of which was the Rationalization Plan for the new organizational structure. Details of the new structure are further explained in DepEd Order No. 52, series 2015 also known as the New Organizational Structures of the Central, Regional, and Schools Division Offices of the Department of Education.

Figure 1. DepEd Organizational Structure per DO. 52 s, 2015



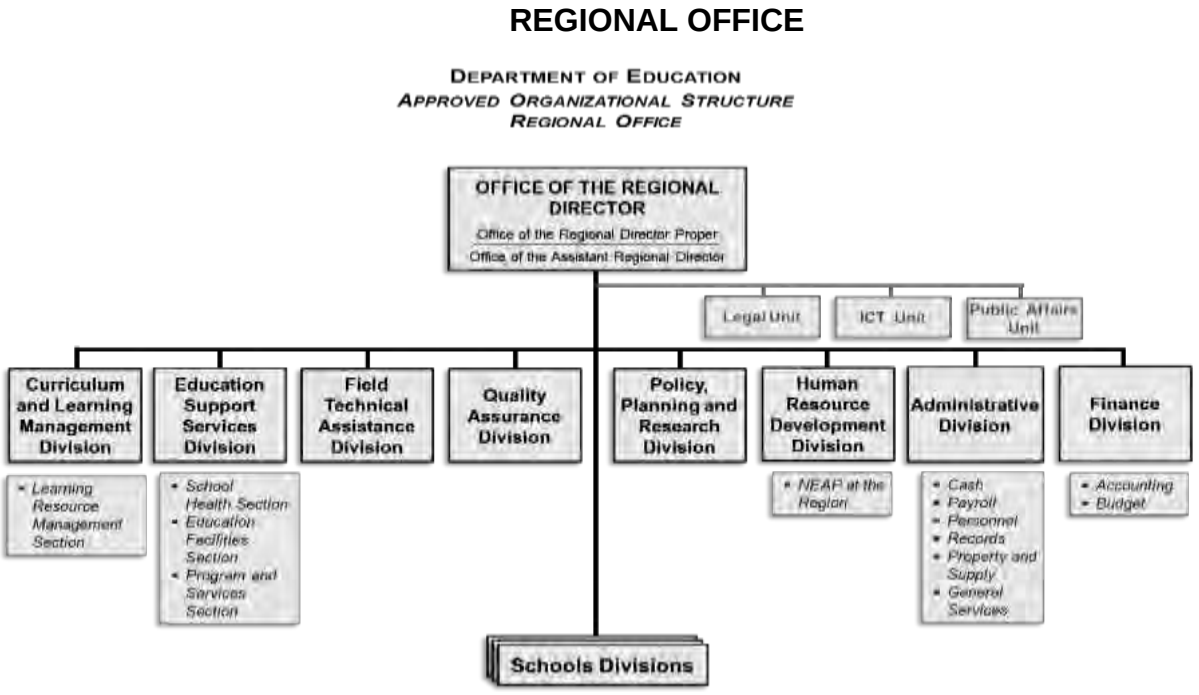
Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9) Undersecretaries and five (5) Assistant Secretaries in the following areas:

- Curriculum and Instruction
- Finance and Administration
- Governance and Operations
- Legal and Legislative Affairs
- Strategic Management
- Field Operations

Five (5) attached agencies:

- Early Childhood Care and Development (ECCD) Council
- National Book Development Board (NBDB)
- National Council for Children's Television (NCCT)
- National Museum

Figure 2. DepEd Organizational Structure per DO. 52 s, 2015

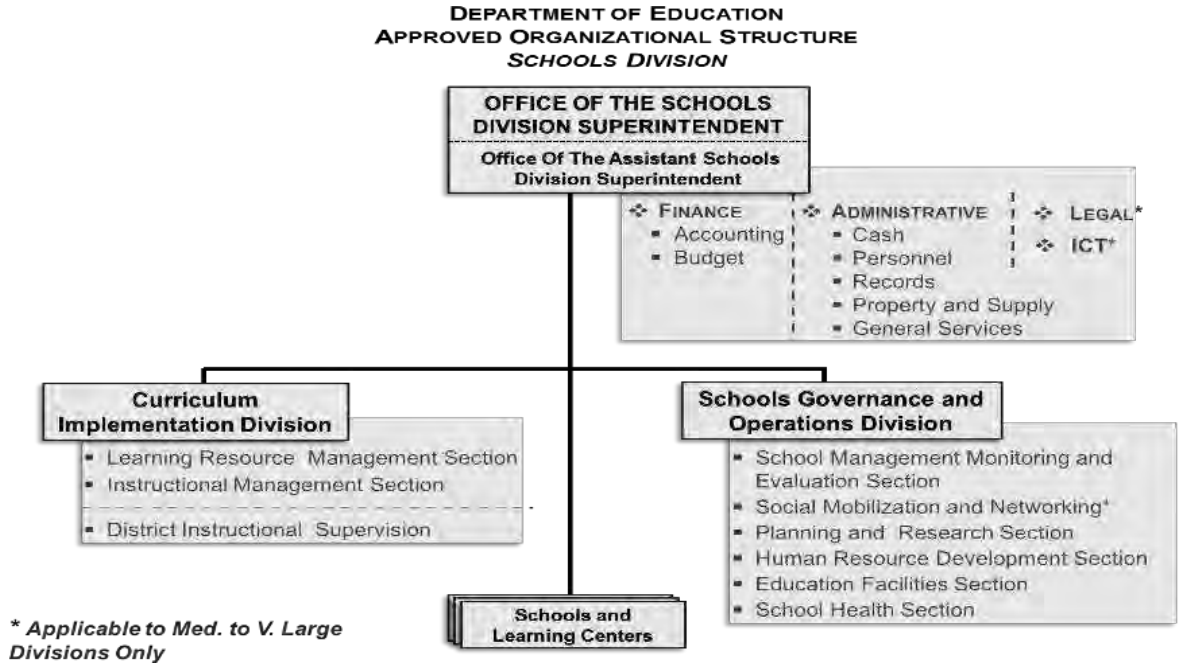


At the sub-national level, the Field Offices consist of the following:

- Sixteen (16) Regional Offices (excluding BARMM) each headed by a Regional Director.
- Two hundred eighteen (218) Schools Division Offices headed by a Schools Division Superintendent, and two thousand four hundred forty-five (2,465) schools districts. *Note: Data provided here is based on School Year (SY) 2024-2025.*

Figure 3. DepEd Organizational Structure per DO. 52 s, 2015

SCHOOLS DIVISION OFFICE



Under the supervision of the Schools Division Offices are 45,328 public schools. *Note: Data provided here is based on School Year (SY) 2024-2025.*

III. Mandate

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century to better define its purpose vis-à-vis the changing administrations and charters. The present-day Department of Education'smandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001.

The RA substantially provides that the Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs, and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.

IV. 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 nation building.

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

V. 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.

VI. Service Pledge:

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment

The Department upholds the highest standards of conduct and performance to fulfill stakeholders' needs and expectations by adhering to constitutional mandates, statutory, and regulatory requirements, and sustains client satisfaction.

VII. Definition of Acronyms

Acronym	Definition
AA	Administrative Aide
ABC	Approved Budget for Contract
ACIC	Advice of Check Issued and Cancelled
ADA	Authority to Debit Advice
ADAS	Administrative Assistant
ALS	Alternative Learning System
APDS	Automatic Payroll Deduction System
AO	Administrative Officer
AR	Activity Request
ARTA	Anti-Red Tape Act
ATC	Authority to Conduct
ATP	Authority to Procure
BAC	Bids and Awards Committee
BEA	Bureau of Education Assessment
BMS	Budget Management System
CAO	Chief Administrative Officer
CAV	Certification, Authentication, Verification
CES	Chief Education Supervisor
CHED	Commission on Higher Education
CID	Curriculum Implementation Division
CLMD	Curriculum and Learning Management Division
CAN	Collective Negotiation Agreement
CO	Central Office
COA	Commission on Audit
COR	Certificate of Registration
COS	Contract of Service
CSC	Civil Service Commission
CSW	Completed Staff Work
CTC	Certified True Copy
DBM	Department of Budget and Management

DFA	Department of Foreign Affairs
DTC	Division Testing Coordinator
DV	Disbursement Voucher
EAMD	Employee Accounts Management Division
FOI	Freedom of Information
GAA	General Appropriation Act
GAM	Government Accounting Manual
G2B	Government to Business
G2C	Government to Civilian
G2G	Government to Government
GAARD	General Appropriations Act as a Release Document
HOPE	Head of Procuring Entity
HRDD	Human Resource and Development Division
IPEd	Indigenous People's Education
LDDAP	List of Due and Demandable Accounts Payable
LGU	Local Government Unit
LR	Learning Resource
LRDMC	Learning Resource Management Division
MOA	Memorandum of Agreement
MOOE	Maintenance and Other Operating Expenses
MOU	Memorandum of Understanding
NEAP	National Educators Academy of the Philippines
NCAE	National Career Assessment Examination
NGO	Non-Government Organization
NOSA	Notice of Salary Adjustment
NOSI	Notice of Step Increment
NSO	National Statistics Office
NTHP	Net Take Home Pay
ORD	Office of the Regional Director
ORS	Obligation Requests Status
OSDS	Office of the Schools Division Superintendent
OUCI	Office of the Undersecretary for Curriculum & Instruction
PAAC	Public Assistance Action Center

PCC	Philippine Competition Commission
PEPT	Philippine Educational Placement Test
PDD	Professional Development Division
PhilGEPS	Philippine Government Electronic Procurement System
PO	Purchase Order
PPRD	Policy, Planning and Research Division
PRAISE	Program on Awards and Incentives for Service Excellence
PRC	Professional Regulation Commission
PSA	Philippine Statistics Authority
PSIPOP	Personal Services Itemization and Plantilla of Personnel
QAD	Quality Assurance Division
RADAI	Report of Advice to Debit Account Issued
RAO	Registry of Allotment and Obligations
RCI	Reports of Checks Issued
RIT	Regional Inspectorate Team
RO	Regional Office
RSPI	Recruitment Selection Placement and Induction
SAO	Supervising Administrative Office
SDO	Schools Division Office
SGOD	School Governance and Operation Division
STC	School Testing Coordinator
Sub-ARO	Sub-Allotment Release Order
TEV	Travel Expense Voucher
TOSF	Tuition and Other School Fees
WFP	Work and Financial Plan

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1. Philippine Educational Placement Test (PEPT)

DepEd Order No. 55, s. 2016 titled *Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program*, stated that DepEd, through the Bureau of Education Assessment (BEA), shall conduct the Philippine Education Placement Test (PEPT). The test is a nationally administered assessment for learners in special circumstances. The result of this assessment will allow these learners to: a) access or resume schooling and/or b) obtain certification of completion by grade level in the DepEd formal system. Specifically, it aims to fulfill the following purposes:

- To establish that students have met learning standards for specific grade levels
- To determine the appropriate grade level of learners in special circumstances in the formal school system
- To assess competencies in academic areas gained through informal and nonformal means for entry or reentry into formal school
- To assess competencies in academic areas for entry or reentry to formal schools

The test must not be used for grade-level acceleration but for the purposes only.

To avail of the PEPT, learners may register either (1.1) Onsite via a physical visit to the BEA at the DepEd Central Office (CO) or (1.2) Online via a Google link. The PEPT is administered either Onsite at the DepEd CO or (1.3) through a Computer-Based (CB) Test – (examinee shall take the test online via Live Remote Proctoring).

1.1PEPT Onsite Registration

This process shows the end-to-end process for the PEPT from registration to taking the exam and claiming the Certificate of Rating at the DepEd Central Office. A separate process for the Computer-Based PEPT can be found on item 1.3.

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	a. Learners from schools without a government permit b. Learners from non-formal and informal education programs c. Learners who have incomplete or no record of formal schooling d. Learners with back subjects e. Learners who need grade level standards assessment f. Learners who are overage for their grade levels

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new applicants: a. Original and one (1) photocopy of the permanent school record (e.g.,	- School last attended

SF10/Form 137) signed by the School Principal/Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) b. Original and one (1) photocopy of the birth certificate duly authenticated and issued by the PSA or by Local Civil Registrar c. Two (2) pieces Identical and recently taken 1x1 colored ID pictures with name tags d. One (1) copy Accomplished PEPT Registration Form e. Registration fee	- Philippine Statistics Authority (formerly National Statistics Office) or Local Civil Registrar - Examinee - BEA Registration Room (Rm 113, Mabini Bldg., DepEd Complex, Pasig) - Examinee
For retakers and PEPT passers only: a. Copy of Certificate of Rating b. Two (2) pieces Identical and recently taken 1x1 colored ID pictures with name tags c. One (1) copy Accomplished PEPT Registration Form d. Registration Fee (Php200)	- Examinee, claimed from BEA prior to registration for PEPT - Examinee - BEA Registration Room (Rm 210, Bonifacio Bldg.) - Examinee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to BEA–EAD Registration Room, DepEd Central Office	1.1 Evaluate the validity and authenticity of the documents	None	15 minutes	Education Program Specialist (EPS) II
2. Fill out the registration form	2.1 Issue the Registration Form and order of payment for registration fee	None	5 minutes	EPS II
3. Pay the registration fee at the Cash Division, Ground Floor, Alonzo Bldg.	3.1 Cash Division to Issue Official receipt (OR) upon payment	Php200 Registration Fee *(DepEd Order No. 56, s. 2022*)	5 minutes	Cashier
4. Submit the accomplished Registration Form and present OR to Registration Room	4.1 Check the entries and write the last level completed and schedule of examination	None	5 minutes	EPS II

5. Examination Proper **Onsite Examination** at the BEA Testing Room (Room 208, Mabini Bldg., DepEd Central Office) Take the Exam, Submit the Answer Sheet and Test Booklet, and get the examination stub (stub to be presented in claiming test result) Or **Computer-Based** (refer to 1.3 for the process)	5.1 Orient the examinee 5.2 Distribute, retrieve and inspect the Answer Sheet and Test Booklet 5.3 Detach the examinee stub and give to the examinee 5.4 Submit the Answer Sheet to the Processing Unit	None	Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: **https://bit.ly/DepEdPEPT** **The duration of the test is the same for onsite and computer-based*	EPS II
	5.5. Process the results	None	5 days	EPS II
6. Present the exam stub and claim the Certificate of Rating (COR)	6.1 Verify and release the COR	None	15 mins	EPS
	Total	**PHP 200.00**	**6 days, 45 minutes**	

1.2PEPT Online Registration

This process shows the end-to-end process for the PEPT from online registration to taking the exam onsite and claiming the Certificate of Rating at the DepEd Central Office. A separate process for the Computer-Based PEPT can be found on item 1.3.

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	a. Learners from schools without a government permit b. Learners from non-formal and informal education programs c. Learners who have incomplete or no record of formal schooling d. Learners with back subjects

	e. Learners who need grade level standards assessment f. Learners who are overage for their grade levels			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
PEPT applicants who intends to submit their application online must prepare a **scanned copy** of the following documentary requirements: **For new applicants:** a. Original copy of the permanent school record (e.g., SF10/Form 137) signed by the School Principal/Registrar/School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable) b. Original copy of the birth certificate duly authenticated and issued by the PSA or by Local Civil Registrar c. Identical and recently taken 1x1 colored ID pictures with name tags d. Proof of Payment of registration fee e. Accomplished PEPT Registration Form *Note: PEPT applicants should bring the original hard copy of the documents on the day of exam.*			- School last attended - PSA (formerly NSO) or Local Civil Registrar - Examinee - Examinee - Downloadable through http://bit.ly/PEPTForm	
For retakers and PEPT passers only: a. Copy of Certificate of Ratings b. Identical and recently taken 1x1 colored **ID pictures** with name tags (two pieces for walk-in registrants) c. Accomplished online PEPT Registration For d. Proof of Payment of registration fee (Php200)			- Examinee, claimed from BEA prior to registration for PEPT - Examinee - Downloadable through http://bit.ly/PEPTForm - Examinee	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Download and completely fill out PEPT Registration Form at http://bit.ly/PEPTForm; Upload the complete scanned documentary requirements by filling out the online form through http://bit.ly/PEPTOnlineReg and Wait for an email from BEA about the payment details and eligibility to take the exam	1.1 Receive the registration form. 1.2 Check and print the entries on the registration form received online 1.3 Evaluate the documents 1.4 Email the payment details for the eligible applicant and disapproval notice for the ineligible applicant	None	1 hour	Education Program Specialist (EPS) II
2. Settle a non-refundable payment through a door-to-door money remittance system (e.g., LBC, BDO, or any preferred courier service) and email the proof of payment to BEA	2.1 Receive the payment through a door-to-door money remittance system	Php200 Registration Fee *(DepEd Order No. 56, s. 2022*)	5 mins	EPS II
3. Wait for an email regarding the schedule of exam	3.1 Email the schedule of examination	None	10 mins	EPS II
4. Examination Proper **Onsite Examination** at the BEA Testing Room, DepEd Central Office: Take the Exam, Submit the Answer Sheet and Test Booklet, and get the examination stub (to be presented in claiming test result) Or **Computer-Based** (refer to item 1.3 for the process)	4.1 Orient the Examinee 4.2 Distribute, retrieve and inspect the Answer Sheet and Test Booklet 4.3 Detach the examinee stub and give to the examinee 4.4 Submit the Answer Sheet to the Processing Unit	None	Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: **https://bit.ly/DepEdPEPT** **The duration of the test is*	EPS II

			the same for onsite and computer-based	
	4.5 Process the results	None	5 days	EPS II
5. Present the exam stub and claim the Certificate of Rating (COR)	5.1 Verify and release the COR	None	15 mins	EPS II
	Total	**Php200**	6 days, 1 hour, 30 minutes	

1.3Computer-Based Test

The CB-PEPT is an online or internet-dependent platform. It shall be administered by BEA via live remote proctoring. The test is taken by the client in their location provided that all requirements are met (refer to the checklist below).

Office or Division:	Bureau of Education Assessment–Education Assessment Division (BEA-EAD)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	The CB–PEPT is only offered by BEA–EAD to the following clients: a. Clients aged 6 to 9 years old who reside outside Metro Manila, Bulacan, Cavite, Laguna, and Rizal; b. Clients with a current medical condition (supported by a medical certificate) who are not capable to take the exam onsite; and c. Clients with exceptional cases.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Aside from the documents required during onsite/online registration, PEPT applicants who are qualified to take the CB–PEPT must have the following requirements: 1. Laptop/Desktop Computer with working camera & microphone 2. Stable Internet Connection 3. Safe Exam Browser **http://bit.ly/SEBPEPT** 4. Notice of Examination *(provided by BEA–EAD via email)* **System Requirements:** - Windows 8/10 - At least 2 GB Ram - At least 30 GB Hard Disk *Note: BEA will send a reminder and guidelines prior to the schedule of exam via email.*	- Examinee - BEA

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

1. Download and install the Safe Exam Browser (SEB) Installer and SebClientSettings from t**http://bit.ly/SEBPEPT** prior to examination day	1.1 Send the Notice of Examination with meeting link and guidelines on the CB-PEPT	None	10 mins	Education Program Specialist (EPS) II
2. On the day of exam, click the meeting link, attend the orientation, and take the test	2.1 Conduct an orientation to the examinee 2.2 Administer the test via live remote proctoring 2.3 Generate the test results from online platform and submit to processing unit	None	Maximum of 8 hours per day: Time allotment depends on the age and grade level/s to take. Below is the link for reference: **https://bit.ly/DepEdPEPT** **The duration of the test is the same for onsite and computer-based*	EPS II
	2.4 Process the result	None	5 days	EPS II
3. Present the exam stub and claim the Certificate of Rating (COR)	3.1 Verify and release th COR	None	15 mins	EPS II
	Total	**None**	**6 days, 25 minutes**	

2. Philippine Educational Placement Test (PEPT) for Validation Purposes via Special Test Administration

The PEPT for validation purposes is for learners who completed grade level/s in schools without a government permit. The test is to validate if these learners met the learning standards for specific grade levels.

DepEd Order 55, s. 2016, *Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program, Section 6, Item no. 5.2, Testing Centers and Test Administration Schedule* stated that the test may be administered at the school site as Special Test Administration. This supports **DepEd Order 23, s. 2019**, *Additional Provision to Section 6: Grade Level Placement Assessment of DepEd Order 55, s. 2016*, effective School Year 2019-2020, which stated that all learners who will take the PEPT for validation purposes shall be given an assessment at their respective Schools Division Offices/centers.

As the COVID-19 pandemic eases, BEA announces the resumption of the **special test administration** of the Philippine Educational Placement Test (PEPT) enclosed in **DM/OM-CI-2022-00272**, *Onsite Administration of the Philippine Educational Placement Test (PEPT) and Other Regular Assessment Services*.

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Schools Division Offices (SDOs) who have learners from school without a government permit to operate. Learners who may register for the PEPT for validation purposes through the division offices should have completed, without failed subjects, the grade level/s to be validated.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
SDOs that opt to request an onsite administration of the PEPT for validation purposes must submit the following requirements:	
1. Request Letter signed by the Schools Division Superintendent (SDS) – refer to DM-CI-00272 Annex A item no. 6 for the content of the letter and list of learners' template	- Schools Division Office (SDO)
2. Endorsement letter from the Regional Office (RO)	- Regional Office (RO)
3. Learners' complete documents:	
For new applicants:	
a. **Certified true copy of** the original and one photocopy of the **permanent school record** (e.g., SF10/Form 137) signed by the School Principal/Registrar/ School Administrator; certificate of attendance in intervention programs, or any proof of schooling (if applicable)	- School last attended
b. Original and one photocopy of the **birth**	- PSA (formerly NSO), Local Civil

certificate duly authenticated and issued by the Philippine Statistics Authority (formerly National Statistics Office) or by the Local Civil Registrar. c. Identical and recently taken 1x1 colored **ID pictures** with name tags (two pieces) d. Accomplished PEPT Registration Form (one copy) **For retakers and PEPT passers:** a. Original and one photocopy of Certificate of Rating (COR) b. Identical and recently taken 1x1 colored **ID pictures** with name tags (two pieces) c. Accomplished PEPT Registration Form (one copy	Registrar/ City hall/municipality - Examinee - Division Testing Coordinator (DTC) - Examinee - Examinee - DTC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email a request to **bea.ead@deped.gov.ph** with the list of PEPT registrants	1.1 Acknowledge receipt of the request 1.2 Provide an initial evaluation (number of takers, proposed schedule, and date) 1.3 Coordinate with the DTC regarding the details on the request	None	2 days	Education Program Specialist (EPS) II
2. Submit the learners' documents (hard copies) to BEA office via courier or hand-carry. Settle a non-refundable payment through: • door-to-door money remittance • deposit the payment of the Landbank of the Philippines (LBP) – NETRC Trust Fund Account No. 3342-1010-3 • Cashier (Cash Division) at DepEd Central	2.1 Receive the documents 2.2 Evaluate the documents 2.3 Coordinate with the DTC regarding the final evaluation of the documents 2.4 Send an approval letter regarding the request. The letter must contain the schedule of exam, testing center, and name/s of the assigned examiner 2.5 Receive the proof of payment	PhP 200.00 per registrant *(DepEd Memorandum No. 151, s. 2003)*	3 days	EPS II

Office, Pasig City and email the proof of payment to BEA.				
3. Administer the paper-based test in the testing center/s	3.1 Administer the test 3.2 Provide a post-test assessment/ instruction to the DTC/requesting party	None	Maximum of 8 hours per day. Time allotment depends on the age and grade level/s to take. Below is the link for reference: **https://bit.ly/DepEdPEPT**	Education Program Specialist II
	3.3 Process the results	None	5 days	Education Program Specialist II
4. Claim the COR	4.1 Release the COR	None	15 minutes	Education Program Specialist II
	TOTAL:	**Php200.00**	**10 days, 15 minutes**	

3. Assessment Data Requests via Online

In DepEd Order No. 55, s. 2016, the National Assessment Data can be released to and utilized by both internal and external stakeholders. The national assessments can be referred as the Early Language, Literacy, and Numeracy Assessment (ELLNA), and National Achievement Test (NAT) for Grades 6, 10, and 12.

To avail of the Assessment Data, the following are the requirements to comply:

3.1. For Internal and External Stakeholders

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	a. Private Sector b. Non-Government Organizations c. Other attached agencies d. Student researchers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Formal request letter **b. Accomplished BEA-EAD Data Request Form** requiring the following information: • Details of the Requestor • Type of Assessment Data • School Year covered • Level of the Data *(National, Region, Division, School level)* • Type of Data • Purpose of Data Request	**Accessible through this link:** **Bit.ly/BEA_DataRequest**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the formal data request letter either through walk-in or email	1.1 Receive/ Acknowledge receipt of the data request.	None	1 minute	Administrative Assistant II/ Technical Assistant II
2. Fill-out the Data Request Form and submit to BEA-EAD	2.1 Evaluate the completeness of the information and record the request to the monitoring form.	None	5 minutes	Statistician II/ Technical Assistant II
	2.2 Process the data request and prepare a response letter.	None	1 day	Statistician II/ Technical Assistant II
	2.3 Submit the processed data request and reply letter for review	None	1 day	Statistician II/ Technical Assistant II

	and clearance.			
	2.4 Review the correctness and completeness of data request and reply letter.	None	2 days	Supervising Education Program Specialist, Chief Education Program Specialist
	2.5 Route the letter and data to appropriate signatory.	None	10 minutes	Administrative Assistant
	2.6 Review/ Approve the processed data request.	None	1 day	Director IV
3. Acknowledge the data request and accomplish feedback form	3.1 Send the e-copy of the data through email.	None	5 minutes	Statistician II/ Technical Assistant II
	TOTAL:	**None**	**5 days, 21 minutes**	

4. Verification and Re-issuance of Certificate of Rating (COR)

4.1. ONSITE REQUEST

This is for walk-in clients to verify the test results of an individual or learner after taking an examination at the DepEd-Division Testing Center or DepEd-BEA Office and wishes to be re-issued with the following Certificate of Rating (COR) and/or Certification of Authentication & Verification (CAV).

a. Philippine Educational Placement Test (PEPT)
b. Accreditation and Equivalency (A&E) Test
c. National Career Assessment Examination (NCAE)
d. Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)
e. Educational Management Test (EMT)

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individuals/learners who were takers of any of the national assessments and requests to secure another copy of their COR or those who wish to verify test results.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Personal information b. Date and venue where the test was taken *c.* Payment of PhP 50.00 for the issuance of COR, PhP 50.00 for CAV	Individual/Learner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form at Verification Room (Room 113, Mabini Bldg., DepEd Complex, Pasig City)	1.1 Verify the records of the client	None	10 minutes	Education Program Specialist (EPS) II
2. Pay the request of COR and/or CAV fee at the Cash Division, Ground Floor, Alonzo Bldg.	2.1 Cash Division to Issue Official Receipt (OR) upon payment	PhP 50.00 for the copy of COR and/or CAV	5 minutes	Cash officer/s
3. Follow up the availability of the COR request via phone call 8631-2571 or via email verification.bea@deped.gov.ph	3.1 Process/ generate the COR and/or CAV. 3.2 Print the COR and/or CAV and wait for the initials and signatories	None	5 days	EPS II Signatories: - Chief EPS - Director IV
4. Present the email and claim the COR and/or CAV	4.1 Release the COR and/or CAV	None	10 minutes	EPS II
	TOTAL:	**Php50**	**5 days, 25 minutes**	

4.2. ONLINE REQUEST

This is an online platform for verifying the test results of an individual or learner after taking an examination at the DepEd-Division Testing Center or DepEd-BEA Office and wishes to be re-issued with the following Certificate of Rating (COR) and/or Certification of Authentication & Verification (CAV).

a. Philippine Educational Placement Test (PEPT)
b. Accreditation and Equivalency (A&E) Test
c. National Career Assessment Examination (NCAE)
d. Qualifying Examination in Arabic Language and Islamic Studies (QEALIS)
e. Educational Management Test (EMT)

Office or Division:	Bureau of Education Assessment-Education Assessment Division
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Individuals/learners who were takers of any of the national assessments and requests to secure another copy of their COR or those who wish to verify test results.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
a. Personal information b. Date and venue where the test was taken c. Payment of PhP 50.00 for the issuance of COR, PhP 50.00 for CAV, PhP 150.00 for the shipping fee *(price may vary depending on the location of the receiver)*	- Individual/Learner - Door-to-door money remittance provider (e.g., LBC, BDO, or any preferred courier services)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the online request form completely using the following link: **https://bit.ly/DepEd Verification** then upload the accomplished form at https://docs.google.com/forms/d/e/1FAIpQLSfyWFz4GjR-YfXyPYPKzm80Mia3M2bXtt1EwiqxO4HIsE3KyQ/viewform	1.1 Verify the records of the client 1.2 Send an acknowledgment email that contains the request reference number and payment details	None	10 minutes	Education Program Specialist (EPS) II
2. Settle a non-refundable payment through a door-to-door money remittance system (e.g., LBC, BDO, or	2.1 Receive the payment through a door-to-door money remittance system	PhP 50.00 for the copy of COR and/or CAV and PhP 150.00 for	5 minutes	Cash officer/s

any preferred courier services)	2.2 Acknowledge the payment via email	the shipping fee		
3. Wait for an email about the availability of the COR and/or CAV	3.1 Verify the COR request 3.2 Process/ generate the COR and/or CAV. 3.3 Print the COR and/or CAV and wait for the initials and signatories	None	5 days	EPS II Signatories: - Chief EPS - Director IV
4. Clients who opt to pick up the document must visit the BEA Verification Office. They should bring a valid ID (or an authorization letter from the examinee) or a printed copy of their acknowledgment email from BEA. Clients who opt to receive the documents via delivery must wait for their COR/ and/or CAV. They may track the delivery thru the link provided by BEA.	4.1 Releasing of COR and/or CAV 4.2 Send the COR and/or CAV to the mailing address through the courier 4.3 Send the shipping details or proof of delivery to the client via email	None	10 minutes **Shipping time is not included in the processing time:* *Within NCR – 3 days* *Luzon area – 5 days* *Visayas & Mindanao area – 7 days*	EPS II
	TOTAL	**Php 200.00**	**5 days, 25 minutes**	

References:
Executive Order No. 733, s. 1981*, Linking Formal and Non-Formal Education and Training Systems Through an Expanded Accreditation And Equivalency Program*
DepEd Order 55, s. 2016*, Policy Guidelines on the National Assessment of Student Learning for the K to 12 Basic Education Program*
DepEd Order 23, s. 2019*, Additional Provision to Section 6: Grade Level Placement Assessment of DepEd Order 55, s. 2016*
DM/OM-CI-2022-00272*, Onsite Administration of the Philippine Educational Placement Test (PEPT) and Other Regular Assessment Services.*
Administrative Order No. 31*, Rationalization of Fees*
DOF-DBM-NEDA Joint Circular No.1- 2013*, Rules and Regulation of Administrative Order No. 31, s. 2012, On the Rationalization of Rates of Fees and Charges, Increase in Existing Rates and Imposition of New Fees And Charges*
Letter of Instruction No. 1488, s. 1985*, Directing the Development of the Integrated Plan for Testing Educational Performance*
DepEd Order No. 56, s. 2022, *Registration for Walk-in Examination Fee in the PEPT*
DepEd Memorandum No. 151, s. 2003*, Addendum to DepEd Order No. 56, s. 2002*
DECS Order No. 100, s. 1992, *Revised Rates of Fees and Charges*

B. Cash Division

1. Payment of Obligation through Cash Advance (including Petty Cash)

Cash advances are drawn where payment of obligations through cash is necessary for the programs, projects and activities of the different offices/services/bureaus. This includes the petty cash which is used for the day to day operations of the concerned office. The grant of cash advances is based on the general accounting rules and regulations.

Office or Division:	Cash Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	All DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Approved Authority to Cash Advance – Original copy • Approved Activity Request (AR) / Authority To Conduct Activity (ATC) with supporting documents (i.e. budget estimates, program of activities, list of participants, activity proposal) • Statement of Unliquidated Cash Advance (SUCA) – Original copy	• Proponent office/bureau/service • Accounting Division.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request RDO for cash advance to be drawn	1.1 Assign RDO, recommend approval of request	None	15 minutes	Proponent Office
2. Prepare ORS and DVwith supporting documents –approved authority to cash advance; authority to conduct activity; budget estimates, for processing of Budget and Accounting Divisions	2.1 Receive andrecord processed ORS and DV	None	5 minutes	Proponent Office
	2.2 Determine type of fund and issue corresponding check	None	5 minutes	Division Chief
	2.3 Control check number, prepare and encode in the database system and print check and ACIC	None	10 minutes	Cash personnel

	2.4 Review accuracy of data on check and ACIC based on processed DV and sign/initial	None	10 minutes	Division Chief
	2.5 Record and transmit check and ACIC to authorized signatories	None	10 minutes	Cash personnel
	2.6 Sign check and ACIC	None	2 days	Authorized signatories
	2.7 Return signed check and ACIC	None	10 minutes	Staff of authorized signatories
	2.8 Receive and check if all documents were duly signed and record accordingly Create and approve for clearing check payment thru eMDS	None	20 minutes	Cash personnel Cash / Division Chief
	2.9 Encash checkand review budget estimate	None	30 minutes	Cash personnel assigned as disbursing officer
3. Receive payment in cash and sign disbursement voucher, payroll, RER,whichever is applicable, and issues OR when necessary	3.1 Review and check completeness and sufficiency of supporting documents and disburse payment accordingly Prepare and segregate cash for each payee in case of payroll account	None	30 minutes 1 hour	Cash personnel assigned as disbursing officer
	Total	**None**	**2 days, 3 hours and 20 minutes**	

2. Payment of Obligation through Checks or LDDAP-ADA

Payment of obligations of the Central Office are paid either through checks or Listof Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA). The Advice of Checks Issued and Cancelled (ACIC) are forwarded to the bank to confirm the validity of the checks and to credit the payment to the payee'saccount in the case of LDDAP-ADA.

Office or Division:	Cash Division
Classification:	Simple
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	All internal and external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Processed Disbursement Vouchers / LDDAP-ADA • Supporting DocumentaryRequirements	• Accounting Division • Concerned office/bureau/service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receives and records processed DV and LDDAP-ADA duly signed by Chief Accountant	None	5 minutes	Cash personnel
IN CASE OF CHECK PAYMENT				
	1.2 Determines type of fund and issues the corresponding check	None	5 minutes	Division Chief
	1.3 Controls check and advice number, prepares and encodes in the database system and prints check and ACIC	None	10 minutes	Cash Personnel
	1.4 Reviews accuracy of data on check and ACIC based on the processed DV and signs/initials	None	10 minutes	Division Chief
IN CASE OF LDDAP-ADA				
	1.5 Imports from the database system to generate the hash totals in the FINDES (online LBP system);	None	15 minutes	Cash personnel

	controls and assigns check number and prepares WINACIC			
	1.6 Reviews hash totals, WINACIC, based on the processed LDDAP-ADA and signs initials	None	10 minutes	Division Chief
FOR BOTH CHECK AND LDDAP-ADA				
	1.7 Records and transmits check and ACIC or LDDAP-ADA with the necessary documents to authorized signatories	None	10 minutes	Cash personnel
	1.8 Authorized signatories sign check and ACIC or LDDAP-ADA with necessary supporting documents	None	8-16 hours	Authorized signatories
	1.9 Returns signed check and ACIC or LDDAP-ADA with the necessary documents to the CD	None	10 minutes	Staff of authorized signatories
	1.10 Receives and checks if all documents were duly signed and records accordingly In case of LDDAP-ADA, photocopies, segregates and prepares for submission to AGDB; In case of check, creates and approves for clearing check payments thru eMDS	None	20 minutes	Cash personnel Cash personnel Cash personnel / Division Chief
	1.11 Informs payee of availability of check for release	None	5 minutes	Cash personnel
2. Proceeds to CD and presents necessary documents to claim the check (ID, authority to claim, OR in case of external creditors)	2.1 Checks ID of claimant and receives the documents submitted to claim check	None	10 minutes	Cash personnel

3. Signs the check releasing logbook and DV	3.1 Checks signature against the ID presented	None	5 minutes	Cash personnel
4. Receives check and validates correctness of data (name of payee and amount)	4.1 Releases check	None	5 minutes	Cash personnel
	Total	**None**	**2 days, 2 hours and 35 minutes**	
Receipt of official receipt (or) for payments thru LDDAP-ADA – external				
5. Proceeds to CD and informs the CD staff of details of payment credited to their account (date and amount)	5.1 Search database for LDDAP-ADA number and locate among the files submitted to the bank the LDDAP-ADA involved in the transaction	None	15 minutes	Cash personnel
6. Issues OR for the payment received thru LDDAP- ADA	6.1 Attaches the OR to the DV and advises the client to proceed to Accounting Division for issuance of tax certificate, when Applicable	None	10 minutes	Cash personnel
Inquiry on status of payment of obligation – internal and external				
7. Client inquires on status of payment thru check or LDDAP-ADA, thru personal follow up, text message, landline call, Viber, Messenger, email, Workplace/ Workchat	7.1 Searches the Cash Receipts and Disbursement Database System and informs the client of search result and/or furnishes copy of LDDAP- ADA, DV, when requested	None	10 minutes	Cash personnel

C. Education Facilities Division

1. Evaluation of New Technology/Construction Materials for School Buildings

The Education Facilities Division (EFD) receives unsolicited proposals from contractors/ manufacturers/fabricators introducing the use of new technology or construction materials in the design and construction of school buildings. The proposals are evaluated by EFD technical personnel to determine its viability in the design and construction of school buildings.

Office or Division:	Education Facilities Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Contractors/Manufacturers/Fabricators offering new technology in the construction of school buildings

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• One (1) copy of letter request addressed to EFD Chief (hard copy or soft copy thru email: **efd@deped.gov.ph**) for evaluation of new technology /construction material with attached technical description/specification of product offered. • Sample of product being offered (if necessary, at least one sample)	Contractor/Manufacturer/ Fabricator

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documents /requirements	1.1 Receive and check the completeness of documents/ requirements.	None	5 minutes	Administrative Assistant (ADAS)
	1.2 Evaluate submitted documents/requirements.	None	1 hour	Engineer or Architect in-charge
	1.3 Review and approve the request for presentation.	None	5 minutes	EFD Chief
	1.4 Inform the contractor/ manufacturer/ fabricator of the schedule of presentation via email or phone call.	None	10 minutes	Engineer or Architect in-charge
2. Product Presentation	2.1 Attend the conduct of presentation which include discussion and open forum.	None	2 hours and 30 minutes	Engineers and Architects, Contractor/ Manufacturer/

				Fabricator
	2.2 Prepare recommendation in the product presentation.	None	8 hours	Engineer or Architect in-charge
	2.3 Approve the recommendation.	None	5 minutes	EFD Chief
	2.4 Provide copy of the recommendation to the Contractor /Manufacturer /Fabricator (hard copy or thru email).	None	5 minutes	Engineer or Architect in-charge
		Total:	**1 day and 4 hours**	

2. Review and Evaluation of the Project Design, Specification and Estimates, and Budget Allocation

The Education Facilities Division reviews/evaluates project designs, specifications and estimates submitted/requested by concerned personnel from DPWH and Regional Offices (RO)/Schools Divisions Offices (SDOs)/ Schools of DepEd. Likewise, the EFD reviews/evaluates requests from requesting offices of DepEd and other government offices for budget allocation for new construction, replacement and repair/rehabilitation of ROs/SDOs/schools and other related projects of the Department. This is to ensure that the actual designs of school building projects are on conformity with the National Building Code (NBC), Bureau of Fire Protection (BFP) and DepEd School Building Project Standards.

Office or Division:	Education Facilities Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Regional and Schools Division Offices, DPWH and other government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy (original/ photocopy/ soft copy) of the request letter addressed to EFD Chief 2. One (1) copy (original/ photocopy/ soft copy) of Program of Works (POWs) 3. One (1) copy (original/ photocopy/ soft copy) of Specification 4. One (1) copy (original/ photocopy/ soft copy) of Construction Materials Price Data (CMPD) 5. One (1) copy (original/ photocopy/ soft copy) of Detailed Architectural and Engineering Design (DAED) Plans 6. One (1) copy (original/ photocopy/ soft copy) of Site Development plans	Secure from DepEd RO, SDO, and EFD Engineers/Architect

For soft copy, email to efd@deped.gov.ph				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete documents/ requirements for review of POWS, specification, CMPD, DAED and site development plans	1.1 Acknowledge submitted documents /requirements received.	None	10 minutes	Engineer in-charge
	1.2 Evaluate documents received.	None	8 hours	Engineer in-charge
	1.3 Prepare recommendations with findings.	None	3 hours	Engineer in-charge
	1.4 Approve/sign the recommendation.	None	10 minutes	EFD Chief
	1.5 Provide the approved recommendations to the requesting office.	None	5 minutes	Engineer in-charge
		Total	**1 day, 3 hours, and 25 minutes**	
2. Request for technical assistance based on the findings/evaluations of Office of the Building Officials (OBO) and other related agencies. *See notes on the checklist of requirements*	2.1 Acknowledge request letter and forward to concerned units.	None	10 minutes	ADAS
	2.2 Review the request for technical assistance by the concerned EFD unit.	None	30 minutes	Engineer in-charge
	2.3 Provide recommendation (e.g. for further instruction, inspection, and/or for provision of required documents.	None	8 hours	Engineer and/ or Architect in-charge
	2.4 Prepare transmittal /endorsement.	None	15 minutes	Engineer and/ or Architect in-charge
	2.5 Provide approved endorsement with the appropriate recommendation to the requesting office, via hard copy or thru email.	None	5 minutes	Engineer and/ or Architect in-charge
		Total	**1 day and 1 hour**	
3. Request for the preparation of Detailed	3.1 Receive request letter for DAED and	None	10 minutes	ADAS and EFD Chief

Architectural and Engineering Design (DAED) consisting of architectural, structural, electrical, sanitary and plumbing, mechanical and electronics (if needed) designs. Note: Attached relative documents such as but not limited to general considerations, space requirements, pictures, site development plan and proposed budget allocations (if available).	forward for EFD Chief for review.			
	3.2 Review request letter for DAED.	None	15 minutes	EFD Chief
	3.3 Forward documents to EFD Unit for appropriate action.	None	5 minutes	Engineer and /or Architect in-charge
	3.4 Prepare the complete set of DAED drawings of the requested items.	None	152 hours	Engineer and/ or Architect in-charge and EFD Design Professionals
	3.5 Approval of the accomplished DAED. *Note: Approval of Undersecretary as needed.*	None	2 hours	EFD Chief and EFD Design Professionals
	Total	**None**	**19 days, 2 hours and 30 minutes**	
4. Request for the structural/electrical/ architectural assessment and recommendation on the damaged school buildings, Ros/SDOs, and other facilities. ** See notes on the checklist of requirements.*	4.1 Received request letter via email or hard copy of the letter.	None	10 minutes	ADAS
	4.2 Review request to conduct the assessment.	None	30 minutes	Technical Assistant, Engineer in-charge
	4.3 Approve on the	None	10 minutes	EFD Chief

	request to conduct assessment			
	4.4 Set schedule of actual assessment /inspection and inform the requesting office thru letter or email.	None	30 minutes	Engineer/ Architect in-charge
	4.5 Conduct site assessment/validation /inspection.	None	8 hours (excluding travel time)	Engineer/s
	4.6 Prepare inspection report with recommendation for approval.	None	6 hours	Engineer in-charge
	4.7 Approval of the prepared recommendation.	None	10 minutes	EFD Chief
	4.8 Prepare letter transmittal of approved inspection and evaluation.	None	10 minutes	Engineer in-charge and EFD Chief
	4.9 Release of documents to requesting office.	None	5 minutes	ADAS
	Total	**None**	**1 day, 7 hours, 45 minutes**	
5. Request for funding/allocation for various BEFF programs and projects. *Note: (for walk-in client only)*	5.1 Receive request letter (hard copy)	None	5 minutes	ADAS
	5.2 Review and evaluate technical documents	None	15 minutes	EFD-PAPU personnel
	5.3 Provide recommendation for approval of EFD Chief	None	30 minutes	EFD-PAPU personnel
	5.4 Approve recommendation	None	10 minutes	EFD Chief
	5.5 Inform the client of the recommended action	None	10 minutes	EFD-PAPU personnel
	Total	**None**	**1 hour, 10 minutes**	
6. Request to review, update and manage cost of construction material price/data on a quarterly basis	6.1 Consolidation	None	15 minutes (per Division)	Technical Staff of EFD-PDU
7. Request standardization on the preparation of Program of Works (POW)	7.1 Preparation of standard template for POW	None	24 hours	Technical Staff of EFD-PDU

8. Request for the preparation of complete working drawings consisting of architectural, structural, electrical, sanitary and plumbing, mechanical and electronics (if needed) designs for construction of SDO and, School Buildings, Group Handwashing Facilities, Gabaldon School Buildings, Last Mile School Building Facilities, and other related DepEd infrastructure projects.	8.1 Drafting	None	30 days	Technical Staff of EFD-PDU
9. Request for the preparation of Terms of Reference, budgetary estimates, conduct market survey, coordination to DepEd and PS-DBM Bids and Awards Committees and to attend procurement conferences and meetings for EFD projects under procurement.	9.1 Preparation of procurement documents (including conduct of market survey)	None	40 hours	Technical Staff of EFD-PDU
10. Request to provide technical assistance to Service Providers/ Suppliers for EFD projects under implementation.	10.1 Coordination and evaluation	None	8 hours	Technical Staff of EFD-PDU
11. Request to review and evaluation of the submitted final deliverables of Service Providers/Suppliers for the Preparation of School Site Development Plan	11.1 Evaluation	None	15 minutes (per School)	Technical Staff of EFD-PDU
12. Request for the assessment and recommendation on the damaged school buildings, SDOs and other facilities	12.1 Evaluation and validation (including on-site inspection)	None	24 hours	Technical Staff of EFD-PDU

especially on its structural stability				
13. Request for management of Special Projects - CO improvement projects	13.1 Assessment and evaluation (including on-site inspection)	None	16 hours	Technical Staff of EFD-PDU
14. Request for procurement, supply and delivery of School Furniture	14.1 Validation (including preparation of documents, detailed drawings and Program of Works)	None	40 hours	Technical Staff of EFD-PDU
	Total	**None**	**49 days and 30 minutes**	

**EFD follows other laws prescribed by other implementing agencies for design and building of constructions, thus the office exceeds to the prescribed processing time of ARTA.*

3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office

The EFD processes the request for billing of Contractors that have existing infrastructure contracts with DepEd Central Office. The Contractor submitted Statement of Work Accomplishment and request for its payment subject tothe evaluation of the Education Facilities Division technical personnel before submission to the Office of the Undersecretary for Administration and to the Accounting Division.

Office or Division:	Education Facilities Division
Classification:	Simple
Type of Transaction:	G2B- Government to Business
Who may avail:	Contractors w/ existing infrastructure contracts w/ DepEd

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request for payment 2. Original copy (for 1st billing) or Photocopy(for succeeding billings) of Contract Documents	Supplier
3. ORS and Disbursement Voucher 4. Certificate of Payment (COP) 5. Certificate of 100% Completion (COC) -forfinal billing 6. Certificate of Final Acceptance (for therelease of retention money)	EFD
7. Warranty Security (for the release ofretention money) 8. Duly signed Statement of Work Accomplishment (SWA)	Contractor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSI NGTIME**	**PERSON RESPONSIBLE**
1. Submission of letter request for payment with required documents	1.1 Receiving	None	5 minutes	Receiving personnel ofEFD
2. Request	2.1 Evaluationand	None	24 hours	Engineer andChief

evaluation and preparation of Statement of Work Accomplishment	preparation of SWA		(with onsite inspection)	of EFD conformed bycontractor
3. Request preparation of COP	3.1 Preparation of documents	None	2 hours	EFD Engineer and Chief
4. Request Preparation of Disbursement Voucher	4.1 Preparation of documents	None	1 hour	EFD Engineer and Chief
	Total	**None**	**3 days, 3 hours, 5 minutes**	

4. Payment of Obligation to Supplier with Existing Contract with DepEd CentralOffice for the Supply and Delivery of School Furniture

The EFD processes the request for billing of suppliers that have existing contracts with DepEd CO for the Supply and Delivery of school furniture. Upon delivery of the school furniture by the Supplier and acceptance by therecipient, a request for payment shall be submitted by the Supplier. The request for payment submitted by the supplier will be evaluated for completeness of documents before submission to the Office of the Undersecretary for Administration and to the Accounting Division.

Office or Division:	Education Facilities Division			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business			
Who may avail:	Suppliers of School Furniture w/ existing contracts w/ DepEd			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
1. Letter request for payment 2. Original copy (for 1st billing) or Photocopy(for succeeding billings) of Contract Documents			Supplier	
3. 4 copies of duly signed Inspection and Acceptance Report (IAR) 4. 2 copies of duly signed Property TransferReport (PTR)			Submitted by Supplier after signing of authorized inspectors and receiving officer	
5. ORS and Disbursement Voucher 6. Summary of Deliveries 7. Copy of the Pre-Delivery InspectionReport 8. Certificate of Completion and Acceptance 9. Copy of Post-Delivery Inspection Report(for the release of retention money) 10. Certificate of Contract Compliance			EFD	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submission of letter request for payment with required documents	1.1 Receive and check the completenessof submitted documents	None	5 minutes	Receiving personnel of EFD
2. Request evaluation ofsubmitted documents	2.1 Evaluate submitted documents	None	16 hours per region	EFD Engineer
3. Request preparation of Certificate of Completion	3.1 Preparation of documents	None	2 hours	EFD Engineer,Chief of EFD
4. Request preparation of Summary of Deliveries	4.1 Preparation of Documents	None	8 hours	EFD Engineer,Asst Chief andChief of EFD
5. Request preparation of Disbursement Voucher	5.1 Preparation and signing ofdocuments	None	1 hour	EFD Engineer and Chief of EFD
	Total	**None**	**3 days, 3 hours, 5 minutes**	

D. Employee Accounts Management Division (EAMD)

1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process

The process of assessing the application of accreditation or re-accreditation for inclusion of private entities in DepEd Automatic Payroll Deduction System. The Accreditation provides standards that private entities must comply with to be included in the APDS, it further facilitates the orderly implementation of the limitation on authorized deductions, including observance of minimum monthly nettake home pay (NTHP) as well as the order of preference of deductions.

Office or Division:	Employee Accounts Management Division (EAMD)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Lending Institutions/ Private Entities / Cooperatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Private Entities
2. Amended Articles of Incorporation/Cooperation	
3. By-Laws	
4. General Information Sheet/Cooperative AnnualProgress Report	
5. Updated Certification from SEC that the entity has not been dissolved nor has the Commission received any information derogatory to said entity that would prevent it fromexercising its primary franchise/BSP Certificate of Authority/IC Certificate of Authority/CDA Certificate of Registration	
6. PDIC Certificate of Good Standing/ CDA Certificate of Compliance	
7. Organizational Profile	
8. Ownership Structure/percentageof share ownership of the stockholders/members	
9. Curriculum Vitae/Bio Data ofOfficers	
10. List of all products/services offered to DepEd personnel	
11. Certification from Chairman/ President that the organization is duly operating under existing laws which are managed by and/or for the benefit of government employees	
12. Audited Financial Statements for (2) immediately preceding years stamped received by BIR	
13. Income Tax Returns for (2) immediately preceding years with proof of payments	
14. BIR certificate of Registration	
15. List of main and all field offices/branches, including the names of its managers, with complete address, landline telephone numbers and official email addresses, with a	

corresponding certification that the said offices/branches can sufficiently render all the servicesmentioned in par. 21 of Enclosure 1 of DO No. 18, s. 2018				
15. Sample amortization schedulesfor each type and term of loan showing the rates of interest, non-interest and other charges				
16. Subscribed statement attesting tothe Truth in Lending Act with attached expanded Disclosure Statement on loan/credit transaction				
17. Business permits of all offices/branches				
18. Contracts of Lease or proof of ownership of offices/branches				
19. For affiliate banks, certification executed by both the private entity and the affiliate bank stating that the latter can sufficiently render all the servicesmentioned in par. 21 in the province				
20. Universal listing of all borrowers				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request duly supported with the complete set of documentary requirements under Item 29.1 of DepEd Order (DO) No. 18, s. 2018 Submission can also be sent via email at fs.eamd@deped.gov.ph	1.1 Receive, acknowledge email submission and record requestsand forward thesame to In- Charge, for evaluation	None	5 minutes	Administrative Assistant II (AA II)
	1.2 Receive, check the completeness and evaluate submitted requirements (Refer to Item 29.1 of DO No.18, s. 2018), and prepare Evaluation Report	None	16 hours	AO II/IV/V
	1.3 Reviews and notes findings on Evaluation Report prepared by in-charge	None	4 hours	SAO and CAO
	1.4 Prepares action document/s depending on the result of evaluation, whether to return to requesting entity due to lack of requirements orto approve the application, ande-mails the same to EAMD Supervising AO (SAO) and Chief AO (CAO); In case of new applicants for accreditation, prepares Memorandum to the Regional APDS Task Force, requesting validation	None	3 hours Depends on the availability of the Validation Report from	AO II/IV/V

	of thereported officesof the entity		the Regional Office concerned	
	1.5 Reviews/edits draft action document/s and mail corrected file to in-charge	None	3 hours	SAO and CAO
	1.6 Fill-out necessary information, as required by SAO and/or CAO, if any, and re-send updated file through e-mail to SAO andCAO	None	1 hour	AO II/ AO IV/ AO V
	1.7 Revisit/edit draftaction document/s, incorporate corrections, if any, and advisethrough e-mail the in-charge to finalize if no more edits	None	30 minutes	SAO and CAO
	1.8 Print in final form and affix initials	None	15 minutes	AO II/ AO IV/ AO V
	1.9 Reviews and affix initials	None	10 minutes	SAO and CAO
	1.10 Records and releases action document/s to Office of Director IV for Finance Service/ Assistant Secretary forFinance, for initial/signature	None	20 minutes	AA II
	1.11 Receives andrecords actiondocuments and handed over to the Office of Director IV Service/ASec for initials/signature	None	10 minutes	AA of the Office of the Director IV, Finance Service/ ASec forFinance
	1.12 Reviews and affixes initials/signature	None	1 hour	
	1.13 Records and releases signed action document/s to EAMD	None	15 minutes	
	1.14 Receives, photocopies, maintains, files, records, and releases to Records Division	None	1 hour	AA II
	1.15 Sends advance copies to concerned office/s via telefax/e-mail	None	30 minutes	AA II/ AOII/IV/V
	1.16 Prepares Terms and Conditions of the APDS Accreditation (TCAA) and coordinate with the Applicant Entity on the completion of the annexes of the said TCAA	None	2 days	AA II/ AOII/IV/V

	1.17 Reviews TCAA prepared, notecorrections, if any, and return to in- charge for finalization	None	2 hours	CAO/SAO
	1.18 Finalizes TCAA and coordinate with the representative of Applicant Entity for signature of the authorized representative and notarization	None	8 hours	AA II/AOII/IV/V
	1.19 Records, maintains file, and releases TCAA to Undersecretary for Finance	None	2 hours	AA, Records Division
	1.20 Receives, records and refers the same to EAMD for appropriate action	None	2 hours	OUF- AA and Undersecretary
	1.21 Receive and record TCAA and forward the same to in-charge	None	10 minutes	OUFDA AA
	1.22 Maintains file,prepares acknowledge ment letter as well as the listof authorized Verifiers per province in accordance with the letter of approval signed by the Undersecretary for Finance and forwards the same to EAMD SAO and CAO for initial	None	1 day	AO II/ AO IV/AOV
	1.23 Review and affix initial	None	10 minutes	EAMD SAO and CAO
	1.24 Record and release acknowledgement letter to Office of Director IV for Finance Service/ Assistant Secretary for Finance,for initial	None	20 minutes	EAMD AA II
	1.25 Receives andrecords acknowledgement letter and hands over to the Director IV, Finance Service/ ASec for Finance for initial/signature	None	10 minutes	AA of the Office of the Director IV, Finance Service/ ASec forFinance
	1.26 Review and affix initials	None	15 minutes	Finance Service, Director IV/ ASec forFinance
	1.27 Record and release acknowledgement letter to EAMD	None	15 minutes	AA of the Office of the Director IV, Finance Service/ ASec for Finance

	1.28 Receive, photocopy/ maintain files, record and release to Records Division	None	30 minutes	EAMD AA II
	1.29 Send advance copies to concerned office/s via telefax/email	None	30 minutes	EAMD AA II/AO II/IV/V
	TOTAL	**None**	**8 days, 7 hours, 35 minutes**	

Note: The evaluation/processing of applications for APDS accreditation is highly technical. Coordination with the regional offices, evaluation, decision making and communication writing are necessary. It should be completed within 20 days prescribed processing time of RA11032

E. Information and Communications Technology – User Support Division

1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in

To update their records, active and retired DepEd teaching and non-teaching personnel in the Regional Offices, SDOs, and Schools request GSIS and Pag-IBIG remittance list and certification from 2000 until the scheduled rolled out to Regional Payroll Services Unit (RPSU).

Office or Division:	User Support Division, ICT Service ICTS-USD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Current and former DepEd RO/SDO/School employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) copy Remittance Request Form	USD Front Desk
Optional Requirements (if not in the Database) • One (1) Photocopy of Authenticated Payroll • One (1) Original Authorization Letter with copy of ID of original requestor and representative (if authorized representative)	RO, SDO, or School Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements.	1.1. Review submitted requirements.	None	20 minutes	Computer Programmer II
	1.2. Process client request. (Extract the data from the database to prepare and print the remittance list, and affix signature.)	None	1 hour	Computer Programmer II
2. Receive requested document and proceed to Accounting Division for further processing	2.1. Release signed Remittance List and Certification document to the Client.	None	5 Minutes	Computer Programmer II
	TOTAL:	**None**	**1 hour, 25 minutes**	

2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online

Due to the COVID-19 pandemic, clients requesting GSIS and Pag-IBIG remittance list and certification from 2000 until the scheduled rollout to RPSU may now make such requests by filling out the online remittance request form.

Office or Division:	User Support Division, ICT Service
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Current and former DepEd RO/SDO/School employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Online Remittance Request Form	https://bit.ly/DepEdRemittanceRequest
2. Scanned copy of the following • One (1) Photocopy of Authenticated Payroll • One (1) Original Authorization Letter with copy of ID of original requestor and representative (if authorized representative)	RO, SDO, or School

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Accomplish the online form with complete information.	1.1 Check submitted requirements and acknowledge client request.	None	20 minutes	Computer Programmer II
	1.2. Process client request.	None	1 hour	Computer Programmer II
	1.3. Extract the data from the database to prepare and print the remittance list, then affix signature.	None	20 minutes	Computer Programmer II
2. Inform client through email of the status of request from USD.	2.1 Forward the signed Remittance List and Certification documents to the Accounting Division.	None	30 minutes	Computer Programmer II
	TOTAL:	**None**	**2 hours, 10 minutes**	

F. Legal Service – Investigation Division

1. Filing of Administrative Complaint

An administrative complaint may be filed by any person against a DepEd third-level official or DepEd Central employee, for alleged administrative offenses, in accordance with the requirements under Sections 4 and 5 of DepEd Order (DO) No. 49, s. 2006 or the "Revised Rules of Procedures of the Department of Education in Administrative Cases."

Office or Division:	Legal Service - Investigation Division
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	All, especially those whose complaints are against the DepEd third-level Officials or DepEd Central Office employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Three (3) original copies + one (1) additional copy per additional person complained of, of the Formal Complaint under oath containing a certification/ statement on non-forum shopping	Complainant
Three (3) original copies + one (1) copy per additional person complained of, of Certified True Copies of documentary evidence and affidavits of witness, if any	Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if available a. Walk-in Client	1.a Receive the complaint if requirements are complete, based on DO 49, s. 2006, otherwise, return the documents for compliance	None	20 minutes	ADAS III/ LeAHD Staff
b. Via email through ls.invesdiv@deped.gov.ph or leahd@deped.gov.ph	1.b Receive and acknowledge receipt of the complaint if requirements are complete based on DO 49 s. 2006, otherwise, return the documents for compliance	None	16 hours	Admin Staff
c. Via Post Office/ Private Courier	1.c.i Receive the complaint	None	20 minutes	ADAS III/ LeAHD

	1.c.ii Forward to the Office of the Director of Legal Service for referral/ instruction to the Investigation Division	None	16 hours	ODir-Legal Service
TOTAL:		**None**	**Walk-in: 20 minutes** **Email: 2 days** **Post office/ courier: 2 days**	

G. Legal Service – Legal Division

1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools

A private basic education school may request the endorsement or favorable recommendation of the Department of Education to the Department of Finance, relative to its application for duty and tax exemptions on importation of goods which shall be used actually, directly and exclusively for educational purposes.

Office or Division:	Legal Service - Legal Division
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Duly Authorized Representative of private basic education schools.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-application by a duly authorized representative of the institution indicating that the requesting school is a non-stock corporation, and specifying therein the items being imported (Notarized)	Client
1. Supporting documents: a. Bill of Lading/Air Waybill, Invoice or Importation documents such as placement orders b. Deed of Understanding duly notarized, which must state categorically that the imported articles shall be used actually, directly and exclusively for educational purposes and shall not be resold, or transferred for a material consideration c. Certified True Copy of the School's DepEd Permit/Recognition; d. Certified true copy of the Articles of Incorporation e. If a University or College, Commission on Higher Education (CHED), Certification/Indorsement regarding the importation/requesting school In case of Donations - Deed of Donation and the corresponding Deed of Acceptance	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit the required documents at the Legal Affairs Help Desk (LeAHD) or via	1.1 Evaluate the completeness of the submitted documents. If the submitted documents are	None	1 hour	Legal Affairs Helpdesk ADAS III or Technical Assistants

official email leahd@deped.gov.ph	complete, they are received. Otherwise, they are returned.			
	1.2 After recording and scanning the documents, the LeAHD/Admin Staff forwards the request for indorsement to the Office of the Undersecretary for Legal Affairs (OULA) and/or to the Office of the Assistant Secretary for Legal Affairs (OASLA), as the case may be, which will refer the same to the Legal Division for appropriate action.	None	20 minutes	OULA or OASLA
	1.3 The Chief of the LD will assign to an Action Officer.	None	20 minutes	Chief, Legal Division
	1.4 The Action Officer assigned will evaluate and prepare the draft indorsement for duty free tax exception. The Action Officer will submit the draft to the Chief of the LD via electronic mail or in printed form for initial review.	None	24 hours	Action Officer assigned
	1.5 The Chief of the LD will submit the draft indorsement to the OULA or the OASLA, as the case may be, for review and approval.	None	8 hours	Chief of the Legal Division
	1.6 The signed and approved indorsement of recommendation for duty-free tax exception will be forwarded to LeAHD for release to the requesting party.	None	8 hours	Undersecretary for Legal Affairs/Assistant Secretary for Legal Affairs/ LeAHD
	TOTAL:	**None**	**5 days, 1 hour and 40 Minutes**	

2. Filing of Appeal

Decisions of the Regional Directors imposing a penalty exceeding thirty (30) days suspension or fine in an amount exceeding thirty (30) days salary, may be appealed to the Secretary of Education within a period of fifteen (15) days from receipt thereof, pursuant to DepEd Order 49, s. 2006 or the "Revised Rules of Procedures of the Department of Education in Administrative Cases."

Office or Division:	Legal Division, Legal Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C) Government to Business (G2B)
Who may avail:	Parties adversely affected in cases where the penalty imposed is suspension exceeding thirty days or a fine in an amount exceeding thirty (30) days salary.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of Appeal which shall specifically state the date of the decision appealed from and the date of receipt thereof	Client
2. Appeal Memorandum containing the grounds relied upon for the appeal, together with the certified true copy of the decision, resolution or order appealed from, and certified copies of the documents or evidence, if any (3 copies)	Client
3. Proof of Service a Copy of the Appeal Memorandum to the Disciplining Office	Client
4. Proof of payment of the appeal fee	Cash Division
5. A statement or certificate of non-forum shopping	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD).	1.1 Evaluate the completeness of the documents submitted. If the submitted documents are complete, the same shall be received. Otherwise, the submitted documents are returned to the client with the advice to submit the complete documents. 1.2 Refer the complete documents to the Office of the Assistant Secretary for Legal Affairs for instruction to or action of Legal Division.	Php 300.00 (Filing Fee) plus Php 10.00 (Legal Research Fee)	1 hour	Client/Legal Affairs Help Desk/ ADAS III or Technical Assistants

2. Receive client's copy of the Appeal.	2.1 Return the Client's receiving copy of the Appeal.	None	5 Minutes	Client/Legal Affairs Help Desk/ ADAS III or Technical Assistants
	TOTAL	**PHP 310.00 (Filing Fee) plus PHP 10.00 (Legal Research Fee)[1] to Cash Division**	**1 hour 5 Minutes**	

[1] *Collection of the Legal Research Fee Pursuant to Presidential Decree No. 1856,* OCA Circular No. 189-2020, November 26, 2020.

3. Filing for Motion for Reconsideration

A party adversely affected by or assailing a decision, resolution or order of the disciplining authority may file a Motion for Reconsideration within fifteen (15) days from receipt thereof, pursuant to DepEd Order 49, s. 2006 or the "Revised Rules of Procedures of the Department of Education in Administrative Cases."

Office or Division:	Legal Division, Legal Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)
Who may avail:	Party adversely affected by the decision rendered by the Central Office.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Motion for Reconsideration (1 Original Copy and 1 Certified True Copy)	Client
2. Copy of Decision, Resolution, or Order Assailed (1 CTC)	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required documents at the Legal Affairs Help Desk (LeAHD) or via official email or through a designated email address.	1.1 Evaluate the completeness of the submitted documents. 1.2 If the submitted documents are complete, the same will be received. Otherwise, the submitted documents are returned to the client with the advice to submit the complete documents.	None	20 Minutes	Legal Affairs Helpdesk/ ADAS III or Technical Assistants
2. Receive a Client's Copy of the Motion for Reconsideration.	2.1 Received the complete documents, and return the client's receiving copy of the Motion for Reconsideration.	None	3 Minutes	Legal Affairs Helpdesk/ ADAS III or Technical Assistants
	TOTAL:	**None**	**23 Minutes**	

H. National Educators Academy of the Philippines – Quality Assurance Division

1. Online Orientation for Learning Service Providers*

All interested non-DepEd Learning Service Providers (LSPs) shall attend an OnlineOrientation Briefing, which shall be provided by, or requested from NEAP Central Office (NEAP-CO).

Office or Division:	Quality Assurance Division – National Educators Academy ofthe Philippines (QAD – NEAP)
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All interested non-DepEd Learning Service Providers (LSPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Interest addressed to JohnArnold Siena, Director IV, National Educators Academy of the Philippines	Learning Service Providers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Interest to NEAP Helpdesk through askneap@deped.gov.ph	1.1 Schedule Online Orientation Briefing for Learning Service Providers	None	20 minutes	EPS II forNEAP Helpdesk through askneap@deped.gov.ph
2. Attend Online Orientation Briefing for LSPs where Form A.1 and other documents will be accessible.	2.1 Facilitate Online OrientationBriefing for Learning Service Providers	None	12 hours	EPS II forNEAP Helpdesk
	2.2 Sign Certificate of Participation	None	1 day	Director IV
	2.3 Release Certificate of Online Orientation Briefing for Learning Service Provider	None	10 minutes	EPS II forNEAP Helpdesk through askneap@deped.gov.ph
TOTAL:		**None**	**2 days, 4 hours, 30 minutes**	

Note: DepEd Order No. 001, s. 202, Item 28 states that All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP. No call for submissions was made in 2022.

2. Authorization of Learning Service Providers*

With the release of DepEd Order No. 001 s. 2020, non-DepEd entities seeking to offer professional development programs and courses for teachers and school leaders, aspart of technical assistance, partnership, or individual paid enrollment basis, are required first to secure Authorization from NEAP as a Learning Service Provider beforethey may submit proposals for evaluation and Recognition.

Office or Division:	Quality Assurance Division – National Educators Academy ofthe Philippines (QAD – NEAP)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All non-DepEd Learning Service Providers (LSPs) who have attended the Authorization and Recognition Online Orientation forLearning Service Providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Omnibus Certification of Authenticity and Veracity of Documents	A template can be accessed during Online Orientation of LSPs
2. Copy of the Certificate of Participation from the Online Orientation	The certificate will be given after attending the Online Orientation for LSPs
3. Form A.1 LSP Authorization Application Form	The Form A.1 can be accessed during the Online Orientation of Learning Service Providers
4. Scanned Copy of Original Legal Documents A. for Individual/Sole Proprietorship, - BIR 2303 OCN - Business Permit valid within calendar year - DTI Registration - NBI Clearance valid within calendar year B. for Firm/Partnership/Corporation - SEC Registration and with its date of incorporation - BIR 2303 OCN - Business Permit valid within calendar year C. for Government Institution - Charter or Republic Act and the date of establishment D. Foreign Entity/Firm/Association - A duly registered entity, firm, or association in the country/state of the applicant who intends to provide professional development - Articles of Incorporation/Partnership/ Creation or its equivalent, which includes as one of its purposes, the training, and development of professionals - Accredited CPD Provider of the country of origin - Duly authenticated by the Philippine	Learning Service Providers

Embassy/Consulate/Legation in the country/state of the applicant and accompanied by an official English translation	
5. Scanned Copy of Curriculum Vitae of Executive Director or its equivalent	Learning Service Providers
6. Scanned Copy of Curriculum Vitae of Officers and Resource Speakers	Learning Service Providers
7. Scanned Copy of Curriculum Vitae of the key person involved in the financial process.	Learning Service Providers
8. Scanned Copy of List of Employees (with their roles and responsibilities signed by the executive director or its equivalent)	Learning Service Providers
9. Scanned Copy of 5 Completion Reports of the PD programs/courses implemented	Learning Service Providers
10. Scanned Copy of notarized Proof of ownership/rental of LSP's Office and training facilities, or notarized Contract with training facilities partner with Pictures	Learning Service Providers
11. Scanned Copy of 3 notarized MOA, Contracts, or any binding documents with partner organizations	Learning Service Providers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Form A.1 with the complete required attachments. All requirements shall be submitted in a pdf file.	1.1 Receives and acknowledges receipt of application through NEAP Helpdesk email (askneap) to LSP that Form A.1 with the Complete required attachments is being checked for completeness. EPS II for NEAP Helpdesk will email within 2 days about the completeness of the application for Authorization.	None	10 minutes	EPS II for Authorization
	1.2 Checks if Form A.1 with the complete required attachments has deficiencies. If deficiencies have been found in the application, LSP repeats Step 1.* If complete, Authorization	None	16 hours	SEPS and EPS II for Authorization

	Secretariat forwards Form A.1 with the complete required attachments to the Authorization Evaluation Committee.			
	1.3 Selects and assigns members of the Authorization Evaluation Committee	None	8 hours	SEPS and EPS II for Authorization
2. Waits for the evaluation of the application for Authorization	2.1 Evaluates Form A.1 with the complete required attachments using Form A.2 Evaluation Form for Authorization	None	16 hours	Authorization Evaluation Committee (AEC)
	2.2 Deliberates Form A.2 Evaluation Form for Authorization	None	16 hours	Authorization Evaluation Committee (AEC)
	2.3 Consolidates Form A.2 Evaluation Form for Authorization using Form A.3 Consolidation Form for Authorization if evaluation result is for approval while Form A.4 Recommendation Form if the evaluation declares failure of the application.	None		
	2.4 Prepares Memo with Form A.3/A.4 as an attachment to SEPS for Program Recognition Team	None	2 hours	SEPS and EPS II for Authorization
	2.5 Validates and endorses the Form A.5 with Form A.3 if application is for approval, and Form A.6 with A.4 if application is for disapproval.	None	8 hours	PDO V PDO IV
3. Waits for the approval of the evaluation results for the Application for Authorization	3.1 Recommends approval of the evaluation results for the Application for Authorization.	None	16 hours	Director IV

	3.2 Approves the evaluation/ results for the Application for Authorization.	None	24 hours	Usec for NEAP
4. Submits notarized Certificate of Undertaking	4.1 Informs LSP that the Application for Authorization is approved and is required to accomplish Affidavit of Undertaking. *Note: The processing time shall continue after the submission of the Notarized Certificate of Undertaking.*	None	10 minutes	SEPS and EPS II for Authorization
5. Waits for the release of Certificate of Authorization if successful. Notice if unsuccessful.	5.1 Prepares Certificate of Authorization if successful. Notice if unsuccessful.	None	1 hour	SEPS and EPS II for Authorization
	5.2 Signs Certificate of Authorization if successful. Notice if unsuccessful.	None	8 hours	Director IV
6. Receives the Certificate of Authorization if successful. OR Receives Notice from NEAP, if unsuccessful. If received Notice, comply with the deficiencies. (wait for the next Call for Authorization	6.1 Sends signed Certificate of Authorization if successful. Signed notice if unsuccessful. OR Informs unsuccessful application for Authorization of Learning Service Provider	None	10 minutes	SEPS and EPS II for Authorization
	TOTAL:	**None**	**14 days, 3 hours, 30 minutes**	

Note: If the Learning Service Provider (LSP) repeats Step 1 due to deficiencies in theirapplication, the processing time of the application for Authorization shall also cease. The Authorization Secretariat shall inform the LSP thru email (NEAP Helpdesk - askneap@deped.gov.ph) regarding the deficiencies. The new processing time shall begin once the LSP resubmits the revised Form A.1 and its complete required attachments for Authorization through NEAP Helpdesk at askneap@deped.gov.ph, compliant with the deficiencies.

*DepEd Order No. 001, s. 2022, Item 28 states that *All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP*. No call for submissions was made in 2022.

3. Recognition of Professional Development at the NEAP Central Office

All DepEd Central Office Bureaus, Services and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP.

Proposals of DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) shall be submitted to the NEAP-CO. Proposals by Schools Division Offices shall be submittedto their respective NEAP-RO.

Office or Division:	Quality Assurance Division – National Educators Academy ofthe Philippines (QAD – NEAP)
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who mayavail:	NEAP - Authorized Learning Service Providers (LSPs)DepEd Service Providers (DSPs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scanned Form R.1 PD Course Recognition Application	NEAP-QAD Drive
2. Soft copy of Learning Resources (Modules, Worksheets, Slide Deck)	Learning Service Providers
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick's Model - Level 2)	Learning Service Providers
4. Soft copy of Feedback Form or end of the day evaluation (Kirk Patrick's Model - Level 1)	Learning Service Providers
5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator	Learning Service Providers
6. Soft copy of Budget Estimate	Learning Service Providers

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Form R.1 with the complete required attachments. Allrequirements shall be submitted in a pdf file.	1.1 Receives and acknowledges receipt of application through NEAP Helpdesk email (askneap) to LSP that Form R.1 (Recognition Application Form) with the required attachments is being checked for completeness. EPS II for NEAP Helpdesk will email within 3 days about the completeness of the application for Recognition.	None	10 minutes	EPS II for Recognition

	1.2 Checks if Form R.1 with the complete required attachments has deficiencies. If deficiencies have been found in the application, LSP repeats Step 1.*	None	24 hours	SEPS and EPS II for Recognition
	1.3 Selects and assigns specific content experts as a member of the Recognition Evaluation Committee	None	16 hours	SEPS and EPS II for Recognition
2. Waits for the evaluation of the application for Recognition	2.1 Evaluates Form R.1 with the complete required attachments using Form R.2 Evaluation Form for Recognition. *Note: Evaluation is based on the criteria stated on page 7 in DepEd Order No. 001 s. 2020*	None	5 hours	Recognition Evaluation Committee (REC)
	2.2 Deliberates Form R.2 Evaluation Form for Recognition	None	2 hours	REC
	2.3 Consolidates Form R.2 Evaluation Form for Recognition using Form R.3 Consolidation Form for Recognition if evaluation result is for approval while R.4 if application is disapproved on the first submission and first resubmission, and R.4.1 if application is disapproved on the 2nd resubmission. *Note: Only 2 resubmissions of an application shall be entertained*	None		REC Head
	2.4 Prepares Form R.5 if application is for approval, and Form R.6 if application is for disapproval.	None	2 hours	PDO V PDO IV

	2.5 Validates and endorses the Form R.5 with Form R.3 if application is for approval, Form R.6 with R.4.1 if application is for disapproval. Compute appropriate PD credit units for successful programs and courses	None	8 hours	
	2.6 Validates and returns Form R.4 for communication to the concerned LSP/s	None		
3. Waits for the approval of the evaluation results for the Application for Recognition	3.1 Recommends approval of the evaluation results for the Application for Recognition	None	16 hours	Director IV
	3.2 Approves the evaluation results for the Application for Recognition.	None	24 hours	Usec for NEAP
4. Waits for the release of Certificate of Recognition if successful. Notice if unsuccessful	4.1 Drafts Recognition Certificate with Recognition Number (if successful) or Recognition Letter of Notice to the LSP (if unsuccessful)	None	1 hour	SEPS and EPS II for Recognition
	4.2 Signs Recognition Certificate with Recognition Number or Recognition Letter of Notice to the LSP.	None	8 hours	Director IV PDO V PDO IV
5. Receives the Certificate of Recognition if successful. Notice from NEAP if unsuccessful. *If received Notice, wait for the next Call for Recognition next call for Authorization.*	5.1 Sends the e-copies and hard copies of the signed Recognition Certificate with Recognition Number to the DSPs / LSPs or Recognition Letter of Notice to the LSP	None	10 minutes	SEPS and EPS II for Recognition
Total		**None**	**13 days, 2 hours, 20minutes[3]**	

Note: If the Authorized Learning Service Provider (LSP) and DepEd Service Providerrepeats Step 1 due to deficiencies on their application or failed evaluation result, the processing time of the application for Recognition shall also cease. The Recognition Secretariat shall inform the LSP thru email (NEAP Helpdesk - askneap@deped.gov.ph) regarding the result, which contains evaluation findings andthe notice on the extension of the evaluation cycle. The new processing time shall begin once the LSP resubmits the revised application for Recognition through NEAP Helpdesk at askneap@deped.gov.ph, compliant with the findings of the initial evaluation results.

*DepEd Order No. 001, s. 202, Item 28 states that *All DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Providers may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP*. No call for submissions was made in 2022.

[3] The National Educators Academy of the Philippines (NEAP) is committed to the professional growth and lifelong learning of itsteachers and school leaders. The quality of professional development programs and courses shall be assured through a Recognition System that requires alignment to professional standards for teachers and school leaders, responsiveness to identified professional development priorities, promotion of dynamism, innovation and application at the classroom level, and transparency and consistency.

Hence, the evaluation is not a ministerial function. It does not simply look at the presence or absence of a document but requires a closer examination of the details of the documents. It necessitates appropriate knowledge and skills across different contents as well as leadership and managerial concepts to undertake Authorization and Recognition processes. Evaluation of programs in particular requires domain knowledge as well as knowledge and understanding of PD program/course design and development.

I. Office of the Secretary

1. External Document Service

This service covers the processing of documents addressed to the Office of theSecretary.

Office or Division:	Office of the Secretary
Classification:	Complex
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request (1 Copy)	Client
2. Invitation (1 Copy)	
3. Memorandum of Agreement (MOA,MOU) (1 Copy)	

CLIENTSTEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all documentary requirementsto the Records Division	1.1 Receive documents addressed to the Secretary and transmit to OSEC	None	8 hours	Records Division
	1.2 Receive and encode request to Document tracking System and scan attached documents forwarded to Policy Operation Unit			OSEC-Records Keeping Management Unit
	13 Review request details	None	8 hours	OSEC – Policy Operation unit
	14Receive Invitation - for calendar of Secretary	None	8 hours	OSEC - Direct Support Staff Unit
	1.5 Route field request to concerned offices	None	8 hours	ExeCom Office, SDO/RO/CO
	TOTAL:	**None**	**4 days**	

J. Public Affairs Service – Public Assistance Action Center

1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888, and referrals from CSC, PCC, ARTA)

The Department recognizes concerns and complaints of its clients for the improvement of its services. These can be submitted through the official email address (action@deped.gov.ph), hotline 8888, and through referrals from other government agencies such as CSC, PCC, and ARTA.

Office or Division:	Public Assistance Action Center
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Complete details of theconcern: • school's exact name andlocation • name and position of theperson/s involved • any documents or evidence, • specific DepEd programs,projects, and/or activities (PPAs) needing further clarifications (case-to-case)	Client

CLIENTSTEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern/ complaintthrough action@deped.gov.ph	1.1 Read and review client's concern/s (queries, complaints, requests for assistance, suggestions) through email	None	5 minutes	ADAS / AO / Technical Staff
2. Send reply to action@deped.gov.ph	2.1 Clarify the concern/s in terms of information completeness (location, person beingcomplained of, client's details)	None	2 days	
	2.2 Prepare appropriate Request for Action (RFA) form/s and forward to concerned offices	None	10 minutes	ADAS / AO / Technical Staff
	2.3 Monitor the response/ action taken through email and/or phone Call	None	8 hours	
3. Receive feedback	3.1 Receive the	None	5 minutes	

or update regarding the concern/ complaint	response/ action taken from the concerned DepEd Offices and update the Database			
Total		**None**	**3 days, 20 minutes**	

2. Hotline and Walk-in Facilities

The Department recognizes the concerns and complaints of its clients for the improvement of its services. These can be submitted through the official hotline 8888, and through personal submission at the walk-in facilities of the Department.

Office or Division:	Public Assistance Action Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. PAAC Form 1 (1 copy)		PAAC Office		
2. Complete details of theconcern, e.g. • school's exact name andlocation • name and position of theperson/s involved • any document or evidence • specific program, project, and/or activity needingfurther clarification		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Call/visit PAAC, fill,out PAACForm 1	1.1 Provide PACC Form 1/ note down client concern	None	3 minutes	ADAS / AO /Technical Staff
2. Discuss concern/s	2.1 Ask for further detailsof concern/s	None	10 minutes	
3. Receive feedback on the concern	3.1 Facilitate the concern through DepEd Issuances/ Policies as bases and/or endorse to concerned DepEd Office	None	15 minutes	
	3.2 End the transaction, encode theconcern on database	None	2 minutes	
TOTAL:		**None**	**30 minutes**	

3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and Online

Government's response to the call for transparency and full public disclosure of information. FOI is a government mechanism, which allows Filipino citizens to request any information about government transactions and operations, providedthat it shall not put into jeopardy – privacy and matters of national security, divided into:

- Standard through walk-in facility and action@deped.gov.ph
- Online through the electronic Freedom of Information (eFOI)

Office or Division:	Public Assistance Action Center			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Formal request letter (1 copy)		Client		
2. Filled-out FOI request form (1 copy)		PAAC		
3. Abstract of the study		Client		
4. Government-Issues/Valid ID (1 Photocopy)		Concerned government agency/ies, school, organization		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete FOIrequirements	1.1 Receive and check the submitted FOI requirements	None	5 minutes	ADAS / AO / Technical Staff
2. Fill-out theFOI request form and submit to personnel in-charge	2.1 Provide generic reply ***r***efer to the concerned DepEd Office/s and encode the concern on the database	None	10 minutes	
3. Accept receiving copy / acknowledge email	3.1 Prepare Request for Action (RFA) forms and forward to concerned office	None	5 minutes	
	3.2 Monitor the status of the request	None	3 days	
	3.3 Receive response/ action taken and update the database	None	5 minutes	
4. Receive request document	4.1 Release requested document to the client	None	20 minutes	
	TOTAL	**None**	**3 days, 45 minutes**	

K. Public Affairs Service – Publications Division

1. Issuance of Advisory

An Advisory announces the conduct of programs, projects, and activities requested byindividuals and organizations external to DepEd. However, in compliance with DO 28, s. 2001 and DO 8, s. 2013, an Advisory is issued not for endorsement but only for theinformation of DepEd officials and personnel, as well as the general public. Note thatthe Publications Division only receives and screen the documents submitted and forwards these to the appropriate DepEd CO unit for final evaluation. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Government agencies, private organizations, general public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request	Client
2. General Information of the Company/Association	Client
3. SEC Registration/CSC Accreditation/BIR Registration/ Certification from the Dean's Office	SEC/CSC/BIR/Dean's Office for school organizations
4. Program, Project, Activity (PPA)Profile	Client
5. Three-Year Development Plan	Client
6. End of Activity and Summary of Evaluation Report – if similar activity has been conducted before	Client
7. For Movie/Stage Play: -MTRCB Approval Rating (forMovie) -E-copy of the movie -Synopsis of the story -Rationale of the play that links tothe curriculum -Cast of Characters	MTRCB Client
8. Other Documents as may be required by the reviewing DepEd CO unit, e.g., activity matrix, detailed description of the activity if registration fee will be charged	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Email requirements	1.1 Acknowledge request via email andcheck attachments	None	2 hours	TA / AO / AA
	1.2 Log request on tracker, assign tracking number andtask, check documents using Screening Form	None	3 hours	TA / AO

	1.3 Draft letter of compliance/regret depending on submitted requirements, routeto Office of the Undersecretary for Field Operations for signature	None	16 hours	TA / AO / AA
	1.4 Forward letter toclient	None	2 hours upon receipt of signed letter	
2. Receive letter, submit additional requirements as applicable. *Note that the time waiting for the client to submit document/s is not included in the processing time.*	2.1 2.1 Review submitted Documents using Form 1A, route to reviewing DepEd CO unit	None	2 hours	TA / AO / AA
	2.2 If reviewing unit requests additional requirements, inform client via email. Uponreceipt of documents,fill out Form 1B and return to reviewingunit	None	2 hours	TA / AO / AA
	2.3 Evaluate request based on submitted documents	None	80 hours	Reviewing DepEd CO unit
	2.4 Draft Advisory upon receipt of evaluation results	None	8 hours	TA / AO / AA
	2.5 Edit Advisory	None	4 hours	AO V SAO
	2.6 Recommend/endorse draft for approval	None	8 hours	CAO Director IV
	2.7 Approve Advisory	None	3 days	Office of the Undersecretary for Field Operations
	2.8 Assign number to approved Advisory	None	1 hour	TA / AO / AA
	2.9 Quality check and upload Advisory on the DepEd website	None	2 hours	AO
	2.10 File and archive	None	1 hour	TA / AO / AA

3. Receive update on request and answer Feedback Form	3.1 Inform client thatrequest has been completed, send Client Feedback Form	None	10 minutes	TA / AO / AA
	Total	None	**19 days, 3 hours, 10 minutes**	

2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary

DepEd-wide or nationwide official issuances are released by the DepEd Central Office to help make the DepEd community and its clients make informed decisionsand take appropriate action on education-related matters. A DepEd Memorandum (DM) disseminates instructions, information or related matters including creation ofcommittees, announcement of celebrations, conferences/seminars, and reiterationof regulations or laws issued by DepEd. On the other hand, a DepEd Order containspolicies promulgated by the Central Office and is usually long term in nature unlessrescinded or amended by another DO. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	Government agencies, partner institutions, DepEd CO

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request (external clients) or Routing Slip for DM/DO (CO clients only)	Client Requesting office
2. Draft DM/DO and Enclosure (if applicable)	Requesting office
3. DepEd Memorandum Evaluation Form (DMEF)/Policy Proposal Request Form (PPRF) (CO clients only)	Planning Service-Policy Research Development Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Email complete requirements	1.1 Acknowledge request via email	None	15 minutes	TA / AO / AA
	1.2 Log request on tracker, assign tracking number and task	None	20 minutes	TA / AO
	1.3 Draft/reformat, proofread issuance	None	8 hours	TA / AO / AA
	1.4 Edit issuance	None	8 hours	AO V SAO
	1.5 Review issuance	None	16 hours	CAO

	1.6 Recommend approval	None	24 hours	Director IV
	1.7 Return issuancefor further checking	None	8 hours	Requesting office (Director/Usec/ ASec)
	1.8 Forward endorsed issuance to OSEC	None	8 hours	CAO
	1.9 Review and approve issuance	None	112 hours	OSEC
	1.10 Document authentication and quality check	None	8 hours	OSECAO
	1.11 Upload approved issuance on the DepEd website	None	1 hour	O
	1.12 Update Perpetual Index	None	10 minutes	AA
	1.13 File, release, and archive hardcopy	None	10 minutes	TA / AO / AA
2. Receive update on request and answer Feedback Form	2.1 Inform client that request has been completed, send Client Feedback Form	None	10 minutes	Assigned staff
	2.2 File hard copy of issuance with the UP-ONAR	None	At least once per quarter	CAO Assigned staff
	TOTAL:	**None**	**24 days, 2 hours, and 5 minutes**	

3. Provision of Copies of DepEd Issuances

This service covers the processing of requests for copies of issuances not availableon the DepEd website.

Office or Division:	Public Affairs Service-Publications Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter request/email	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request for a copy of issuance	1.1 Acknowledge request via email/stamp receiving copy of letter	None	1 hour	TA / AO / AA
	1.2 Locate copy of requested issuance and download/print	None	8 hours	TA / AO / AA
2. Receive requested issuance and answer Feedback Form	2.1 Provide requested issuance (email/hard copy) and Feedback Form to client	None	10 minutes	TA / AO / AA
	TOTAL:	**None**	**1 day, 1 hour, 10 minutes**	

L. Records Division

1. Issuance of Requested Documents (Walk-in)

Clients may request the issuance of the following documents that originated from the DepEd Central Office (CO) and that are in the custody of the Records Division:

- Original Copy of Documents
- Certified True Copy (CTC)
- Photocopy of Documents

Office or Division:	Administrative Service - Records Division
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) original Request Slip	Records Division
2. One (1) original and one (1) photocopy of a valid ID	Client/s
Additional requirement for authorized representative 1. One (1) original copy of authorization letter signed by the authorizing person 2. One (1) photocopy of a valid ID of authorizing person 3. One (1) original valid ID of authorized person	Authorized Representative

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all requirements	1.1. Receive and check the submitted requirements for completeness	None	2 minutes	Administrative Assistant/Support Officer/ Technical Assistant
	1.2. Process request: • Search from Records file • Verify the requested document • Prepare the requested document ▪ **ORIGINAL COPY** o Stamp released with control numbers ▪ **CERTIFIED TRUE COPY** o Photocopy document o Authenticate document ▪ **PHOTOCOPY OF DOCUMENTS** o Photocopy the requested document ***Note**: In case requested documents will not be released within the day, the client will be notified*	None	16 hours	

	through his official contact details.			
	1.3. Review, verify, indicate action to be taken in the request slip and recommend for approval of requested document and request slip	None	5 minutes	Administrative Officer V
	1.4. Approve the release of requested document and request Slip	None	5 minutes	SAO/CAO
2. Receive the requested document	2.1 Release the requested document	None	3 minutes	Administrative Assistant/Officer/ Technical Assistant
	TOTAL:	**None**	**2 days and 15 minutes**	

2. Issuance of Requested Document (ONLINE)

To provide convenience and efficient alternative to clients who are unable to complete transactions face-to-face, an online request system is available via email and Microsoft Form for the following services:

- Original Copy of Documents
- Certified True Copy (CTC)
- Photocopy of Documents

Office or Division:	Administrative Service -Records Division
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	A. Via email – All B. Via Microsoft Form - Current DepEd employees in (Schools, Schools Division Offices (SDOs), Regional Offices (ROs) and the Central Office (CO) with DepEd email address

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For requests via email to as.rd@deped.gov.ph 1. Email containing complete details of the specific document requested such as: • Subject matter of document Example: ➢ Official/personal Travel to America on March 20, 2025	Requesting Person/Authorized Representative

➢ Case/complaint Pedro Ramos vs. Juan dela Cruz ➢ Request for transfer of assignment to Mabuhay Elementary School. ➢ DepEd Order/Memorandum with number and title • Date of issuance/document • Full name of requesting person • Reason for request 2. Copy of valid ID of requesting person (e.g. DepEd ID or any government-issued ID). Additional requirement for authorized representative • Copy of authorization letter signed by the authorizing person • Copy of valid ID of authorizing person and authorized representative (e.g. DepEd ID or any government-issued ID).	
B. For requests via Microsoft Form: 1. Fill out the Microsoft Form using an active DepEd email address ▪ **Request for Legal, Personnel and other Documents** https://bit.ly/RD_OnlineRequestOfDocs 2. Copy of valid ID of requesting person (e.g. DepEd ID or any government-issued ID). Additional requirement for authorized representative • Copy of authorization letter signed by the authorizing person • Copy of valid ID of authorizing person and authorized representative (e.g. DepEd ID or any government-issued ID).	Requesting Person/Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and complete requirements via email or Microsoft Email address: *as.rd@deped.gov.*	1.1. Check completeness of the submitted requirements and acknowledge receipt of request; request for additional information or requirements as applicable	None	2 minutes	Administrative Office

ph Microsoft Form: https://bit.ly/RD_OnlineRequestOfDocs	1.2. Process request: • Fill-out and print Request Slip based on information provided by the client • Search from Records file • Verify the requested document • Prepare the requested document ▪ **ORIGINAL COPY** ➢ Stamp released with control number ➢ Scan document (if advance copy is requested) ▪ **CERTIFIED TRUE COPY** ➢ Scan document ➢ Authenticate document ➢ Scan document (if advance copy is requested) ▪ **PHOTOCOPY OF OCUMENTS** ➢ Scan requested document	None	16 hours	Administrative Assistant/ Officer/ Support Technical Assistant
	1.3. Review, verify, indicate action to be taken in the request slip and recommend approval of requested document and request slip	None	5 minutes	AO V
	1.4. Approve the release of the requested document and request slip	None	5 minutes	Supervising/ Chief Administrative Officer
	1.5 Email or mail the Request Slip, scanned document and/or notify requesting party of the action taken.	None	3 minutes	Administrative Officer
	TOTAL:	**None**	**2 days and 15 minutes**	

3. Receiving and Routing of Incoming Documents

Incoming documents are official mails, letters, correspondences, and communications from external and internal stakeholders of the Department, addressed to the officials/offices/personnel of the Central Office (CO). These documents shall be received by the Administrative Service - Records Division, for recording and routing to the concerned office or person.

Office or Division:	Administrative Service - Records Division			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• All official incoming documents addressed to any office /official/personnel of the Central Office. • Attachment/s indicated in the document.		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit document to Records Division	1.1. Check the following details of the submitted document for completeness: • If addressee is still connected with DepEd Central Office. If not connected inform the client accordingly. • Return address • Indicated attachment/s (for open letters)	None	3 minutes	Administrative Support/ Assistant
	1.2. Receive the documents • Stamp “Received” on receiving copy or airway bill receipt • Affix name, signature, date and time of receipt			
	1.3 Record document in the Document Management System (DMS) • Encode details of the document • Print and fill out routing slip • Route the documents to the concerned office	None	2 minutes	Administrative Support/Aide/ Assistant

	1.4. Forward document and routing slip to the concerned office	None	3 minutes	
	TOTAL:	**None**	**8 minutes**	

4. Receiving and Routing of Outgoing Documents

Outgoing documents include communications prepared in response to incoming documents or letters originally created by action offices/officials. Original copies of which must be forwarded to the Records Division office for release to concerned internal or external clients.

Office or Division:	Administrative Service - Records Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Officials/staff in DepEd Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Official Outgoing document from action offices/official with complete attachment as indicated. 2. Document Management System (DMS) Routing Slip		Officials/staff in DepEd Central Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the document/s to Records Division	1.1. Check the submitted document for completeness and search/view the document in the DMS	None	2 minutes	Administrative Support/ Assistant/ Officer/ Technical Assistant
2. Accept receiving copy of document	2.1 Stamp “Received” on receiving copy, original copy and Records copy and indicate time, name and affix initial and date	None	2 minutes	
	2.2 Classify documents based on the Functional Subject Alphabetic Classification Scheme (FSACS), check attachments, affix initial and date	None	2 minutes	Administrative Officer
	2.3 Check and recommend document for release	None	2 minutes	Supervising Administrative Officer
	2.4 Approve document for release	None	2 minutes	Chief Administrative Officer

	2.5 Process document for release • Identify and separate attachment/s indicated in the document. • Stamp “Released” and control numbers. • Affix initial and date of release • Stamp “Records File” to the file copy. • Prepare documents for dissemination through: ➢ aily pick-up by the Official courier of DepEd ➢ ersonal delivery by the Records staff ➢ mail though Records Division official email	None	13 minutes	Administrative Officer/Assistant/Aide/Support
	TOTAL:	**None**	**23 minutes**	

Central Office

Internal Services

A. Accounting Division

Note: Accounting Services are applicable to Central, Region and Schools Division Offices

1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles)

All big-ticket items, supplies, materials, equipment, and motor vehicles which may beneeded in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1 Certificate of Availability of Funds	Proponent
1.2 Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3 Legality of transaction and conformitywith laws, rules, and regulations	Proponent
1.4 Approval of expenditure by Head of Office	Proponent
1.5 Sufficient and relevant documents to establish validity of claim	Proponent
1.6 Checklist of Requirements	Accounting Division
1.7 Approved Obligations of Request andStatus – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8 Disbursement Voucher – box A – Approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1 Authenticated photocopy of the approvedAPP and any amendment thereto	Proponent
2.2 Approved contract supported by thefollowing documents: • Invitation to Apply for Eligibility to Bid • Letter of Intent • Results of Eligibility Check/Screening • Bidding Documents enumerated underSection 17.1 of Revised IRR of RA 9184 which includes a complete technical description of the equipment and accessories, scope of works, if applicable • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group	Proponent

• BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping of advertisement (ABC 2 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement postedin agency website, if any	Proponent
2.4 Documentary requirements under Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Minutes of pre-procurement conferencefor project costing 2 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Post Qualification Evaluation Report	Proponent
2.8. Printout copy of posting of Notice of Award, Notice to Proceed and Contractof award in the PhilGEPS	Proponent
2.9 Evidence of Invitation of three observersin all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184	Proponent
2.10 Approved request for purchase or requisition of supplies, materials andequipment	Proponent
2.11 Additional documents required to besubmitted 5 days upon execution of contract: • Certificate of Exclusive Distributorship,if applicable • Samples and brochures/photographs,if applicable • For imported items: - Consular Invoice/Pro-forma invoiceof the foreign supplier with the corresponding details	Proponent

- Home Consumption Value of theitems - Breakdown of the expensesincurred in the Importation	
2.12 Original copy of Dealers/Suppliers' Invoices showing the quantity, description of the articles, unit, and totalvalue, duly signed by the dealer, and indicating receipt by the proper agency official of items delivered	Proponent
2.13 Results of Test Analysis, if applicable	Proponent
2.14 Tax receipts from the Bureau of Customs or the BIR	Proponent
2.15 Duly approved Inspection and Acceptance Report prepared by the Department property inspector	Proponent
2.16 For equipment, Property Acknowledgement Report	Proponent
2.17 Warranty Security for a minimum periodof three months, in the case of expendable supplies, or a minimum period of one year in the case of non- expendable supplies, after acceptance	Proponent
2.18 Request for purchase of supplies,materials, and equipment	Proponent
2.19 In case of motor vehicles, authority to purchase from Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided	Proponent
2.20 Other documents peculiar to the contract and/or to the mode of procurement and considered necessaryin the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days from the execution of the contract as required under CAO Circular2009-001: • Purchase order/Letter order/Contract, duly approved by the official concernedand accepted by the supplier (date of acceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuousplace reserved for this purpose in the premises of the the procuring agency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities,except for Shopping and Negotiated Procurement under emergency casesand Small Value Procurement	Proponent

• BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval bythe HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of theprocuring entity	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, dulyapproved by proper authorities	Proponent
3.4.Original copy of the delivery invoice showing the quantity, description of the articles, unit, and total value, duly signedby the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5 Duly approved Inspection and acceptance report	Proponent
3.6 Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement,as recommended by the BAC	Proponent
3.7 Statement of the prospective bidder that it is not blacklisted or barred from biddingby the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.8 Sworn affidavit of the bidder that it is notrelated to the HOPE by consanguinity oraffinity up to the third civil degree	Proponent
3.9 Additional Requirements for ***LimitedSource Bidding***	
3.9.a Specific requirements to be submitted within 5 days from the execution of thecontract: • Copy of direct invitation to bid servedby the concerned agency to all suppliers or consultants appearing inthe pre-selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder fromamong the other bidders who participated in the bidding • Notice of Award	Proponent
3.9.b Documentary requirements underSection 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
3.9.c Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.9.d Bid security (required under Section 5.4IRR-A	Proponent

RA No. 9184)	
3.10 Additional Requirements for ***Direct Contracting***	
3.10.a Specific requirements to be submittedw/in 5 days from the execution of the contract: • Copy of letter to selected manufacturer/supplier/ distributor tosubmit a price quotation and conditions of sale • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are nosub-dealers selling at lower prices and for which no suitable substitutecan be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards	Proponent
3.10.b Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitablesubstitute can be obtained at more advantageous terms to thegovernment	Proponent
3.10.c Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.11 Additional Requirements for ***Repeat Order***	
3.11.a Specific requirements to be submittedw/in 5 days from the execution of the contract: • Copy of original contract used as basis for repeat order indicating thatthe original contract was awarded through public bidding Certification from the purchasing office that the supplier has compiled with all the requirements under the original contract	Proponent
3.12. Additional Requirements for ***Shopping***	
3.12.a Specific requirements to be submittedw/in 5 days from the execution of the contract: • Price quotations from at least three bonafide and reputable manufacturers/suppliers/ distributors Abstract of canvass	Proponent
3.13 Additional Requirements for ***Negotiated Procurement***	
3.13.a Specific requirements to be submittedw/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-overof contract and small value procurement): • Abstract of submitted Price Quotation • BAC Resolution recommendingaward of contract to Lowest Calculated	Proponent

Responsive Bid (LCRB)	
3.13.b Additional requirements in case of twofailed biddings: • Agency's offer for negotiations withselected suppliers, contractors, or consultants • Certificate of failure of competitivebidding for the second time • Evidence of invitation of observers inall stages of the negotiation Eligibility documents in case ofinfrastructure projects	Proponent
3.13.c Additional requirements in emergency cases: Justification as to the necessity ofpurchase	Proponent
3.13.d Additional requirements in case oftake-over of contracts: • Copy of terminated contract • Reasons for the termination Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with thesecond lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.13.e Additional requirements in case ofsmall value procurement: Letter/invitation to submit proposals	Proponent
3.13.f Additional requirements for adjacentor contiguous projects: • Original contract and any documentindicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest Accomplishment Report of theoriginal contract showing that there was no negative slippage/delay	Proponent
3.14 Additional Requirements for ***Advance Payment***	
3.14.a Irrevocable standby letter of credit of equivalent value /surety bond callableupon demand/bank guarantee	Supplier
3.14.b Request for Payment	Supplier
3.14.c Bank details	Supplier
3.14.d Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review andin the technical evaluation thereof	Proponent
3.14.e Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No.2012-01 dtd. 06-14-2012	BAC
4. Release of Retention Fee	

4.1 SBLC/Bank Guaranty - for retention fee substitution	Supplier
4.2 Request for Payment	Supplier
4.3 Bank details	Supplier
4.4 Certification from the End User that theproject in completed and inspected	Proponent
4.5 Previous Copy of DisbursementVouchers paid (Retention Fee)	Proponent
Such other pertinent supporting documents as required by the nature of expense, such as but not limited to:	
Billing Statements/Statement of Account	Supplier
• Plans and Specifications (biddingdocuments, SCC, GCC)	Proponent
• Inspection & Acceptance Reports	Proponent
• Letter Request for Payment (progressbilling, Retention, etc)	Supplier
• Bank Certificate - Valid Account no. Bank details for LDDAP-ADA	Supplier
• Sales Invoices/Delivery Receipts	Supplier
• Photographs / Picture of Accomplishment	Supplier
• Summary of DRs/IARs	Supplier/Proponent
• Delivery/Acceptance Receipts	Proponent
• Computation of Applicable Liquidated Damages	Proponent
• Bid Allocation List	Proponent
• Training Checklist	Proponent
• Approved Request for Re-Allocation, ifany	Proponent
• Approved Extension, if any	Proponent
• Approved Variation/Change Order, if any	Proponent
• Performance Bond / Copy of TransmittalLetter to Cash Division	Proponent
• Certificate of Acceptance	Proponent
• Certificate of Completion of Deliveries(from CO)	Proponent
• Certificate of Final Acceptance (From CO)	Proponent
• Certificate of Acceptance (DivisionOffice/RO)	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, and log inthe tracking system, and forward Disbursement Vouchers (DV) forthe next step	None	4 hours	DesignatedStaff & Receiving Staff
	1.2 Review of documentation requirements	None	448 hours	DesignatedPre-Audit Staff
	1.3 Forward receivedDVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Review ofDV	None	20 hours	Head of

	and Supporting Documents If complete, sign DVsand proceed to payment (Proceed to Step1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User for compliance	None		
	Total	**None**	**60 days**	

*Note: For transactions on CO, the entire turnaround time for big ticket items will be 60 days as agreed on the QMS. These are the centrally procured projects directly delivered to Schools, DO, RO (Textbooks, DepEd Computerization Program, Technical Vocational Livelihood, Science and Mathematics Equipment).

2. Processing of Disbursement Vouchers – Consultancy

Services of consultants may be engaged by any procuring entity for agency projectsor related activities of such magnitude as would require a level of expertise beyondthe optimum in-house capacity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1 Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction andconformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevantdocuments to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy ofthe approved APP and anyamendment thereto	Proponent
2.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 which includes a complete technical description of the equipment and accessories, scope of works, if applicable • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award	Proponent

• Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract • Detailed Breakdown of the Contract Cost including detailed breakdown of estimates and/or schedule of basic rates certified by the consultant with a sworn statement; derivation of the billing factor/multiplier certified by the consultant with a sworn statement; detailed breakdown of reimbursable costs based on agreed fixed rates and actual costs	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping of advertisement (ABC 1 million or 4 months andabove) • Printout copy of advertisement posted inPhilGEPS • Certification from the Headof BAC Secretariat on the posting of advertisement atconspicuous places • Printout copies of advertisement posted inagency website, if any	Proponent
2.4. Documentary requirementsunder Section 25.2c of the Revised IRR of RA No. 9184	Proponent
2.5. Minutes of pre-procurementconference for project costing 1 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Ranking of short-listedbidders	Proponent
2.8. Post Qualification EvaluationReport	Proponent
2.9. Printout copy of posting ofNotice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.10. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184	Proponent
2.11. Additional documents required to be submitted 5 days upon execution of contract: • If not in the Terms of Reference, appropriate approved documents indicating the expected outputs/deliverables • Copy of the approved manning schedule indicating the named andpositions of the consultants and staff and the extent of their participation in the project • Copy of the curriculum Vitae of the consultant and staff	Proponent
2.12. Letter request for paymentfrom the consultant	Proponent
2.13. Approved consultancy progress/final reports, and/or output required under the contract	Proponent
2.14. Progress/Final Billing	Proponent

2.15. Contract of infrastructure projects subject of Project Management Consultancy Services	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Mode*	
3.1 Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission of price quotation in the PhilGEPS website, websiteof the procuring entity and at any conspicuous place reserved for this purpose inthe premises of the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warrantysecurities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) theuse of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice ofAward in the PhilGEPS website, the website of the procuring entity, if available,and at any conspicuous place reserved for this purpose in the premises ofthe procuring entity	Proponent
3.2. Approved Procurement Plan	Proponent
3.3. Approval by the HOPE or hisduly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.4. Statement of the prospectivebidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.5. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.6. Additional Requirements for ***Limited Source Bidding***	
3.6.a Specific requirements to besubmitted within 5 days from the execution of the contract: • Copy of direct invitation tobid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer orproposal • Abstract of bids showingthe most responsive andcomplying bidder from among the other bidderswho participated in the bidding Notice of Award	Proponent

3.6.b. Documentary requirementsunder Section 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
3.6.c. Other documents peculiar to the contract and/or to themode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.6.d.Bid security (required underSection 5.4 IRR-A RA No. 9184)	Proponent
3.7. Additional Requirements for ***Negotiated Procurement***	
3.6.a. Specific requirements to besubmitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergency cases, take-over of contract and small value procurement): • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB)	Proponent
3.6.b. Additional requirements in case of two failed biddings: • Agency's offer for negotiations with selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages ofthe negotiation • Eligibility documents incase of infrastructure projects	Proponent
3.6.c. Additional requirements inemergency cases: Justification as to the necessity of purchase	Proponent
3.6.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure ofnegotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.6.e. Additional requirements incase of small value procurement: Letter/invitation to submitproposals	Proponent
3.6.f. Additional requirements foradjacent or contiguous projects: • Original contract and anydocument indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest AccomplishmentReport of the original contract showing that there was no negative	Proponent

slippage/delay	
Such other pertinent supportingdocuments as required by the nature of expense such as but not limited to:	
Approved authority to hire	Proponent
Duly approved accomplishment for the scopeof payment	Supplier/Proponent
PhilGEPS registration for firstpayment	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1. Receive documents from the Budget Section, andlog in the tracking system, andforward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Staff & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5 If incomplete, prepare findings and forward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5. Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total:	**None**	**7 days**	

3. Processing of Disbursement Vouchers - Infrastructure

Appropriations authorized under the GAA for the construction of buildings shall be implemented only in accordance with the appropriate standards and specification as prescribed by the DPWH or other appropriate government agencies, as the case maybe.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction andconformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validityof claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – boxA – Approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy ofthe approved APP and any amendment thereto	Proponent
2.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section • 17.1 of the Revised IRR of RA 9184 which includes a complete set of approved plans/drawings and technical specifications • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the	Proponent

contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost including detailed breakdown of estimates and/or unit cost analysis/derivation for each work item expressed in volume/area/lump/sum/lot	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping ofadvertisement (ABC 5million and above) • Printout copy of advertisement posted inPhilGEPS • Certification from the Headof BAC Secretariat on the posting of advertisement atconspicuous places • Printout copies of advertisement posted inagency website, if any	Proponent
2.4. Documentary requirementsunder Sections 23.1 and 25.2b of the Revised IRR of RA No. 9184	Proponent
2.5. Minutes of pre-procurement conference for project costing 5 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Post Qualification Evaluation Report	Proponent
2.8. Printout copy of posting ofNotice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.9. Evidence of Invitation of three observers in all stagesof the procurement process pursuant to Section 13.1 of the Revised IRR of RA 9184	Proponent
2.10. Approved request for purchase or requisition of supplies, materials, and equipment	Proponent
2.11. Additional documentary requirements common to all infrastructure transactions: • Letter request from contractors for advance/progress/final payment or for substitution in case of release ofretention money • *Common to progress/finalpayment* - Statement of work accomplished/progressbilling - Inspection report by theagency's authorized Engineer - Result of test analysis, ifapplicable - Statement of timeelapsed - Monthly certificate ofpayment - Contractor's affidavit on payment of laborers and materials - Pictures, before, during and after construction of items of work especiallythe embedded items - Photocopy of vouchers ofall previous payments - Certificate of completion	Proponent
2.12 Additional Requirements for *Advance Payment*	

2.12.a. Irrevocable standby letter of credit of equivalent value /surety bond callableupon demand/bank guarantee	Supplier
2.12.b. Request for Payment	Supplier
2.12.c. Bank details	Supplier
2.12.d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
2.12.e. Copy of transmittal letter ofBAC to COA (9.1 page 32 COA Circular No. 2012-01dtd. 06-14-2012	BAC
2.13. Additional Requirements for *Variation Order / Change Order / Extra Work Order*	
2.13.a. Copy of approved changeorder/extra work order	Supplier
2.13.b.Copy of approved original plans indicating the affected portion/s of the project and duly revised plans and specifications, ifapplicable, indicating the changes made which shallbe color coded	Supplier
2.13.c. Copy of the agency's report establishing the necessity/justification/s forthe need of such CO and or EWO which shall include: • the computation as to thequantities of the additional works involvedper item indicating the specific stations where such works are needed • the date of inspection conducted and the results of such inspection • a detailed estimate of theunit cost of such items of work for new unit costs including those expressed in volume/area/limp-sum/lot	Supplier
2.13.d. Copy of the approved/revised PERT/CPM network diagram which shall be color coded, reflecting the effect of additional/deductive time on the contract period andthe corresponding detailedcomputations for the additional/deductive time for the subject changeorder/extra work order	Supplier
2.13.e. Copy of the approveddetailed breakdown ofcontract cost for the variation order	Supplier
2.13.f. Copy of the COA technicalevaluation report for the original contract	Supplier
2.13.g. If the variation order to bereviewed is not the 1st variation order, all of the above requirements for all previously approved variation orders, it not yet reviewed, otherwise, copyof the COA technical evaluation report for the previously approved variation orders	Supplier
2.13.h. Additional performance security in the prescribed form and amount if variation order exceeds 10percent of the original contract cost	Supplier
2.13.i. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluationthereof	Proponent
2.14. Additional Documentary Requirements for *Progress Payment*	
2.14.a. Contractor may submit a statement of work	Supplier

accomplished (SWA) or progress billing (note: the SWA should show the amounts which the contractor considers itself to be entitled to, up to the end of the month, to cover the cumulative value of theworks executed to date based on the items in the Bill of Qualities and adjustments made for approved variation ordersexecuted	
2.14.b. Request for progresspayment for work accomplished	Supplier
2.15. Additional DocumentaryRequirements for *Final Payment*	
2.15.a. As-built plans	Supplier
2.15.b. Clearance from the provincial treasurer that the corresponding sand and gravel fees have been paid	Supplier
2.15.c. Copy of turn over documents/transfer of project and facilities to concerned government agency	Supplier
2.16. Additional Documentary Requirements for *Release of Retention Fee*	
2.16.a. Any security in the form of cash, bank guarantee, irrevocable standby letter of credit form commercial bank, GSIS or surety nondcallable on demand	Supplier
2.16.b. Request for Payment	Supplier
2.16.c. Certification from the EndUser that the project in completed and inspected	Proponent
2.16.d. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent
3. Basic Requirements for All Purchases Under *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001 dated February 12, 2009: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose in the premises of the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity	Proponent

3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment,duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity,description of the articles, unit, and total value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5. Duly signed Inspection and acceptance report	Proponent
3.6. Approval by the HOPE or hisduly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.7. Statement of the prospective bidder that it is not blacklistedor barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civildegree	Proponent
3.9. Additional Requirements for ***Negotiated Procurement***	
3.9.a. Specific requirements to be submitted w/in 5 days from the execution of the contract(*in case of two failed biddings, emergency cases,take-over of contract and small value procurement*): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submitted PriceQuotation BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid(LCRB)	Proponent
3.9.b. In case of two failedbiddings: • Agency's offer for negotiations with selectedsuppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time Evidence of invitation of observers in all stages ofthe negotiation • Eligibility documents in case of infrastructure projects	Proponent
3.9.c. In emergency cases: Justification as to the necessity of purchase	Proponent
3.9.d. In case of take-over ofcontracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure ofnegotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.9.e. In case of small valueprocurement: Letter/invitation to submitproposals	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit	1. Receive documents	None	4 hours	Designated Staff &

Documents for Claim of Payments to Budget Section	from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step			Receiving Staff
	1.2. Review of documentation requirements	None	27 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Review of DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5. Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User forcompliance	None		
	Total	**None**	**6 days and 7 hours**	

4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services)

All general support services, except consulting services and infrastructure projects,which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B –approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – boxA – approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy ofthe approved APP and any amendment thereto	Proponent
2.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section 17.1nof Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract	Proponent

• Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost indicating cost and dates of acquisition of the equipment, quantities and cost of materials, spare parts and supplies furnished by the contractor for janitorial/security/maintenance services	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping ofadvertisement (ABC 2 million and above) • Printout copy of advertisement posted inPhilGEPS • Certification from the Headof BAC Secretariat on the posting of advertisement atconspicuous places • Printout copies of advertisement posted inagency website, if any	Proponent
2.4. Documentary requirementsunder Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting ofNotice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stagesof the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment duly approved by proper authorities	Proponent
2.10. Accomplishment Report	Proponent
2.11. Request for payment	Proponent
2.12. Contractor's Bill	Proponent
2.13. Certificate of Acceptance	Proponent
2.14. Record of Attendance/Service	Proponent
2.15. Proof of remittance to concerned government agency and/or GOCCs (BIR, SSS, Pag-IBIG)	Proponent
2.16. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in the auditorial review in the technical evaluation thereof	Proponent
2.17. Additional documents required to be submitted 5days upon execution of contract: **For Janitorial/security/maintenance services:** • Appropriate approved documents indicating the following: - Number of personnel involved and their corresponding rates/salary	Proponent

- Schedule of work and places of assignment or station/visits indicating among others, the numberof hours per visit - Type and number of equipment to be served (incase of visitorial maintenance service) • Group classification of personnel to determine the Equivalent Equipment Monthly Statutory Minimum Wage Rate • *For janitorial services only*: - Scaled floor plans of the building and other area/s covered by the service contract (for janitorial services) • *For security service contractonly*: - Approved documents indicating the minimum requirements of the Agencyon the number of security personnel to be involved in the project - Population of the agency where the services are rendered • For maintenance service contracts: - Detailed description of the maintenance services to be rendered or activities to be performed **For Garbage Collection andDisposal:** • Complete description/ specification and number of units of dump trucks to be used • Complete descriptions/ specifications and number of units of all other equipment tobe rented/used • Appropriate approved documents containing the terms and conditions, whether operated or bare rental for heavy equipment,whether per trip or packagedeal; and other relevant condition • Designated dumpsite/locationof dumpsite (if provided in a separate document) • Measurement in kilometers ofthe total distance covered by one complete route for all therequired routes to be traveled • Estimated volume in cubic meters of garbage to be hauled from area of operation, including the basisfor such estimates • In cases where the type of contract differs from the usual per trip contract basis, sufficient justification and comparative analysis between the type of contract adopted against the basic triptype of contract **For forwarding/shipping/hauling contract:** • Type/kind and technical description of the mode of transportation used • Point of origin and destination including theestimated distance/s if transported by land • Estimated weight and volumeof cargoes involved	
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	

3.1 Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission ofprice quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose inthe premises of the procuring agency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and SmallValue Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity	Proponent
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment,duly approved by proper authorities	Proponent
3.4. Duly approved Inspectionand acceptance report	Proponent
3.5. Approval by the HOPE or hisduly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.6. Statement of the prospective bidder that it is not blacklistedor barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.7. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civildegree	Proponent
3.8. Additional Requirements for ***Repeat Order***	
3.8.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of original contractused as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled withall the requirements underthe original contract	Proponent
3.9. Additional Requirements for ***Negotiated Procurement***	
3.9.a Specific requirements to be submitted w/in 5 days from the execution of the contract(*in case of two failed*	Proponent

biddings, emergency cases,take-over of contract and small value procurement): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submitted PriceQuotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid(LCRB)	
3.9.b. Additional requirements in case of two failed biddings: • Agency's offer for negotiations with selectedsuppliers, contractors or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages ofthe negotiation Eligibility documents incase of infrastructure projects	Proponent
3.9.c. Additional requirements inemergency cases: Justification as to the necessity of purchase	Proponent
3.9.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure ofnegotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.9.e. Additional requirements incase of small value procurement: Letter/invitation to submitproposals	Proponent
3.9.f. Additional requirements foradjacent or contiguous projects: • Original contract and anydocument indicating that the same resulted from competitive bidding • Scope of work which should be related or similar scope of the original contract • Latest AccomplishmentReport of the original contract showing that there was no negative slippage/delay	Proponent
3.10. Additional Requirements for ***Advance Payment***	
3.10.a. Irrevocable standby letter ofcredit of equivalent value/surety bond callable upondemand/bank guarantee	Supplier
3.10.b. Request for Payment	Supplier
3.10.c. Bank details	Supplier
3.10.d.Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.10.e.Copy of transmittal letter ofBAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012	BAC
4. Release of Retention Fee	
4.1. SBLC/Bank Guaranty - forretention fee substitution	Supplier

4.2. Request for Payment	Supplier
4.3. Bank details	Supplier
4.4. Certification from the EndUser that the project in completed and inspected	Proponent
4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent
Such other pertinent supportingdocuments as required by the nature of expense such as but not limited to:	
DTR and Summary of DTR	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents fromthe Budget Section, and login the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	27 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	none		
	Total	**None**	**6 days and 7 hours**	

5. Processing of Disbursement Vouchers – Rental Contract

Rental services for buildings, offices, equipment or other related property that are paid in rent which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B –approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy ofthe approved APP and any amendment thereto	Proponent
2.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Sectio 17.1 of Revised IRR of RA9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC)PHP1million and above • Agenda and/or Supplemental Bulletins, ifany • Bidders Technical andFinancial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report ofTechnical Working Group • BAC Resolution declaringwinning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head ofthe Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security	Proponent

• Program of Work andDetailed Estimates • Notice to Proceed, indicating the date of receiptby the contractor • Detailed Breakdown of theABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of theContract Cost	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping ofadvertisement (ABC 2 million and above) • Printout copy of advertisement posted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any	Proponent
2.4. Documentary requirementsunder Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification EvaluationReport	Proponent
2.7. Printout copy of posting ofNotice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stagesof the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment, duly approved by proper authorities	Proponent
2.10. List of prevailing comparable property withinthe vicinity	Proponent
2.11. Vicinity map	Proponent
2.12. Request for payment	Proponent
2.13. Bill/Invoices	Proponent
2.14. Certificate of occupancy (space/Building)	Proponent
2.15. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
2.16. Additional documents required to be submitted 5 days upon execution of contract:	Proponent
For privately-ownedoffice/building: • Complete copy of the building floor plans, indicating in shaded colors the rentablespace • Copy of the certificate of occupancy of the building or appropriate approved documents showing the date the building was constructedor age of the building • Complete description of the building as to type, kind and class including its componentparts and equipment facilitiessuch as but not limited to areas, elevators, air- conditioning systems, firefighting equipment etc.	

• Copy of master deed of declaration and restrictions incase of lease/rental of office condominiums **For equipment rental/lease/purchasecontract:** • Agency evaluation ofequipment utilization • Pertinent data of the area of operation	
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission of price quotation in the PhilGEPS website, websiteof the procuring entity and at any conspicuous place reserved for this purpose inthe premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and SmallValue Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) theuse of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice ofAward in the PhilGEPS website, the website of the procuring entity, if available,and at any conspicuous place reserved for this purpose in the premises of the procuring entity	Proponent
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity,description of the articles, unit and total value, duly signed by the dealer or his representative and indicatingreceipt by the proper agencyofficial of items delivered	Proponent
3.5. Duly approved Inspectionand acceptance report	Proponent
3.6. Approval by the HOPE on theuse of the alternative methods of procurement	Proponent
3.7. Statement of the prospective bidder that it is not blacklistedor barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for ***Limited Source Bidding***	

3.9.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of direct invitation tobid served by the concerned agency to all suppliers appearing in the pre-selected list of suppliers with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer orproposal • Abstract of bids showingthe most responsive and complying bidder from among the other bidders who participated in the bidding Notice of Award	Proponent
3.9.b. Documentary requirementsunder Section 25.2b of the Revised IRR of RA No. 9184	Proponent
3.9.c. Bid Security	Proponent
3.9.d. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.10. Additional Requirements for ***Direct Contracting***	
3.10.a. Specific requirements to be submitted w/in 5 days from the execution of thecontract: • Copy of letter to selectedsupplier to submit price quotation and conditionsof sale • Certificate that the supplier has compiled with all the requirementsunder the original contract	Proponent
3.10.b. Other documents peculiar to the contract and/or to the mode of procurement and considered necessaryin the auditorial review and in the technical evaluation thereof	Proponent
3.11. Additional Requirements for ***Negotiated Procurement***	
3.11.a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergencycases, take-over of contract and small value procurement): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submittedPrice Quotation • BAC Resolution recommending award ofcontract to Lowest Calculated Responsive Bid (LCRB)	Proponent
3.11.b. Additional requirements incase of two failed biddings: • Agency's offer for negotiations with selected suppliers,contractors, or consultants • Certificate of failure of competitive bidding forthe second time • Evidence of invitation of observers in all stages ofthe negotiation • Eligibility documents incase of infrastructure projects	Proponent
3.11.c. Additional requirements inemergency cases:	Proponent

Justification as to the necessity of purchase	
3.11.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least threeeligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.11.e. Additional requirements incase of small value procurement: Letter/invitation to submitproposals	Proponent
3.11.f. Additional requirements foradjacent or contiguous projects: Original contract and anydocument indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope of work of the original contract • Latest Accomplishment Report of the original contract showing that there was no negative slippage/delay	Proponent
3.12. Additional Requirements for ***Advance Payment***	
3.12.a. Irrevocable standby letter of credit of equivalent value /surety bond callableupon demand/bank guarantee	Supplier
3.12.b.Request for Payment	Supplier
3.12.c. Bank details	Supplier
3.12.d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluationthereof	Proponent
3.12.e. Copy of transmittal letter ofBAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012	BAC
4. Release of Retention Fee	
4.1. SBLC/Bank Guaranty - forretention fee substitution	Supplier
4.2. Request for Payment	Supplier
4.3. Bank details	Supplier
4.4. Certification from the EndUser that the project in completed and inspected	Proponent
4.5. Previous Copy of Disbursement Vouchers paid (Retention Fee)	Proponent
Such other pertinent supporting documents as required by thenature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff

	1.2 Review documentary requirement	None	27 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for finalreview	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Review of DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**6 days and 7 hours**	

6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles

Repair and maintenance services of equipment and motor vehicles which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section • 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor	Proponent

• Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping ofadvertisement • Printout copy of advertisement posted in PhilGEP • Certification from the Head of BAC Secretariat on the posting of advertisement at conspicuous places • Printout copies of advertisement posted in agency website, if any	Proponent
2.4. Documentary requirementsunder Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification EvaluationReport	Proponent
2.7. Printout copy of posting ofNotice of Award, Notice toProceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stagesof the procurement process	Proponent
2.9. Request for purchase or requisition of supplies, materials and equipment, duly approved by properauthorities	Proponent
2.10. Additional documents required to be submitted 5days upon execution of contract: • Copy of pre-repair evaluation report and approved detailed plans bythe agency showing in sufficient detail the scope of work/extent or repair to be done • Report of waste materials copy of documents indicating the history ofrepair	Proponent
2.11. Post-inspection reports	Proponent
2.12. Warranty certificate	Proponent
2.13 Request for payment	Proponent
2.14. Bill/Invoices	Proponent
2.15. Certificate of acceptance	Proponent
2.16. Pre-repair inspectionreports	Proponent
2.17. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose inthe premises of the procuring agency for a period of seven calendar days in case shopping under	Proponent

section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment,duly approved by proper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit and total value, duly signed by the dealer or his representative and indicatingreceipt by the proper agency official of items delivered	Proponent
3.5. Duly approved Inspectionand acceptance report	Proponent
3.6. Approval by the HOPE or hisduly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.7. Statement of the prospective bidder that it is not blacklistedor barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidder that it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for ***Limited Source Bidding***	
3.9.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of direct invitation tobid served by the concerned agency to all suppliers appearing in thepre-selected list of suppliers with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer orproposal • Abstract of bids showingthe most responsive and complying bidder from among the other bidderswho participated in the bidding Notice of Award	Proponent
3.9.b. Documentary requirementsunder Section 23.1 and 25.2(a), of the Revised IRRof RA No. 9184	Proponent
3.9.c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.9.d. Bid security (required underSection 5.4 IRR-A RA No 9184)	Proponent
3.10. Additional Requirements for ***Direct Contracting***	
3.10.a.Specific requirements to besubmitted w/in 5 days fromthe execution of the contract • Copy of letter to selected supplier to submit price	Proponent

quotation and conditions of sale • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are no sub- dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards	
3.10.b. Study/survey done to determine that there are nosub-dealers selling at lowerprices and for which no suitable substitute can be obtained at more advantageous terms to thegovernment	Proponent
3.10.c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.11. Additional Requirements for ***Repeat Order***	
3.11.a.Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of original contractused as basis for repeatorder indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled withall the requirements underthe original contract	Proponent
3.12. Additional Requirements for *Shopping*	
3.12.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Price quotations from at least three bonafide andreputable manufacturers/suppliers/distributors • Abstract of canvass	Proponent
3.13. Additional Requirements for ***Negotiated Procurement***	
3.13.a. Specific requirements to be submitted w/in 5 days from the execution of the contract(in case of two failed biddings, emergency cases,take-over of contract and small value procurement): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid(LCRB)	Proponent
3.13.b. Additional requirements in case of two failed biddings: • Agency's offer for negotiations with selectedsuppliers, contractors, or consultants • Certificate of failure of competitive bidding for thesecond time • Evidence of invitation of observers in all stages ofthe negotiation • Eligibility documents incase of infrastructure projects	Proponent
3.13.c. Additional requirements inemergency cases: • Justification as to the necessity of purchase	Proponent
3.13.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination	Proponent

• Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure ofnegotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	
3.13.e. Additional requirements incase of small value procurement: Letter/invitation to submit proposals	Proponent
3.13.f. Additional requirements foradjacent or contiguous projects: • Original contract and anydocument indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest AccomplishmentReport of the original contract showing that there was no negative slippage/delay	Proponent
3.14. Additional Requirements for ***Advance Payment***	
3.14.a. Irrevocable standby letter ofcredit of equivalent value/ surety bond callable upon demand/bank guarantee	Supplier
3.14.b. Request for Payment	Supplier
3.14.c. Bank details	Supplier
3.14.d. Such other documents peculiar to the contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.14.e. Copy of transmittal letter ofBAC to COA (9.1 page 32 COA Circular No. 2012-01dtd. 06-14-2012	BAC
4. Release of Retention Fee	
4.1. SBLC/Bank Guaranty - forretention fee substitution	Supplier
4.2. Request for Payment	Supplier
4.3. Bank details	Supplier
4.4. Certification from the End User that the project in completed and inspected	Proponent
4.5. Previous Copy of Disbursement Vouchers paid(Retention Fee)	Proponent
Such other pertinent supporting documents as required by the nature of expense	
Approved Job Order	Proponent
Approved RIS (consumable) orICS (non-consumable)	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentationn requirements	None	27 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs	None	4 hours	Designated

	to Head of Accounting Unit for final review			Releasing & Receiving Staff
	1.4 Final Review of DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.4 Forward documents for the processingof payment thru ADA or Check	None		
	1.5. Forward to End-User for compliance	None		
	Total	**None**	**6 days and 3 hours**	

7. Processing of Disbursement Vouchers – Board and Lodging

Board and lodging services which may be needed in the pursuit of any project oractivity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certifiedby authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head ofOffice	Proponent
1.5. Sufficient and relevant documentsto establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved(Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No. 32 GAM)(3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2 . Approved contract supported by thefollowing documents: • Invitation to Apply for Eligibility toBid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRRof RA 9184 • Minutes of Pre-Bid Conference, forApproved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the contractor	Proponent

• Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost	
2.3 Copy of Advertisement of Invitationto Bid/Request for expression of interest • Newspaper clipping ofadvertisement • Printout copy of advertisementposted in PhilGEPS • Certification from the Head of BACSecretariat on the posting of advertisement at conspicuous places • Printout copies of advertisementposted in agency website, if any	Proponent
2.4. Documentary requirements underSections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification Evaluation Report	Proponent
2.7. Printout copy of posting of Notice ofAward, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of threeobservers in all stages of the procurement process	Proponent
2.9. Additional documents required to besubmitted 5 days upon execution of contract: Samples and brochures/ photographs, if applicable	Proponent
2.10. Tax receipts from the Bureau ofCustoms or the BIR	Proponent
2.11. Request for purchase or requisition of supplies, materials and equipment duly approved byproper authorities	Proponent
2.12. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of *Procurement though Alternative Modes*	
3.1 Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date ofacceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website,website of the procuring entity and at any conspicuous place reservedfor this purpose in the premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available,	Proponent

and at any conspicuous place reserved for this purpose in the premises of the procuring entity	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved by properauthorities	Proponent
3.4. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended bythe BAC	Proponent
3.5. Statement of the prospective bidderthat it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.6. Sworn affidavit of the bidder that itis not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.7. Additional Requirements for ***Limited Source Bidding***	
3.7.a. Specific requirements to be submitted w/in 5 days from theexecution of the contract: • Copy of direct invitation to bid served by the concerned agencyto all suppliers appearing in the pre-selected list of suppliers withknown experience and proven capability on the requirements ofthe particular contract • Winning bidder's offer or proposal • Abstract of bids showing the most responsive and complying bidder from among the other bidders who participated in the bidding • Notice of Award	Proponent
3.7.b. Documentary requirements underSection 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
3.7.c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial reviewand in the technical evaluation thereof	Proponent
3.7.d. Bid security	Proponent
3.8. Additional Requirements for ***DirectContracting***	
3.8.a. Specific requirements to be submitted w/in 5 days from theexecution of the contract: • Certificate of no sub-dealers selling at lower prices and for which no suitable substitute canbe obtained at more advantageous terms to the government • Certification of the BAC in caseof procurement of critical plant components and/or to maintaincertain standards	Proponent
3.8.b. Study/survey done to determine that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageousterms to the government	Proponent
3.8.c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial reviewand in the technical evaluation thereof	Proponent
3.9. Additional Requirements for ***RepeatOrder***	
3.9.a.Specific requirements to be submitted w/in 5 days from the execution of the contract: • Copy of original contract used asbasis for repeat order indicating that the original contract was awarded through	Proponent

public bidding • Certification from the purchasingoffice that the supplier has compiled with all the requirements under the original contract	
3.10. Additional Requirements for ***Negotiated Procurement***	
3.10.a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in caseof two failed biddings, emergencycases, take-over of contract and small value procurement): • Price quotation/bids/final offers from at least be three invited suppliers • Abstract of submitted Price Quotation • BAC Resolution recommendingaward of contract to Lowest Calculated Responsive Bid (LCRB)	Proponent
3.10.b. Additional requirements in case oftwo failed biddings: • Agency's offer for negotiationswith selected suppliers or contractors • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation	Proponent
3.10.c. Additional requirements inemergency cases: Justification as to the necessity ofpurchase	Proponent
3.10.d. Additional requirements in case oftake-over of contracts: • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculated bidderor the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.10.e. Additional requirements in case ofsmall value procurement: Letter/invitation to submitproposals	Proponent
3.10.f. Additional requirements for adjacent or contiguous projects: • Original contract and any document indicating that the same resulted from competitivebidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest Accomplishment Report ofthe original contract showing thatthere was no negative slippage/delay	Proponent
Such other pertinent supporting documents as are required by the nature of expense but not limited to:	
Approved Activity Request/Authority toConduct with details of budget estimate	Proponent
Billing Statement / Statement ofAccount duly received by the proponent	Supplier
List of attendance certified by theHead of Office	Proponent
Approved Authority to pay	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system,and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2. Review of documentation requirements	None	27 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit forfinal review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Review of DVand Supporting Documents If complete, sign DVs and proceed to payment (Proceedto Step 1.5) If incomplete, prepare findings and forward to designated staff fortracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADAor check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**6 days and 7 hours**	

8. Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big-Tickets)

All non-big-ticket items, supplies, materials, equipment, and motor vehicles which may be needed in the pursuit of any project or activity of the agency.

Office or Division:	Accounting
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules, and regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documentsto establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligations of Request and Status – box A & box B – Approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – Approved (Appendix No. 32 GAM)(3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy of theapproved APP and any amendment thereto	Proponent
2.2. Approved contract supported bythe following documents: • Invitation to Apply for Eligibility toBid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section 17.1 of Revised IRR of RA 9184 which includes acomplete technical description of the equipment and accessories, scope of works, if applicable • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates • Notice to Proceed, indicating the date of receipt by the	Proponent

contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost	
2.3. Copy of Advertisement of Invitationto Bid/Request for expression of interest • Newspaper clipping of advertisement (ABC 2 million and above) • Printout copy of advertisementposted in PhilGEPS • Certification from the Head of BAC Secretariat on the posting ofadvertisement at conspicuous places • Printout copies of advertisementposted in agency website, if any	Proponent
2.4. Documentary requirements underSections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Minutes of pre-procurement conference for project costing 2 million and above	Proponent
2.6. Bid Evaluation Report	Proponent
2.7. Post Qualification EvaluationReport	Proponent
2.8. Printout copy of posting of Noticeof Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.9. Evidence of Invitation of three observers in all stages of the procurement process pursuant to Section 13.1 of the Revised IRR ofRA 9184	Proponent
2.10. Approved request for purchase orrequisition of supplies, materials and equipment	Proponent
2.11. Additional documents required tobe submitted 5 days upon execution of contract: • Certificate of Exclusive Distributorship, if applicable • Samples and brochures/photographs, ifapplicable • *For imported items:* - Consular Invoice/Pro-forma invoice of the foreign supplierwith the corresponding details - Home Consumption Value ofthe items - Breakdown of the expensesincurred in the Importation	Proponent
2.12. Original copy of Dealers/Suppliers' Invoices showing the quantity, descriptionof the articles, unit, and total value, duly signed by the dealer,and indicating receipt by the proper agency official of items delivered	Proponent
2.13. Results of Test Analysis, if applicable	Proponent
2.14. Tax receipts from the Bureau ofCustoms or the BIR	Proponent
2.15. Duly approved Inspection and Acceptance Report prepared bythe Department property inspector	Proponent
2.16. For equipment, Property Acknowledgement Report	Proponent
2.17. Warranty Security for a minimum period of three months, in the case of expendable supplies, or aminimum period of one year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies	Proponent
2.18. Duly approved Request for purchase of supplies, materials and equipment	Proponent

2.19. In case of motor vehicles, authority to purchase from Agency head and Secretary of DBM, or OP depending on the type of vehicle being provided	Proponent
2.20. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial reviewand in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days from the execution of the contract as required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted by the supplier (date ofacceptance must be clearly indicated) • Proof of posting of invitation or request for submission of price quotation in the PhilGEPS website, website of the procuringentity and at any conspicuous place reserved for this purpose inthe premises of the the procuringagency for a period of seven calendar days in case shopping under section 52.1b and Negotiated Procurement under 53.1 (two failed bidding) and 53.9 small value procurement of the Revised IRR of RA 9184 • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) the use of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice of Award in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity	Proponent
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase or requisition of supplies, materials, and equipment, duly approved byproper authorities	Proponent
3.4. Original copy of the delivery invoice showing the quantity, description of the articles, unit, andtotal value, duly signed by the dealer or his representative and indicating receipt by the proper agency official of items delivered	Proponent
3.5. Duly approved Inspection andacceptance report	Proponent
3.6. Approval by the HOPE or his duly authorized representative on the use of the alternative methods of procurement, as recommended bythe BAC	Proponent
3.7. Statement of the prospective bidder that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs	Proponent
3.8. Sworn affidavit of the bidder that itis not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.9. Additional Requirements for ***Limited Source Bidding***	
3.9.a.Specific requirements to be submitted within 5 days from theexecution of the contract:	Proponent

• Copy of direct invitation to bidserved by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirementsof the particular contract • Winning bidder's offer orproposal • Abstract of bids showing the most responsive and complyingbidder from among the other bidders who participated in the bidding Notice of Award	
3.9.b. Documentary requirements underSection 23.1 and 25.2(a), of the Revised IRR of RA No. 9184	Proponent
3.9.c. Other documents peculiar to the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluationthereof	Proponent
3.9.d. Bid security (required under Section 5.4 IRR-A RA No. 9184)	Proponent
3.10. Additional Requirements for ***Direct Contracting***	
3.10.a. Specific requirements to be submitted w/in 5 days from the execution of the contract: • Copy of letter to selected manufacturer/supplier/ distributor to submit a pricequotation and conditions of sale • Certificate of Exclusive Distributorship • Certification from the agency authorized official that there are no sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government • Certification of the BAC in case of procurement of critical plant components and/or to maintain certain standards	Proponent
3.10.b. Study/survey done to determinethat there are no sub-dealers selling at lower prices and for which no suitable substitute canbe obtained at more advantageous terms to the government	Proponent
3.10.c. Other documents peculiar to thecontract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.11. Additional Requirements for ***Repeat Order***	
3.11.a. Specific requirements to be submitted w/in 5 days from theexecution of the contract: • Copy of original contract usedas basis for repeat order indicating that the original contract was awarded throughpublic bidding • Certification from the purchasing office that the supplier has compiled with allthe requirements under the original contract	Proponent
3.12. Additional Requirements for ***Shopping***	
3.12.a. Specific requirements to be submitted w/in 5 days from theexecution of the contract: • Price quotations from at leastthree bonafide and reputable manufacturers/suppliers/ distributors	Proponent

• Abstract of canvass	
3.13. Additional Requirements for ***Negotiated Procurement***	
3.13.a. Specific requirements to be submitted w/in 5 days from theexecution of the contract (in case of two failed biddings, emergency cases, take-over ofcontract and small value procurement): • Price quotation/bids/final offersfrom at least be three invited suppliers • Abstract of submitted PriceQuotation • BAC Resolution recommending award of contract to Lowest Calculated Resonsive Bid (LCRB)	Proponent
3.13.b. Additional requirements in caseof two failed biddings: • Agency's offer for negotiationswith selected suppliers, contractors, or consultants • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation • Eligibility documents in case ofinfrastructure projects	Proponent
3.13.c. Additional requirements inemergency cases: Justification as to the necessity of purchase	Proponent
3.13.d. Additional requirements in caseof take-over of contracts: • Copy of terminated contract • Reasons for the termination • Negotiation documents with the second lowest calculatedbidder or the third lowest calculated bidder in case of failure of negotiation with thesecond lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.13.e. Additional requirements in caseof small value procurement: Letter/invitation to submitproposals	Proponent
3.13.f. Additional requirements for adjacent or contiguous projects: • Original contract and any document indicating that thesame resulted from competitive bidding • Scope of work which shouldbe related or similar to the scope of work of the originalcontrac • Latest Accomplishment Reportof the original contract showing that there was no negative slippage/delay	Proponent
3.14. Additional Requirements for ***Advance Payment***	
3.14.a. Irrevocable standby letter of credit of equivalent value /surety bond callable upon demand/bank guarantee	Supplier
3.14.b. Request for Payment	Supplier
3.14.c. Bank details	Supplier
3.14.d. Such other documents peculiarto the contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.14.e. Copy of transmittal letter of BACto COA (9.1 page 32 COA Circular No. 2012-01 dtd. 06-14-2012	BAC

4. Release of Retention Fee	
4.1. SBLC/Bank Guaranty - forretention fee substitution	Supplier
4.2. Request for Payment	Supplier
4.3. Bank details	Supplier
4.4. Certification from the End User that the project in completed andinspected	Proponent
4.5. Previous Copy of DisbursementVouchers paid (Retention Fee)	Proponent
Such other pertinent supporting documents as required by the nature of expense such as but not limited to:	
Billing Statements/Statement ofAccount	Supplier
Plans and Specifications (biddingdocuments, SCC, GCC)	Proponent
Inspection & Acceptance Reports	Proponent
Letter Request for Payment (progress billing, Retention, etc)	Supplier
Bank Certificate - Valid Account no.Bank details for LDDAP-ADA	Supplier
Sales Invoices/Delivery Receipts	Supplier
Summary of DRs/IARs	Supplier/Proponent
Delivery/Acceptance Receipts	Proponent
Computation of ApplicableLiquidated Damages	Proponent
Performance Bond / Copy of Transmittal Letter to Cash Division	Proponent
Certificate of Acceptance	Proponent
Certificate of Completion ofDeliveries (from CO)	Proponent
Certificate of Final Acceptance(From CO)	Proponent
Direct Payment	
Official Receipts/Invoices(inspected)	Suppliers of goods/services
Approved Authority to Pay	Proponent & Director Finance
Certification from AMD	AMD
Certification that NO Cash Advancewas drawn to purchase the supplies	Proponent
Approved RIS (consumable) or ICS(non-consumable)	Proponent/AMD
Approved PR with certificate of emergency purchase (if necessary)	Proponent
Certificate of inspection andacceptance	AMD
3 quotations (if applicable)/canvassfrom at least three suppliers for purchases involving 1,000 and above	Suppliers of goods/services
Summary/Abstract of canvass	Proponent/AMD
Reimbursement	
Summary of expenses/Disbursement Report(certification signed)	Proponent
Official Receipts/Invoices(inspected)	Suppliers of goods/services
• Price quotations from at least threebonafide and reputable manufacturer/suppliers/distributors(if applicable) for purchases involving 1,000 and above	Suppliers of goods/services
• Abstract of canvass	Proponent/AMD
• Approved Authority to reimburse	Proponent & Director Finance
• Certification from AMD	AMD

• Certification that NO Cash Advancewas drawn to purchase the supplies			Proponent	
• Approved RIS (consumable) or ICS(non-consumable)			Proponent/AMD	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system,and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Staff & Receiving Staff
	1.2. Review of documentation requirements	None	27 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit forfinal review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADAor check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**6 days 7 hours**	

9. Processing of Disbursement Vouchers – Meals

Any type or kind of meals to be provided, which may be needed in the pursuit ofany project or activity of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2,.2 Approved contract supportedby the following documents: • Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding Documents enumerated under Section • 17.1 of Revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for Approved Budget for Contract (ABC) PHP1million and above • Agenda and/or Supplemental Bulletins, if any • Bidders Technical and Financial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaring winning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head of the Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates	Proponent

• Notice to Proceed, indicating the date of receipt by the contractor • Detailed Breakdown of the ABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contract time • Detailed Breakdown of the Contract Cost	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping ofadvertisement • Printout copy of advertisement posted inPhilGEPS • Certification from the Headof BAC Secretariat on the posting of advertisement atconspicuous places • Printout copies of advertisement posted in agency website, if any	Proponent
2.4. Documentary requirementsunder Sections 23.1 and 25.2a of the Revised IRR of RA No. 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Post Qualification EvaluationReport	Proponent
2.7. Printout copy of posting ofNotice of Award, Notice to Proceed and Contract of award in the PhilGEPS	Proponent
2.8. Evidence of Invitation of three observers in all stagesof the procurement process	Proponent
2.9. Additional documents required to be submitted 5days upon execution of contract: - Samples and brochures/photographs, ifapplicable	Proponent
2.10. Tax receipts from the Bureau of Customs or theBIR	Proponent
2.11. Request for purchase orrequisition of supplies, materials and equipmentduly approved by proper authorities	Proponent
2.12. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1 Documents to be submitted within five working days from the execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission of price quotation in the PhilGEPS website, website of the procuring entity and at any conspicuous place reserved for this purpose inthe premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warranty securities, except for Shopping and Negotiated Procurement under emergency cases and SmallValue Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) theuse of alternative	Proponent

mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice ofAward in the PhilGEPS website, the website of the procuring entity, if available, and at any conspicuous place reserved for this purpose in the premises ofthe procuring entity	
3.2. Approved Procurement Plan	Proponent
3.3. Request for purchase orrequisition of supplies, materials, and equipment,duly approved by proper authorities	Proponent
3.4. Approval by the HOPE or hisduly authorized representative on the use of the alternative methods of procurement, as recommended by the BAC	Proponent
3.5. Statement of the prospective bidder that it is not blacklisted or barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.6. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.7. Additional Requirements for ***Limited Source Bidding***	
3.7.a. Specific requirements to besubmitted w/in 5 days from the execution of the contract: • Copy of direct invitation tobid served by the concerned agency to all suppliers or consultants appearing in the pre- selected list of manufacturers/suppliers/ distributors with known experience and proven capability on the requirements of the particular contract • Winning bidder's offer orproposal • Abstract of bids showingthe most responsive and complying bidder from among the other bidderswho participated in the biddingNotice of Award	Proponent
3.7.b. Documentary requirementsunder Section 23.1 and 25.2(a), of the Revised IRRof RA No. 9184	Proponent
3.7.c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in the auditorial review and in the technical evaluation thereof	Proponent
3.7.d. Bid security	Proponent
3.8. Additional Requirements for ***Direct Contracting***	
a. Specific requirements to besubmitted w/in 5 days from the execution of the contract: • Certificate of no sub- dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to thegovernment • Certification of the BAC incase of procurement of critical plant components and/or to maintain certain standards	Proponent
b. Study/survey done to determine that there are nosub-dealers selling at lowerprices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in the	Proponent

auditorial review and in the technical evaluation thereof	
3.9. Additional Requirements for ***Repeat Order***	
3.9.a. Specific requirements to besubmitted w/in 5 days from the execution of the contract: • Copy of original contractused as basis for repeat order indicating that the original contract was awarded through public bidding • Certification from the purchasing office that the supplier has compiled with all the requirements under the original contract	Proponent
3.10. Additional Requirements for Negotiated Procurement	
3.10.a. Specific requirements to be submitted w/in 5 days from the execution of the contract (in case of two failed biddings, emergencycases, take-over of contract and small value procurement): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submittedPrice Quotation • BAC Resolution recommending award ofcontract to Lowest Calculated ResponsiveBid (LCRB)	Proponent
3.10.b. Additional requirements incase of two failed biddings: • Agency's offer for negotiations with selected suppliers orcontractors • Certificate of failure of competitive bidding for the second time • Evidence of invitation of observers in all stages of the negotiation	Proponent
3.10.c. Additional requirements inemergency cases: Justification as to the necessity of purchase	Proponent
3.10.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure of negotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.11.e. Additional requirements incase of small value procurement: Letter/invitation to submitproposals	Proponent
3.11.f. Additional requirements foradjacent or contiguous projects: • Original contract and anydocument indicating thatthe same resulted from competitive bidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest AccomplishmentReport of the original contract showing that there was no negative	Proponent

slippage/delay	
Such other pertinent supporting documents as are required by the nature of expense but not limited to:	
Duly approved Authority toPay	Proponent
Duly approved contract (notarized)	Proponent
Statement of Account/Billing(duly certified/received by proponent)	Business Enterprise
Original attendance sheet (duly certified by the head ofoffice)	Proponent
Duly approved Notice ofmeeting	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentationo requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to the Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.3. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, Prepare findings and forward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.4. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

10. Processing of Disbursement Vouchers – Training

Training programs are held to assure that the personnel of the agency are responsive to the organizational needs and its manpower requirements, and alsoto promote morals, efficiency, integrity, responsiveness, courtesy as well as nationalism and patriotism in the civil service.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation request and Status – box A & box B – approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A – approved (Appendix No.32 GAM) (3 Copies)	Proponent
1.9. Budget Estimates approvedby the Head of the Agency	Proponent
1.10. Schedules of Training approved by the head of theagency	Proponent
2. Basic Requirements for All Types of *Procurement Through Public Bidding*	
2.1. Authenticated photocopy of the approved APP and any amendment thereto	Proponent
2.2. Approved contract supported by the following documents:	Proponent
• Invitation to Apply forEligibility to Bid • Letter of Intent • Results of EligibilityCheck/Screening • Bidding documents enumerated under the revised IRR of RA 9184 • Minutes of Pre-Bid Conference, for ApprovedBudget for Contract (ABC) PHP 1 million and above • Agenda and/or Supplemental Bulletins, ifany • Bidders Technical andFinancial Proposals • Minutes of Bid Opening • Abstract of Bids • Post-Qualification Report of Technical Working Group • BAC Resolution declaringwinning bidder • Notice of post qualification • BAC Resolution recommending approval and approval by the Head ofthe Procuring Entity of the Resolution of the BAC recommending award of contract • Notice of Award • Performance Security • Program of Work and Detailed Estimates	

• Notice to Proceed, indicating the date of receiptby the contractor • Detailed Breakdown of theABC • Copy of the Approved PERT/CPM Network Diagram and detailed computations of contracttime • Detailed Breakdown of theContract Cost: - schedule of basic rates certified by the consultantwith a sworn statement - derivation of the billing factor/multiplier certified bythe consultant with a sworn statement - detailed breakdown of reimbursable costs basedon agreed fixed rates andactual costs	
2.3 Copy of Advertisement of Invitation to Bid/Request for expression of interest • Newspaper clipping of advertisement (1 million or 4months above) • Printout copy of advertisement posted inPhilGEPS • Certification from the Headof BAC Secretariat on the posting of advertisement atconspicuous places • Printout copies of advertisement posted inagency website, if any	Proponent
2.4. Documentary requirementsunder Section 25.2c under the revised IRR of RA 9184	Proponent
2.5. Bid Evaluation report	Proponent
2.6. Ranking of short-listedbidders	Proponent
2.7. Post Qualification EvaluationReport	Proponent
2.8. Printout copy of posting ofNotice of Award, Notice toProceed and Contract of award in the PhilGEPS	Proponent
2.9. Evidence of invitation of threeobservers in alll stages of the procurement process pursuant to Section 13.1 othe Revised IRR of RA 9184	Proponent
2.10 Additional documents required to be submitted 5days upon execution of contract: • If not in the Terms of Reference, appropriateapproved documents indicating the expectedoutputs/deliverables • Copy of the approved manning schedule indicating the named andpositions of the consultants and staff and the extent of their participation in the project • Copy of the curriculum Vitae of the Trainers andstaff	Proponent
2.11. Letter request for payment from the Training Company	Proponent
2.12. Approved consultancyprogress/final reports,and/or output required under the contract	Proponent
2.13. Progress/Final Billing	Proponent
3. Basic Requirements for All Types of *Procurement Through Alternative Modes*	
3.1. Documents to be submitted within five working days fromthe execution of the contractas required under CAO Circular 2009-001: • Purchase order/Letter order/Contract, duly approved by the official concerned and accepted bythe supplier (date of acceptance must be clearlyindicated) • Proof of posting of invitationor request for submission ofprice quotation in the PhilGEPS website, website of the procuring	Proponent

entity and at any conspicuous place reserved for this purpose inthe premises of the the procuring agency for a period of seven days for Negotiated Procurement (two failed bidding) and small value procurement • Performance and warrantysecurities, except for Shopping and Negotiated Procurement under emergency cases and Small Value Procurement • BAC Resolution recommending and justifying to the Head of Procuring Entity (HOPE) theuse of alternative mode of procurement and approval by the HOPE of the BAC Resolution recommending award of contract • Proof of posting of Notice ofAward in the PhilGEPS website, the website of the procuring entity, if available,and at any conspicuous place reserved for this purpose in the premises of the procuring entity	
3.2. Approved Procurement Plan	Proponent
3.3. Approval by the HOPE on the use of the alternative methods of procurement	Proponent
3.4. Statement of the prospective bidder that it is not blacklistedor barred from bidding by theGovernment or any of its agencies, offices, corporations or LGUs	Proponent
3.5. Sworn affidavit of the bidderthat it is not related to the HOPE by consanguinity or affinity up to the third civil degree	Proponent
3.6. Additional Requirements for ***Limited Source Bidding***	
3.6.a.Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of direct invitation tobid served by the concerned agency to all suppliers or consultants appearing in the pre-selected list of manufacturers/suppliers/ distributors with known experience and provencapability on the requirements of the particular contract • Winning bidder's offer orproposal • Abstract of bids showingthe most responsive andcomplying bidder from among the other bidderswho participated in the bidding • Notice of Award	Proponent
3.6.b.Documentary requirementsunder Section 23.1 and 25.2(a) for consultancy services, of the Revised IRR of RA No. 9184	Proponent
3.6.c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.6.d.Bid security	Proponent
3.7. Additional Requirements for ***Direct Contracting***	
3.7.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Certificate of no sub- dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to thegovernment • Certification of the BAC incase of procurement of critical plant components and/or to maintain certain standards	Proponent

3.7.b. Study/survey done to determine that there are nosub-dealers selling at lowerprices and for which no suitable substitute can be obtained at more advantageous terms to the government	Proponent
3.7.c. Other documents peculiar tothe contract and/or to the mode of procurement and considered necessary in theauditorial review and in the technical evaluation thereof	Proponent
3.8. Additional Requirements for ***Repeat Order***	
3.8.a. Specific requirements to besubmitted w/in 5 days fromthe execution of the contract: • Copy of original contractused as basis for repeatorder indicating that the original contract was awarded through public bidding • Certificate that the supplierhas compiled with all the requirements under the original contract	Proponent
3.9. Additional Requirements for ***Negotiated Procurement***	
3.9.a. Specific requirements to be submitted w/in 5 days from the execution of the contract(in case of two failed biddings, emergency cases,take-over of contract and small value procurement): • Price quotation/bids/finaloffers from at least be three invited suppliers • Abstract of submitted PriceQuotation • BAC Resolution recommending award of contract to Lowest Calculated Responsive Bid (LCRB)	Proponent
3.9.b. Additional requirements in case of two failed biddings: • Agency's offer for negotiations with selectedsuppliers or contractors • Certificate of failure of competitive bidding for thesecond time • Evidence of invitation of observers in all stages ofthe negotiation • Eligibility documents in case of infrastructure projects	Proponent
3.9.c. Additional requirements inemergency cases: Justification as to the necessity of purchase	Proponent
3.9.d. Additional requirements incase of take-over of contracts: • Copy of terminatedcontract • Reasons for thetermination • Negotiation documents with the second lowest calculated bidder or the third lowest calculated bidder in case of failure ofnegotiation with the second lowest bidder. If negotiation still fails, invitation to at least three eligible contractors • Approval to negotiate contract for projects under exceptional cases	Proponent
3.9.e. Additional requirements incase of small value procurement: Letter/invitation to submitproposals	Proponent
3.9.f. Additional requirements foradjacent or contiguous projects: • Original contract and anydocument indicating that the same resulted from competitive bidding • Scope of work which should be related or similar to the scope ofwork of the original contract • Latest AccomplishmentReport of the original contract showing that there was no negative slippage/delay	Proponent
Such other pertinent supporting documents as are required by the	

nature of expense but not limited to:	
Authority to Undertake Project/to Procure	Proponent
Copy of transmittal letter of BAC to COA (9.1 page 32 COA Circular No. 2012-01 dtd.06-14-2012	BAC
Letter Request for Payment(progress billing, Retention,etc.)	Supplier
Accomplishment Reports /Progress Report of Accomplishment	Proponent
Bank Certificate - Valid Account no. Bank details forLDDAP-ADA	Proponent
Warranty Certificates	Proponent
Training Checklist	Proponent
Approved Extension, if any	Proponent
Performance Bond / Copy ofTransmittal Letter to Cash Division	Proponent
Certificate of Acceptance	Proponent
Certificate of Final Acceptance(From CO)	Proponent
Certificate of Acceptance(Division Office/RO)	Proponent

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments toBudget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2. Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Headof Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.5. Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

11. Processing of Disbursement Vouchers – Honorarium

DepEd personnel performing activities or discharging duties in addition to or overand above their regular functions may be granted honoraria.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32/33 GAM) (3 Copies)	Proponent
2. Government Personnel Involved in Government Procurement (for successfully completed procurement project only)	
2.1. Office Order creating and designating the BAC composition and authorizing the members to collect honoraria	OSEC/Authorized Office
2.2. Minutes of BAC Meeting	Procurement Service
2.3. Notice of award to the winning bidder of procurement activity beingclaimed	Procurement Service
2.4. Certification that the procurement involvescompetitive bidding	Procurement Service
2.5. Attendance Sheet listing names of attendees to theBAC meeting	Procurement Service
3. Government (except DepEd) Personnel as Lecturer/ResourcePerson/Coordinators and Facilitators	
3.1. Office Order	Concerned Office
3.2. Coordinators report on lecturer's schedule	Coordinator/Lecturer
3.3. Course syllabus or Programof Lectures	Lecturer
3.4. Duly approved DTR in case claims by the coordinator and facilitators	Coordinator/Lecturer
4. Government (except DepEd) Personnel Assigned to Special Projects	
4.1. Performance evaluation plan formulated by the project management used as a basisfor rating the performance of the members	Project owner
4.2. Office order designating themembers of special projects	Concerned Office
4.3. Terms of Reference	Proponent
4.4. Certificate of completion ofproject deliverables	Proponent
4.5. Special Project Plan	Project owner
4.6. Authority to collect honoraria	Concerned Office
4.7. Certificate of acceptance bythe agency head of the	Concerned Office

deliverables per projectcomponent	
Such other pertinent supporting documents as are required by the nature of expense such as but not limited to:	
• Approved Authority to travel/ Invitation letter with conforme	Payee/Proponent
• Terms of reference (if notindicated in the InvitationLetter)	Proponent
• Certification of Services Rendered approved by theHead of Office	Proponent
• Duly signed CurriculumVitae/Bio Data	Payee/Proponent
• Copy of Approved ATR/AR with detailed budget estimate	Proponent
• Approved Authority/Memo onthe basis/computation of honoraria (if not using DBM Circular No. 2007-001 and 2007-002	Office of Undersecretary forFinance/Authorized Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documents for Claimof Payments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward DisbursementVouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5. Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User forcompliance	None		
Total		**None**	**7 days**	

12. Processing of Disbursement Vouchers – Cash Advance for Activities

The amount of the cash advance shall be limited to the requirements for two months. Additional cash advances shall be granted on the basis of the activity budget or the requirements for two months, whichever is lower.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Cash Advance for Activities	
2.1. Authority of the accountable officer approved by concerned Undersecretary indicating the maximum accountability and purpose of cash advance (for initial cashadvance)	Proponent
2.2. Copy of Approved applicationof bond and/or Fidelity Bond for the year	Bureau of Treasury
2.3. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
2.4. Copy of approved Activity Request or Authority to Conduct- (note NAME of RDO / SDO should be indicated if NOT - provide approved authority to draw cash advance in favor of the RDO/SDO)	Proponent
2.5. Copy of detailed budgetestimate	Proponent
2.6. Copy of list of supplies andmaterials (with amount)	Proponent
2.7. Certification as to availability of requested supplies/materials from AssetManagement Division	AMD
2.8. Confirmed list of Speakers/Documenters/Resource Persons – if applicable	Proponent
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward	None	4 hours	Designated Releasing & Receiving Staff

	Disbursement Vouchers (DV) for the nextstep			
	1.2. Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4. Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5. Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses

Cash advance for payroll fund shall be equal to the net amount of the payroll forthe pay period.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Additional Documentary Requirements	
2.1. Authority of the accountable officer approved by concerned Undersecretary indicating the maximum accountability and purpose of cash advance (for initial cashadvance)	DO/SDO
2.2. Copy of Approved applicationof bond and/or Fidelity Bond for the year	Bureau of Treasury
2.3. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
2.4. Copy of approved Authority to draw cash advance infavor of the RDO/SDO)	Personnel Division
2.5. Copy of detailed budget estimate	Personnel Division
2.6. Approved contracts (for initialpayment)	Personnel Division
2.7. Approved Payroll or list of payees indicating their netpayments	Personnel Division
2.8. Daily Time Record (DTR) approved by the supervisor	Personnel Division
2.9. Approval/Authority (presidential directive or legislative enactment) or legal basis to pay any allowance/salaries/wages/fringe benefits	Personnel Division
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers	None	4 hours	Designated Releasing & Receiving Staff

	(DV) for the nextstep			
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Review of DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

14. Processing of Disbursement Vouchers – Foreign Travel

No government fund shall be utilized to defray foreign travel expenses of any government employee, except in the case of training, seminar or conference abroad when the personnel of the foreign mission cannot effectively represent thecountry therein, and travels necessitated by international commitments.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Cash Advance	
2.1. Approved Travel Authority(per DO No. 22 s. 2019)	Office of the President/Office of the Secretary
2.2. DFA Letter	DFA
2.3. Approved Itinerary of Travel(Appendix No. 45 GAM)	Employee/Officer
2.4. Letter of Invitation of host/sponsoring country/agency/organization(indicating administrative matter such as lodging, meals, transportation, etc.)	Program Provider
2.5. For plane fare, quotations ofthe 3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
2.6. Copy of Plane Ticket/Flightitinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
2.7. Copy of UNDP DSA Rates for the country of destination (month of CA date)	Google Search
2.8. Daily Dollar Rates Peso Rates (latest date from BSP)	BSP
2.9. Where applicable, authorityfrom the OP to claim representation expenses	Office of the President
2.10. In case of seminars/trainings: • Invitation addressed to theagency inviting participants • Acceptance of the nominees as participants • Programme Agenda and Logistics Information (suchas lodging, meals, transportation, etc.)	Program Provider
2.11. Certification from the Accountant that previous cash advance	Accounting Division

has been liquidated and accounted forin the books (Statement of Unliquidated cash Advance of Disbursing Officers)	
3. Reimbursement	
3.1. Approved Travel Authority (per DO No. 22 s. 2019)	Proponent
3.2. DFA Letter	DFA
3.3. Approved Itinerary of Travel(Appendix No. 45 GAM)	Employee/Officer
3.4. Letter of Invitation of host/sponsoring country/agency/organization(indicating administrative matter such as lodging, meals, transportation, etc.)	Program Provider
3.5. For plane fare, quotations ofthe 3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
3.6. Copy of Plane Ticket/Flightitinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
3.7. Copy of UNDP DSA Rates for the country of destination	Google Search
3.8. Daily Dollar Rates Peso Rates (from BSP - date ofdeparture)	BSP
3.9. Where applicable, authority from the OP to claim representation expenses	Office of the President
3.10. In case of seminars/trainings: • Invitation addressed to theagency inviting participants • Acceptance of the nominees as participants • Programme Agenda and Logistics Information (suchas lodging, meals, transportation, etc.)	Program Provider
3.11. Certification from the Accountant that previous cash advance has been liquidated and accounted forin the books/Statement of Unliquidated Cash Advances of Disbursing Officers	Accounting Division
3.12. Daily Dollar Rates Peso Rates (date of departure)	BSP
3.13. UNDP DSA Rates for the country of destination (forthe month of travel date)	Google Search
3.14. Copy of Plane Ticket	Administrative Service/Airline/Travel Agency
3.15. Copy of Boarding pass,boat or bus ticket, if applicable	Transportation Company
3.16. Original Boarding pass & Billing Statement/Official Receipt (for reimbursementof Plane fare)	Airlines for Boarding Passes/Travel Agencyfor Billing Statement and ORs
3.17. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
3.18. Approved Certificate of Travel Completed (Appendix No. 47 GAM)	Proponent
3.19. Certificate of appearance/attendance fortraining/seminar/ participation	Program Provider/Philippine Consulate
3.20. For reimbursement of actualtravel expenses in excess ofthe prescribed rate (EO No. 77): • Approval by the Presidentfor the Department Secretary (approval of authorized official per DONo. 22 s. 2019 for USec and below) • Certification from the Headof Agency that it is absolutely necessary	OP, OSEC & Business establishment

• Hotel room bills with official receipts (certification of affidavit ofloss shall not be considered)	
3.21. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
3.22. Narrative report on trip undertaken/Report onParticipation	Employee/Officer
3.23. Receipts for other expenses authorized to claim	Business Establishments
3.24. Certification from the Accountant that previous cash advance has been liquidated and accounted forin the books (Statement of Unliquidated cash Advanceof Disbursing Officers)	Accounting Division
Such other pertinent supporting documents as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to the Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the nextstep	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forwar received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
Total		**None**	**7 days**	

15. Processing of Disbursement Vouchers – Local Travel

Travels shall cover only those that are urgent and extremely necessary, will involve the minimum expenditure and are beneficial to the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Cash Advance	
2.1. Approved Travel Authority (per DO No. 22 s. 2019)	Employee/Officer
2.2. Approved Itinerary of Travel(Appendix No. 45 GAM)	Employee/Officer
2.3. Copy of Plane Ticket/Flightitinerary issued by the airline/ticketing office/travelagency (if with plane fare)	Administrative Service/Airline/Travel Agency
2.4. Approved Certification of Unavailability of flights (for plane fare)	Administrative Service
2.5. Copy of approved AR/ATC with detailed budget estimate(If claiming for B&L/full DTE)	Program Provider
2.6. Certification from the Accountant that previous cash advance has been liquidated and accounted forin the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
3. Reimbursement	
3.1. Approved Travel Authority (per DO No. 22 s. 2019)	Employee/Officer
3.2. Approved Itinerary of Travel(Appendix No. 45 GAM)	Employee/Officer
3.3. Approved Certificate of Travel Completed (AppendixNo. 47 GAM)	Employee/Officer
3.4. Original Certificate of Appearance/participation	Program Provider
3.5. Original copies of tickets (bus, ship, boat, taxi, terminal fee, etc.)	Transportation Companies
3.6. Completely filled- up and approved Reimbursement Expenses Receipt (AppendixNo. 46 GAM), Certification ofexpenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
3.7. Copy of Boarding pass received by AdministrativeService	Administrative Service
3.8. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Planefare)	Airlines for Boarding Passes/Travel Agency for Billing Statement and ORs
3.9. Approved Certification of Unavailability of flights (for	Administrative Service

reimbursement of plane fare)	
3.10. Approved Justification fromUSEC Concerned (if there is deviation from AuthorizedTravel)	
3.11. Memo regarding the first meal and last meal of theactivity	Program Provider
3.12. Copy of approved AR/ATCwith detailed budget estimate (If claiming for B&L/full DTE)	Program Provider
3.13. Certification from the Headof Agency as to the absolute necessity of the expenses together with thecorresponding receipts, if the expenses incurred exceeded DTE rate (certification or affidavit of loss shall not be considered)	Office of the Secretary
3.14. Hotel room/lodging bills withORs in the case of official travel on places w/in 50km radius from the last city or municipality covered by the MM area, or their city or municipality where their permanent official station is located in the case of thoseoutside MM area if the travel allowances being claimed include the hotel room/lodging rate	Business Establishments
3.15. Certification from the Accountant that previous cash advance has been liquidated and accounted forin the books (Statement of Unliquidated cash Advance of Disbursing Officers)	Accounting Division
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward DV forthe next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2. Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thruADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

16. Processing of Disbursement Vouchers – Salaries for Regular Employees

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

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32/33 GAM) (3 Copies)	Personnel Division
2. Salaries for Regular Employees and PERA	
2.1. Regular Payroll Register (duly signed hard and softcopy)	Personnel Division
2.2. Summary of Deductions	Personnel Division
2.3. Abstract of deduction per office	Personnel Division
2.4. Summary of payment frombudget	Personnel Division
2.5. Letter to the Bank to credit employees account of their salaries - Hash Total	Personnel Division
3. First Salary Under Original Appointment and PERA	
3.1. CTC of duly approved Appointment	Personnel Division
3.2. Assignment Order, ifapplicable	Personnel Division
3.3. CTC of Oath of Office	Personnel Division
3.4. Certificate of Assumption	Personnel Division
3.5. SALN	Personnel Division
3.6. Approved DTR	Personnel Division
3.7. BIR Forms 1902 and 2305	Personnel Division
3.8 If claimed by person otherthan the payee: • Authority from the claimant and identificationdocuments	Personnel Division
3.9 Additional requirements fortransferees: • Approval of Authority totransfer • Clearance from money, property and legal accountabilities from theprevious office • Certificate of last paymentof salaries from previous office • BIR Form 2316 (Certificate of Compensation Payment/ Tax Withheld) from previousemployer	Personnel Division

• Certificate of AvailableLeave Credits • Latest service records • Certificate of last of Service from previous office	
4. Salary If Deleted from Payroll	
4.1. Approved DTR	Personnel Division
4.2. Notice of Assumption	Personnel Division
4.3. Approved application forleave	Personnel Division
4.4. Clearance/Medical Certificateif on sick leave for five days or more	Personnel Division
4.5. Certification - employee is deleted in the payroll	Personnel Division
5. Salary Differentials Due to Promotion and/or Step Increment	
5.1. Certified true copy of the approved promotion - in caseof promotion	Personnel Division
5.2. NOSI/NOSA in case of stepincrement/salary increase	Personnel Division
5.3. Certificate of Assumption	Personnel Division
5.4. Approved DTR or certification that the employee has not incurred leave without pay	Personnel Division
6. Last Salary Upon Termination of Service	
6.1. Letter of resignation and acceptance of resignation	Proponent
6.2. Clearance from money, property and legalaccountabilities	Personnel Division
6.3. Certificate of clearance from GSIS	GSIS
6.4. Approved DTR	Personnel Division
6.5. Last Day of service/servicerecord	Personnel Division
7. Salary Due to Heirs of Deceased Employee	
7.1. Letter of resignation and acceptance of resignation	Proponent
7.2. Clearance from money,property and legal accountabilities	Personnel Division
7.3. Certificate of clearance fromGSIS	GSIS
7.4. Approved DTR	Personnel Division
7.5. Last Day of service/servicerecord	Personnel Division
7.6. Additional Requirements:	
Death Certificate of affidavitof attending Physician	PSA
• Marriage Contract authenticated by NSO, if applicable	PSA
• Birth Certificated of survivinglegal heirs authenticated by NSO	PSA
• Designation of next-of-kin	Notary Public
• Clearance of the deceasedfrom money and property accountability	Personnel Division
• Waiver of right of children 18years old and above	Family members
8. Maternity Leave	
8.1. CTC of approved applicationfor leave	Personnel Division
8.2. CTC of Maternity leaveclearance	Personnel Division
8.3. Medical Certificate formaternity leave	Attending Physician
8.4 Additional requirements forUnused Maternity Leave: • Medical certificate that the employee is physically fit to work • Certificate of assumption Approved DTR	Attending Physician Personnel Division Personnel Division
Such other pertinent supporting documents as are required bythe nature of expense	

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

1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation Requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	TOTAL:	**None**	**7 days**	

17. Processing of Disbursement Vouchers - Salaries for Contract of Service

Contractual personnel are hired to undertake a specific work or job for a limited period not to exceed one year.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel & Budget Division
1.8. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32/33 GAM) (3 Copies)	Personnel Division
2. Additional Documentary Requirements	
2.1. Approved DTR	Proponent
2.2. Approved Time and Deficiency Form	Proponent
2.3. Approved AccomplishmentReport	Proponent
2.4. Copy of Approved and notarized Contract (CertifiedTrue copy of Records Division for initial payment)	Proponent
2.5. Copy of Approved Authorityto hire (for first salary payment for the year)	Personnel Division
2.6. Copy of Approved Log Book(for deficiencies in DTR) if necessary	Proponent
2.7. Copy of Approved Travel Authority (Official Business) if necessary	Proponent
2.8. Copy of approved LocatorSlip (Attend meeting, Errands) if necessary	Proponent
2.9. Sworn Declaration of mode of Income Tax, if available	COS personnel
2.10. Copy of Certificate of registration COR or copy BIR form 605 and payment, if available	COS personnel
2.11. For EFD Field EngineersOnly: Columns 1 - 4 (COArequirement) a. Region b. Division c. School Name d. School ID	Proponent
3. For Premium Salaries	
3.1 Masterlist certified by Personnel Chief, if notavailable provide the following: • Copy of Approved andnotarized Contract	Personnel Division

• Copy of Approved Authorityto hire	
3.2. Satisfactory ServiceCertification	Personnel Division
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to BudgetSection	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2. Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward t End-User for compliance	None		
	TOTAL:	**None**	**7 days**	

18. Processing of Disbursement Vouchers – Petty Cash Fund

Petty Cash is a small amount of cash on hand used for paying expenses in the office. This is to defray operational expenses of the office such as fuel, toll fees, communication expenses, supplies and materials, water, meals/snacks for meetings and/or visitors, as well as for its miscellaneous and other incidental expenses.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Initial Cash Advance	
2.1. Authority of the accountableofficer indicating the maximum accountability andpurpose of cash advance (Approved authority to draw PCF)	Proponent
2.2. Certification that previous cash advances have been liquidated and accounted for in the books (Statement of Unliquidated Cash Advance)	Accounting Division – Pre-Audit Section B
2.3. Approved application for bond and/or Fidelity Bond forthe year for cash accountability of PHP 2,000 or more	DO/SDO
2.4. Approved estimates of petty expenses for one month	Proponent
3. Replenishment	
3.1. Summary of Petty CashVouchers	DO/SDO
3.2. Report of Disbursement(certification signed)	DO/SDO
3.3. Petty Cash Replenishment Report	DO/SDO
3.4. Petty Cash Vouchers full accomplished and signed(Appendix 48 GAM)	DO/SDO
3.5. Approved purchase request with certificate of EmergencyPurchase, if necessary	Proponent
3.6. Original bills, receipts, salesinvoices for all purchases (with inspection, if w/o inspection provide approved waiver of inspection)	Suppliers of goods/services
3.7. Canvass from at least threesuppliers for purchases involving 1,000 and above except for purchases madewhile on official travel	Suppliers of goods/services
3.8. Summary/Abstract of Canvass	Proponent
4. For supplies	
4.1. Certificate of inspection andacceptance	Proponent/AMD
4.2. Request and Issue Slip (consumable) or InventoryCustodian Slip (non- consumable)	Proponent/AMD
5. For meals	

5.1. Duly received Billing Statement	Suppliers of goods/services
5.2. Notice of meeting	Proponent
5.3. Duly approved and signed attendance sheet	Proponent
6. For repairs	
6.1. Duly approved Job Order	GSD
6.2. Pre & Post Inspection Report	GSD
6.3. Report of Waste Material in case of replacements/repairs	AMD
7. For toll fees and gasoline	
7.1. Trip Ticket duly accomplished and approved(with summary if applicable)	Proponent
7.2. Travel Authority (for toll fee only)	Proponent
8. For fare	
8.1. Completely filled-up and approved Reimbursement Expenses Receipt (AppendixNo. 46 GAM), Certification ofexpenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
8.2. Duly signed and approve locator slip	per DO 22 s. 2019
Such other supporting documents that maybe requiredand/or required under the company policy depending on the nature of expenses	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents for Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
TOTAL:		**None**	**7 days**	

19. Processing of Disbursement Vouchers – Gasoline Expenses

Included in the utility expenses, gasoline expenses are expenses used in fueling vehicles used for necessary travels that is needed for projects or activities of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Additional Documentary Requirements	
2.1. Summary of expenses/Disbursement Report (certification signed)	Proponent
2.2. Trip Ticket duly accomplished and Approved	Proponent
2.3. Invoices/Official Receipts	Supplier of goods/services
2.4. Travel Authority for toll fees,if applicable	Proponent
2.5. Approved Detailed Summaryof Trip (for Director up to Secretary)	Driver
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV) for the nextstep	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents	None	16 hours	Head of Accounting Unit/Designated

	If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)			Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	TOTAL:	**None**	**7 days**	

20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation

Allowances other forms of compensation which are authorized by law are granted to regular employees of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Personnel Division
2. RATA	
2.1. Copy of office order/Appointment (1stpayment)	Personnel Division
2.2. Certificate of Assumption (1stpayment)	Personnel Division
2.3. Certificate that the official/employee did not use government vehicle and is not assigned any governmentvehicle	GSD
2.4. Approved Daily Time Record(if applicable)	Proponent
2.5. Approved Time andDeficiency Form (if applicable)	Proponent
3. Clothing/Uniform Allowance	
3.1. Certified true copy of approved appointment ofnew employees	Personnel Division
3.2. Certificate of assumptions ofnew employees	Personnel Division
3.3. Certificate of non-payment from previous agencies, for transferees	Personnel Division
4. Subsistence, Laundry and Quarters Allowance	
4.1. Payroll indicating therein number of actual services	Personnel Division
4.2. Approved Daily Time Record (if applicable)	Proponent
4.3. Approved Time andDeficiency Form (if applicable)	Proponent
4.4. Authority to collect/Certification by the Secretary of DOH/ Authorityas to who are considered Public Health Workers (for initial claim)	DOH
5. Hazard Duty Pay	
5.1. Payroll indicating therein number of actual services and Salary Grade of Payees	Personnel Division
5.2. Authority to collect/Certification by the Secretary of DOH/ Authorityas to who are considered Public Health Workers (for initial claim)	DOH
5.3. Copy of Approved Daily TimeRecord	Proponent

5.4. Copy of Approved Time andDeficiency Form	Proponent
5.5. Copy of special order from the agency head covering the assignment to hazardous/difficult areas	Office of the Secretary/authorized signatories
6. Productivity Incentive Allowance	
6.1. For Individual Claim:	
6.1.a. Certification that the performance rating for twosemesters given to employee/personnel is atleast satisfactory	Proponent
6.1b. Certification from the Legal Office that the employee has no administrative case	Proponent
6.2. For General Claim:	
6.2.a.PIB Payroll	Proponent
6.2.b.List of personnel who were suspended either preventively or as a penaltyas a result of an administrative charge withina year for which PIB is paid,regardless of the duration (except if the penalty metedout is only reprimand)	Proponent
6.2.c. List of personnel dismissed within a year	Personnel Division
6.2.d. List of personnel on AWOL	Personnel Division
6.2.e. Certification that the performance rating for twosemesters given to employee/personnel is at least satisfactory	Personnel Division
6.2.f. Payroll Register (hard andsoft copy)	Personnel Division
6.2.g. Letter to the Bank to creditemployees' account their PIB claims (Hash Total)	
7. Longevity Pay	
7.1. Service Record	Personnel Division
7.2. Certification issued by the Personnel Division that the claimant has not incurred more than 15 days of vacation leave without pay	Personnel Division
8. Year-End Bonus and Cash Gift	
8.1. For Individual Claim:	
8.1.a. Clearance from money,property and legal accountabilities	Personnel Division
8.1.b. Certification from the Head of office that the personnel are qualified to receive YEB& CG	Personnel Division
8.2. For General Claim:	
8.2.a. YEB and CG Payroll	Proponent
8.2.b. Payroll Register (hard and soft copy)	Personnel Division
8.2.c. Letter to the Bank to creditemployees' account their PIB claims (Hash Total)	
9. Loyalty Cash Award/Incentive	
9.1. For Individual Claim:	
9.1.a. Service Record	Personnel Division
9.1.b. Certificate of non-payment from previous employer (for transferee)	Personnel Division
9.1.c. Certification that the claimant has not incurred more than 50 days authorized vacation leave without pay within the 10 year or aggregated of morethan 25 days authorized vacation leave without pay within the 5-year period, as the case maybe	Personnel Division
9.2. For General Claim:	
9.2.a. Loyalty cash and Incentive Payroll	Proponent

9.2.b. Payroll Register (hard andsoft copy)	Personnel Division
9.2.c. Letter to the Bank to creditemployees' account their PIB claims (Hash Total)	
10. Monetization	
10.1. Approved leave application(10 days) with leave credit balance certified by Personnel Division	Personnel Division
10.2. For monetization of 50% or more:	
10.2.a. Clinical abstract/medicalprocedures to be undertaken in case of health, medical and hospital needs	Hospitals
10.2.b. Barangay Certification is case of need for financial assistance brought aboutby calamities, typhoon, fire, etc.	Barangay Office
10.3. Approved NCA from DBM, if applicable	DBM
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3. Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

21. Processing of Disbursement Vouchers – Terminal Leave

Terminal leave is applied for by any employee who intends to sever his/her connectionwith the agency. The filing of application for terminal leave requires as a condition precedent, the employee's resignation, retirement or separation from the service.it must be shown first that the public employment ceased by any of the said modes of severances.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Personnel Division
2. Other Documentary Requirements	
2.1. Clearance from money,property and legal accountability from the Central Office and from Regional Office of lastassignment	From the Central office and from RegionalOffice of last assignment
2.2. Certified copy of employeesleave card as at last date ofservice duly audited and certified by Personnel Division/ Certificate of leave credits issued by the Personnel Division	Proponent
2.3. Approved application of Terminal Leave	Proponent
2.4. Complete service record	Personnel Division
2.5. Statement of Assets, Liabilities and Net Worth(SALN)	Personnel Division
2.6. Certified copy of last appointment/Notice of Salary Adjustment (NOSA) showingthe highest salary received, ifthe salary under last appointment is not the highest /Certificate of last salary received or equivalent documents	Personnel Division
2.7. Computation of TerminalLeave benefits duly signed/certified by the Accountant	Accounting Division
2.8. Applicants authorization (in affidavit form) to deduct all financial obligations with theagency	Claimant
2.9. Affidavit of applicant that there is no pending criminal investigation or prosecutionagainst him/her - Clearancefrom the Ombudsman	Ombudsman
2.10. In case of resignation, employees' letter of resignation duly accepted by the head of agency	
2.11. Approved Sub-ARO fromDBM	Budget Division

2.12. Additional Requirements incase of death of claimant:	
2.12.a. Death Certificate authenticated by PSA orcertified by the attending Physician	PSA
2.12.b. Marriage contact authenticated by PSA (ifapplicable)	PSA
2.12.c. Birth Certificates of surviving legal heirs authenticated by PSA	PSA
2.12.d.Designation of next-to kin –notarized	Notary Public
2.12.e. Waiver of rights for children 18 years and above	Family members
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	16 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**8 days and 4 hours**	

22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives

The guidelines on the grant of CAN incentives including the allocation of savings generated from cost-cutting measures as a result of the joint efforts of labor and management and the conditions for payment thereof are prescribed under DBM Budget Circular No. 2006-1.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability of Funds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32/33 GAM) (3 Copies)	DepEd Union
2. Other Documentary Requirements	
2.1. Resolution signed by both parties incorporating the guidelines/criteria for grantingCNA incentives	DepEd Union
2.2. Comparative statement ofDBM-approved level of operating expenses and actual operating expenses	DepEd Union
2.3. Copy of CNA	DepEd Union
2.4. Certificate issued by the headof agency of the total amount of unencumbered savings generated from cost cutting measures identified in the CNA which resulted from the joint effort of labor and management and system improvements	DepEd Union
2.5. Proof that the planned programs/activities/project are implemented and completed in accordance with targets for the year	DepEd Union
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation	None	28 hours	Designated Pre-Audit Staff

	requirements			
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, sign DVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	None	**7 days**	

23. Processing of Disbursement Vouchers – Special Counsel Allowance

Lawyer personnel, including those designated to assure the duties of a legal officer/staff deputized by the Office of the Solicitor General (OSG) to appear in court as special counsel in collaboration with the Solicitor General or prosecutors concerned are authorized to receive allowance.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32/33 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Office Order/Designation/ Letter of the OSG deputizingthe claimant to appear in court as special counsel	Service Provider
2.2. Certificate of Appearanceissued by the Office of theClerk of Court	DepEd Website/Personnel Division
2.3. Certification that the case tobe attended by the lawyer personnel are directly related to the nature/functions of the particular office represented	Service Provider
2.4. Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under theGAA of P4,000.00 per month	Cash Division
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs	None	4 hours	

	to Head of Accounting Unit for final review			Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5. Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6. Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

24. Processing of Disbursement Vouchers – Financial Assistance

Financial assistance is given to DepEd employees/offices that would qualify as arecipient of additional monetary aide.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Financial Assistance to Private MADARIS	
2.1. Letter Notice of Award	Proponent
2.2. Matrix of Approved Assistance per School	Proponent
2.3. Copy of STI	Proponent
2.4. Copy of Approved WFP	Proponent
2.5. Copy of Approved A/R withdetails of Budget Estimate	Proponent
3. Financial Assistance to BARMM	
3.1. Copy of Approved A/R withdetails of Budget Estimate (indicating amount for BARMM)	Proponent
4. Other Financial Assistance	
4.1. Duly signed and approvedMOA	Proponent
Such other pertinent supporting documents as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, and log in the tracking system, and forward Disbursement Vouchers (DV)for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff

	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings and forward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User for compliance	None		
	Total	**None**	**7 days**	

25. Processing of Disbursement Vouchers – Fund Transfers

Fund transfers should be properly taken up in the books of both agencies, usedonly for the purpose intended, and properly accounted and reported.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Fund Transfer to Implementing Agency	
2.1. Duly signed and approved MOA/Trust Agreement	Proponent
2.2. Copy of approved Program ofWork (for infrastructure project)	Proponent
2.3. Approved project expenditures or estimatedexpenses indicating the project objective and expected output (for other projects)	Proponent
2.4. Certification by the Accountant that funds previously transferred to theImplementing Agency (IA) has been liquidated, post audited and accounted for inthe books, if applicable	Accounting Division (Bookkeeping B Section)
2.5. Copy of the OR issued by theIA acknowledging receipt of funds transferred (for post- audit activities), if applicable	Implementing Agency
3. Fund Transfer from Trust Fund to General Fund for Unspent Balance/Excess Amount	
3.1. Report of Receipt, Disbursement and FundBalance certified by Accountant	Proponent
3.2. Contract, MOA, Trust Agreement or MOU governing the utilization of funds and disposition of anybalance thereof after completion of the purpose of the fund transferred	Proponent
3.3. Letter of IA to transfer the unexpended balance to the General Fund duly approvedby the Source Agency, if the disposition thereof has not been provided in the MOA, Trust agreement or Memorandum ofUnderstanding	Implementing Agency
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

26. Processing of Disbursement Vouchers – Utilities

The amounts programmed, particularly for, but not limited to, petroleum, oil and lubricants as well as for water, illumination and power services, and rent requirements shall be disbursed solely for such items of expenditures.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	General Service Division
2. PLDT	
2.1. Billing Statement/Bills/Invoices	Service Provider
2.2. Summary of Billing of variousclaims	Service Provider
2.3. Official Receipts of payments, if forreimbursement	Proponent
2.4. Certification from Head of Office that all calls are officialin nature (if not copy of OR from employee who made personal calls)	Proponent
3. MERALCO	
3.1. Billing Statement	Service Provider
4. MAYNILAD	
4.1. Billing Statement	Service Provider
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV	None	16 hours	Head of

	and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)			Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

27. Processing of Disbursement Vouchers – Communication Mobile

The amounts programmed, particularly for communication services shall be disbursed solely for such items of expenditures.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. For Post Paid	
2.1. Statement of Accounts/Billing Statement/Invoice	Service Provider
2.2. Approved Authority, if applicable (for initial payment) Annex A per DO 17s. 2019	DepEd Website/Personnel Division
2.3. Official Receipts of payments - for reimbursement	Service Provider
2.4. Copy of official receipts forthe excess payment - if usage exceeded the authorized amount per DO	Cash Division
3. For Prepaid	
3.1. Official Receipts of payments	Business Establishment
3.2. Cell Card reimbursement - Official Receipts of payments	Business Establishment
3.3. Approved Authority, if applicable (for initial payment) Annex A per DO 17s. 2019	DepEd Website/Personnel Division
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of	None	4 hours	Designated Releasing &

	Accounting Unit for final review			Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

28. Processing of Disbursement Vouchers – Overtime

The total overtime pays of the employee for a given calendar year shall not exceed 50% of his/her annual basic salary.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Regular Employees	
2.1. Approved overtime computation	Proponent
2.2. Biometric DTR with Time &Deficiency Form	Personnel Division
2.3. Daily Accomplishment Report	Proponent
2.4. Copy of Authority to renderovertime & work program	Proponent
2.5. Copy of Daily Time Record Log Book	Proponent
2.6. Copy of Locator Slips	Proponent
2.7. Copy of latest ApprovedLeave Credits	Personnel Division
2.8. Pay slip copy (for salaryadjustment)	Personnel Division
2.9. Copy of Approved Travel Order	Proponent
2.10. Strong justification signed by concerned Undersecretary, if requiredto render overtime during Sundays	Proponent
2.11. Statement of UnliquidatedCash Advance (SUCA)	Accounting Division Pre-Audit B Section
3. Contract of Service Employees	
3.1. Approved overtime computation	Proponent
3.2. Biometric DTR with Time & Deficiency Form	Personnel Division
3.3. Daily Accomplishment Report	Proponent
3.4. Copy of Authority to renderovertime & work program	Proponent
3.5. Copy of Daily Time Record Log Book	Proponent
3.6. Copy of Locator Slips	Proponent
3.7. Pay slip copy (for salaryadjustment)	Personnel Division
3.8. Copy of Approved TravelOrder	Proponent
3.9. Strong justification signed byUndersecretary concerned, if required to render overtimeduring Sundays	Proponent
3.10. Statement of UnliquidatedCash Advance (SUCA)	Accounting Division Pre-Audit B Section

Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
Total		**None**	**7 days**	

29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses

Appropriations for extraordinary and miscellaneous expenses may be used for the following purposes, among others: (a) Meetings, seminars and conferences, (b) Official entertainment, (c) Public relations, (c) Educational, athletic and cultural activities, (d) Contributions to civic and charitable institutions, (e) Membership in government associations, (f) Membership in national professional organizations duly accredited by the Professional Regulatory Commission, (g) Membership in the Integrated Bar of the Philippines, (h) Subscription to professional technical journals and informative magazines and materials (include library books and materials), (i) Office equipment and supplies, (j)Other similar expenses not supported by the regularbudget allocation.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment duly obligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Official Receipts/invoice	Suppliers of goods/services
2.2. Other documents evidencingdisbursements of these are available or in lieu thereof, Certification executed by theofficial concerned that the expense sought to be reimbursed have been incurred for any of the purposes contemplated under the provisions of the GAA in relation to or by reasons of his positions and indicate the month/period covered signed by the claimant	Claimant
2.3. Certification from the concerned Official that amount used in accordance to what is authorized by law	Claimant
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward	None	4 hours	Designated Releasing & Receiving Staff

Budget Section	Disbursement Vouchers (DV) for the next step			
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

30. Processing of Disbursement Vouchers – Registration Fees

Registration fees for trainings, workshops or other necessary projects andactivities that would benefit the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Budget Estimates approved by the Head of the Agency	Proponent
2.2. Schedules of Training approved by the head of the agency	Proponent
2.3. Approved Authority to Travel/Attend (indicating registration fee is authorized)	Proponent
2.4. Invitation letter (indicating amount of registration fee/s and other logistics)	Program Provider
2.5. Copy of approved Activity Request with detailed budget estimates	Proponent
2.6. Indicate position of REGULAR employees	Proponent
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff

	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing of payment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

31. Processing of Disbursement Vouchers – Remittances

Remittances are funds transferred to businesses or any other concerned party aspayment for invoices or obligations of an office.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Personnel Division & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Personnel Division
2. Other Documentary Requirements	
2.1. Approved Summary of Deductions prepared by Personnel Dept.	Personnel Division
2.2. Approved List of deductionsattached on each voucher	Personnel Division
2.3. Separate disbursement voucher for Service Fee to be remitted to Bureau of Treasury	Personnel Division
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents	None	16 hours	Head of Accounting Unit/Designated

	If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)			Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)

Airplane ticket to and from the venue for necessary travels which would be beneficial to the projects or activities of the agency.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure by Head of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Administrative Service & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Administrative Service
2. Other Documentary Requirements	
2.1. Approved Summary Account	Administrative Service
2.2. GFA - Fund ReplenishmentForm	Administrative Service
2.3. Sales Invoice	DBM PS
2.4. Copy of Approved TravelAuthority	Proponent
2.5. Original Boarding Pass	Proponent/Airlines
2.6. Plane Ticket	Administrative Service
2.7. Request for Airline Booking and Issuance of Plane tickets	Administrative Service
2.8. Copy of Approved MOAAgreement -CEBU/PAL	Administrative Service
2.9. Government Fare Agreement (GFA)	Administrative Service
2.10. Billing Statement Date(Undertaken)	DBM PS
2.11. Invitation with conforme (forResource Persons)	Proponent
2.12. Certificate of Undertakingapproved by Office Concerned for outside DepEd Claimant	Administrative Service
2.13. Approved Request for Rebooking of Flight (forrebooked flights)	Administrative Service
2.14. Approved Request for Cancellation of Flight (forcancelled flight)	Administrative Service
2.15. Approved Request of Additional Baggage Allowance (for additional baggage allowance)	Administrative Service
2.16. Approved Original Justification (for travel that deviates from the approvedTravel Authority in case not indicated in the above form)	Proponent
Such other pertinent supportingdocuments as are required by the nature of expenses	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receive documents	None	4 hours	Designated

Documentsfor Claim of Payments to Budget Section	from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step			Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed to Step 1.6)	None	16 hours	Head of Accounting Unit/Designated Accountant
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

33. Processing of Disbursement Vouchers – Advertising

Paid media advertisements are suspended except those required in the issuance of agency guidelines, rules and regulations, the conduct of public bidding and the dissemination of important public announcements.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful andsufficient allotment dulyobligated as certified by authorized officials	Proponent
1.3. Legality of transaction and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establish validity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher - boxA - approved (Appendix No. 32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Duly signed/received Bill/Statement of account	Supplier/Proponent
2.2. Copy of newspaper clippingsevidencing publication and/orCD in case of TV/Radio commercial	Proponent
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVs to Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment	None	16 hours	Head of Accounting Unit/Designated Accountant

	(Proceed to Step 1.5) If incomplete, prepare findings andforward to designated staff for tracking (Proceed toStep 1.6)			
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

34. Processing of Disbursement Vouchers – Subscription Newspaper

Payment to concerned publishing company/newspaper provider for subscriptionto regularly delivered newspaper.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	
1.2. Existence of lawful andsufficient allotment dulyobligated as certified byauthorized officials	
1.3. Legality of transaction and conformity with laws, rules or regulations	
1.4. Approval of expenditure by Head of Office	
1.5. Sufficient and relevant documents to establish validity of claim	
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status - box A & box B - approved (Appendix No. 11 GAM) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher – box A - approved (Appendix No.32 GAM) (3 Copies)	Proponent
2. Other Documentary Requirements	
2.1. Duly signed/received Bill/Statement of account	Supplier/Proponent
2.2. Approved Authority tosubscribe	Proponent
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim ofPayments to Budget Section	1.1 Receive documents from the Budget Section, andlog in the tracking system, and forward Disbursement Vouchers (DV) for the next step	None	4 hours	Designated Releasing & Receiving Staff
	1.2 Review of documentation requirements	None	28 hours	Designated Pre-Audit Staff
	1.3 Forward received DVsto Head of Accounting Unit for final review	None	4 hours	Designated Releasing & Receiving Staff
	1.4 Final Reviewof DV and Supporting Documents If complete, signDVs and proceed to payment (Proceed to Step 1.5) If incomplete, prepare	None	16 hours	Head of Accounting Unit/Designated Accountant

	findings andforward to designated staff for tracking (Proceed toStep 1.6)			
	1.5 Forward documents for processing ofpayment thru ADA or check	None	4 hours	Designated Releasing & Receiving Staff
	1.6 Forward to End-User forcompliance	None		
	Total	**None**	**7 days**	

35. Application for Provident Fund Loan

Provident Fund Loan defined as a savings scheme consisting of contributions from both the employees and the employer (in monetary form from members- employees, in monetary or non-monetary form from the employers) which serve as a loan facility and provider of supplementary welfare to employees.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. **General Requirements**	
1.1. Checklist of Requirements (1 Copy)	EAMD
1.2. Disbursement Voucher/Payroll - box A - approved (Appendix No. 32/33 GAM) (3 Copies)	EAMD
2. **For All Types of Loan**	
2.1. Loan application Form (LAF)(Completely filled up), endorsed by Personnel Division and Legal Service	EAMD
2.2. Authority to Deduct	Personnel Division
2.3. Copy of latest available payslip	Personnel Division
2.4. Photocopy of DepEd Identification Card	Employee borrower
2.5. Approved Appointment (for First Time borrowers and Co-Terminus employees only)	Employee borrower
2.6. First page of notarized Contract of Service for thelast five (5) years (for Co- Terminus employees who also served as COS	Employee borrower
3. **Additional Requirements for Additional Loans**	
3.1. Letter-request addressed to the Undersecretary of OUF	Employee borrower
3.2. Hospitalization/Medical Expenses/Medical Abstract/Certificate/Prescription/Diagnosis	Employee borrower
3.3. Death Certificate of the deceased family member ofthe loan applicant within thethird civil degree of consanguinity/affinity, as applicable	Employee borrower
4. **Additional Requirement for Calamity Loans**	
4.1. Barangay/LGU Certificate/Resolution declaring the borrower'splace under State of Calamity	Barangay where the borrower is a resident
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsfor Claim of Payments to EAMD	1.1 Receives and records payrolland supporting documents from EAMD	None	5 minutes	Designated Releasing & Receiving Staff
	1.2 Checks the completenessof the supporting documents (requirements)	None	5 minutes	Designated ITRS Staff
	1.3 Verifies the balances of previous loans from	None	10 minutes	Designated ITRS Staff

	the Subsidiary Ledger of theborrower			
	1.4 Final Review For new loan borrowers: Prepares newsubsidiary ledger and encodes data based on the payroll	None	10 minutes	Designated ITRS Staff
	1.5 Pre-audits/certifies funds availability/ processes payroll	None	5 minutes	Designated ITRS Staff
	1.6 Section Chiefand AssistantChief affix initial and Chief Accountant signs on the payroll depending on the amount	None	5 minutes	Section Chief, Assistant Chief, Chief Accountant
	1.7 Releases thepayroll to theOfficer-in- Charge, Office of the Director IV (Finance Service – DA for approval)	None	5 minutes	Designated Releasing & Receiving Staff
	Total	**None**	**45 minutes**	

36. Processing of Liquidation Report - Petty Cash Fund (PCF)

Liquidation of PCF should be done as soon as the disbursements reaches 75% oras needed, the PCF shall be replenished which shall be equal to the total amount of expenditures made therefrom.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. General Requirements	
1.1. Certificate of Availability ofFunds	Proponent
1.2. Existence of lawful and sufficient allotment duly obligated as certified by authorized officials	Proponent
1.3. Legality of transactions and conformity with laws, rules or regulations	Proponent
1.4. Approval of expenditure byHead of Office	Proponent
1.5. Sufficient and relevant documents to establishvalidity of claim	Proponent
1.6. Checklist of Requirements	Accounting Division
1.7. Approved Obligation Requestand Status (box A & box B - approved) (3 Copies)	Proponent & Budget Division
1.8. Disbursement Voucher (box A - approved) (3 Copies)	Proponent
2. Initial Cash Advance	
2.1. Authority of the accountableofficer indicating the maximum accountability andpurpose of cash advance (Approved authority to draw PCF)	Proponent
2.2. Certification that previous cash advances have been liquidated and accounted forin the books (Statement of Unliquidated Cash Advance)	Accounting Division - Pre-Audit Section B
2.3. Approved application for bond and/or Fidelity Bond for the year for cash accountability of PHP 2,000 or more	DO/SDO
2.4. Approved estimates of pettyexpenses for one month	Proponent
3. Replenishment	
3.1. Summary of Petty Cash Vouchers	DO/SDO
3.2. Report of Disbursements (certification signed)	DO/SDO
3.3. Petty Cash Replenishment Report	DO/SDO
3.4. Petty Cash Vouchers duly accomplished and signed	DO/SDO
3.5. Approved purchase request with certificate of Emergency Purchase, if necessary	Proponent
3.6. Original bills, receipts, salesinvoices for all purchases (with inspection, if w/o inspection provide approvedwaiver of inspection)	Suppliers of goods/services
3.7. Canvass from at least threesuppliers for purchases involving 1,000 and above except for purchases made while on official travel	Suppliers of goods/services
3.8. Summary/Abstract ofCanvass	Proponent
4. For Supplies	
4.1. Certificate of inspection andacceptance	Proponent/AMD
4.2. Request and Issue Slip (consumable) or Inventory	Proponent/AMD

Custodian Slip (non- consumable)	
5. For Meals	
5.1. Duly approved Job Order	Suppliers of goods/services
5.2. Notice of meeting	Proponent
5.3. Duly approved and signedattendance sheet	Proponent
6. For Repairs	
6.1. Duly approved Job Order	GSD
6.2. Pre & Post Inspection Report	GSD
6.3. Report of Waste Materials incase of replacement/repair	AMD
7. For toll fees and gasoline	
7.1. Trip Ticket duly accomplished and approved(with summary if applicable)	Proponent
7.2. Travel Authority (for toll fee only)	Proponent
8. For Fare	
8.1. Completely filled- up and approved Reimbursement Expenses Receipt (AppendixNo. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
8.2. Duly signed and approvedlocator slip	per DO 22 s. 2019
Such other supporting documents that maybe requiredand/or required under the company policy depending on the nature of expenses	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsto Accounting Division - Pre-audit BSection	1.1 Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.2 Review of documentation requirements, encodes and forwardto Section Chief	None	24 hours	Designated PASB Pre-AuditStaff
	1.3 Review and initial or FinalReview and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRs to Head of Accounting Unit for final Review	None	31 hours and 40 minutes	Head of Accounting Unit/Designated Accountant
	1.4 Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	DesignatedStaff
	Total	**None**	**7 days**	

37. Processing of Liquidation Report – Training and Activities

Liquidation of training and activities expenses should be done within 20 calendardays after the end of the year subject to replenishment as frequently as necessaryduring the year.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Liquidation Report Form	DO/SDO
2. Report of Disbursements signedby Disbursing Officer with supporting documents (Receipts/Sales Invoices approved by the Head of Office)	DO/SDO
3. Copy of Previously approved vouchers (Cash Advance with copy of Check)	DO/SDO
4. Copy of Approved Memo of theActivity (Activity Request / Authority to Conduct) with approved budget estimate, Asset Management Division Certificate and List of Supplies and Materials, Purchase Order	Proponent
5. Request and Issue Slip (consumable) or InventoryCustodian Slip (non-consumable)	Proponent/AMD
6. Certificate of Acceptance /Waiver of Inspection	Proponent
7. Certification of emergencypurchase / Justification (if needed)	Proponent
8. Trip ticket (if for fuel/tollfees/parking fees)	Proponent
9. Approved payrolls/vouchers duly acknowledged/signed bythe payee/s	Proponent
10. Approved Itinerary of Travel (Appendix No. 45 GAM)	Proponent
11. Approved Travel Authority (per DO No. 22 s. 2019)	Proponent
12. Approved Certificate of TravelCompleted (Appendix No. 47 GAM)	Proponent
13. Original Certificate of Appearance/participation	Program Provider
14. Original copies of tickets (bus,ship, boat, taxi, terminal fee, etc.)	Transportation Companies
15. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017), if Applicable	Proponent
16. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agencyfor Billing Statement and ORs
17. OR in case of refund of excess of cash advance	DO/SDO
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsto Accounting Division - Pre-audit BSection	1.1 Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff

	1.2 Review of documentation requirements, encodes and forwardto Section Chief	None	24 hours	Designated PASB Pre-AuditStaff
	1.3 Review and initial or FinalReview and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRs to Head of Accounting Unit for final review	None	31 hours and 40minutes	Head of Accounting Unit/Designated Accountant
	1.4 Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	Designated Staff
	Total	**None**	**7 days**	

38. Processing of Liquidation Report – Foreign Travel

Liquidation of Foreign travel expenses should be done within 60 days after the return of the employee concerned to the Philippines.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Liquidation Report Form	Employee/Officer
2.Approved Travel Authority (perDO No. 22 s. 2019)	Employee/Officer
3.DFA Letter	DFA
4.Approved Itinerary of Travel (Appendix No. 45 GAM)	Employee/Officer
5.Approved Certificate of TravelCompleted (Appendix No. 47 GAM)	Employee/Officer
6. Letter of Invitation of host/sponsoring country/agency/organization (indicating administrative mattersuch as lodging, meals, transportation, etc.)	Program Provider
7.For plane fare, quotations of the3 travel agencies or its equivalent	Administrative Service/Airline/Travel Agency
8.Copy of Plane Ticket/Flightitinerary issued by the airline/ticketing office/travel agency	Administrative Service/Airline/Travel Agency
9.Copy of UNDP DSA Rates forthe country of destination	Google Search
10. Daily Dollar Rates Peso Rates(from BSP - date of cash advance)	BSP
11. Where applicable, authorityfrom the OP to claim representation expenses	Office of the President
12. *In case of seminars/trainings:* • Invitation addressed to the agency inviting participants • Acceptance of the nominees as participants • Programme Agenda and Logistics Information (such as lodging, meals, transportation, etc.)	Program Provider
13. Certification from the Accountant that previous cash advance has been liquidated and accounted for in the books/STATEMENT OF UNLIQUIDATED CASH ADVANCES OF DISBURSINGOFFICERS	Accounting Division
14. Daily Dollar Rates Peso Rates (date of departure)	BSP
15. UNDP DSA Rates for the country of destination (for the month of travel date)	Google Search
16. Copy of Plane Ticket	Administrative Service/Airline/Travel Agency
17. Copy of Boarding pass, boator bus ticket	Transportation Company
18. Original Boarding pass & plane ticket/Billing Statement/Official Receipt (forreimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agencyfor Billing Statement and ORs
19. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
20. Certificate of appearance/attendance for training/seminar/ participation	Program Provider/Philippine Consulate

21. For reimbursement of actualtravel expenses in excess ofthe prescribed rate (EO No. 77): • Approval by the President for the Department Secretary (approval of authorized official per DO No. 22 s. 2019 for Usec andbelow) • Certification from the Headof Agency that it is absolutely necessary • Hotel room bills with officialreceipts (certification of affidavit of loss shall not beconsidered)	OP, OSEC & Business establishment
22. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017- 001), if Applicable	Proponent
23. Narrative report on trip undertaken/Report on Participation	Employee/Officer
24. Receipts for other expenses authorized to claim	Business Establishments
25. OR in case of refund of excessof cash advance	Employee/Officer/Cash Division
26. Copy of pre-audited/approved cash advance voucher anditinerary of travel	Employee/Officer/Cash Division
Such other pertinent supportingdocuments as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsto Accounting Division - Pre-audit BSection	1.1 Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.2 Review of documentation requirements, encodes and forwardto Section Chief	None	24 hours	Designated PASB Pre-AuditStaff
	1.3 Review and initial or FinalReview and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRs to Head of Accounting Unit for final review	None	31 hours and 40minutes	Head of Accounting Unit/Designated Accountant
	1.4 Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	DesignatedStaff
	Total	**None**	**7 days**	

39. Processing of Liquidation Report – Local Travel

Liquidation of local travel expenses should be done within 30 days after the returnof the employee concerned to his/her official station.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Liquidation Report Form	Proponent
2. Approved Itinerary of Travel(Appendix No. 45 GAM)	Proponent
3. Approved Certificate of TravelCompleted (Appendix No. 47 GAM)	Proponent
4. Original Certificate of Appearance/participation	Program Provider
5. Original copies of tickets (bus,ship, boat, taxi, terminal fee, etc.)	Transportation Companies
6. Completely filled- up and approved Reimbursement Expenses Receipt (Appendix No. 46 GAM), Certification of expenses Not requiring Receipts (COA Circular 2017-001), if Applicable	Proponent
7. Copy of Boarding pass received by Administrative Service	Administrative Service
8. Original Boarding pass & planeticket/Billing Statement/Official Receipt (for reimbursement of Plane fare)	Airlines for Boarding Passes/Travel Agencyfor Billing Statement and ORs
9. Approved Certification of Unavailability of flights (for reimbursement of plane fare)	Administrative Service
10. Approved Justification from USEC Concerned (if there isdeviation from Authorized Travel)	
11. Memo regarding the first meal and last meal of the activity	Program Provider
12. Copy of approved AR/ATC with detailed budget estimate (If claiming for B&L/full DTE)	Program Provider
13. Certification from the Head ofAgency as to the absolute necessity of the expenses together with the corresponding receipts, if theexpenses incurred exceededDTE rate (certification or affidavit of loss shall not be considered)	Office of the Secretary
14. Hotel room/lodging bills with ORs in the case of official travel on places w/in 50km radius from the last city or municipality covered by the MM area, or their city or municipality where their permanent official station is located in the case of those outside MM area if the travel allowances being claimed include the hotel room/lodging rate	Business Establishments
15. OR in case of refund of excess of cash advance	Employee/Cash Division
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit	1.1 Receive documents	None	5 minutes	Designated

Documentsto Accounting Division - Pre-audit BSection	from employee/officer and encodes the liquidation report and forward to the next step			PASB Releasing & Receiving Staff
	1.2 Review of documentation requirements, encodes and forwardto Section Chief	None	24 hours	Designated PASB Pre-AuditStaff
	1.3 Review and initial or FinalReview and approval of LRs and Supporting Documents (once completed, tobe forwardedto the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for final review	None	31 hours and 40 minutes	Head of Accounting Unit/Designated Accountant
	1.4 Once signed, document will be forwarded to Book A for JEV Preparation	None	15 minutes	DesignatedStaff
	Total	**None**	**7 days**	

40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses

Liquidation Payroll fund for salaries, wages, allowances and other similar expensesshould be done within 5 calendar days after the end of the pay period.

Office or Division:	Accounting
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Liquidation Report Form	DO/SDO
2. Report of Disbursements signedby Disbursing Officer with supporting documents	DO/SDO
3. Copy of Previously approved vouchers (Cash Advance with copy of Check)	DO/SDO
4. Copy of Approved Memo/Authority with approved budget estimate	DO/SDO
5. Approved DTRs or certificate of service	Employee/Personnel
6. Approved application for leave	Employee/Personnel Division
7. In case of payment of personnelunder the job order status, duly verified/accepted accomplishment report	Employee/Concerned office
8. Authority from the claimant andidentification documents if claimed by person other thanthe payee	Employee/Personnel
9. OR in case of refund for unclaimed salaries	DO/SDO
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentsto Accounting Division - Pre-audit B Section	1.1 Receive documents from employee/officer and encodes the liquidation report and forward to the next step	None	5 minutes	Designated PASB Releasing & Receiving Staff
	1.2 Review of documentation requirements, encodes and forwardto Section Chief	None	3 days	Designated PASB Pre-Audit Staff
	1.3 Review and initial or FinalReview and approval of LRs and Supporting Documents (once completed, to be forwarded to the designated signatory depending on the amount of the Liquidation Report) Forward received LRsto Head of Accounting Unit for finalreview	None	31 hours and 40minutes	Head of Accounting Unit/Designated Accountant
	1.4 Once signed,document	None	15 minutes	Designated Staff

	will be forwarded to Book A for JEV Preparation			
	Total	**None**	**7 days**	

41. Pre-Audit of Budget Estimates

Review amounts included in the budget of DepEd activities, what are allowedand not and what are the maximum standard set.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Signed Authority fromProponents	Concerned Office / Proponent
2. Allotment from Budget Division	Budget Division
3. Program Work and Financial Plan Clearance / Approval from Planning Division	Planning Division
4. Actual or Tentative (if still not available) Place of Venue andNumber of Participants per Region	Concerned Office / Proponent
5. Detailed TEVs of the Resource Person(s) indicating origin /official station	Concerned Office / Proponent
6. List of supplies and materialswith costing and Certificationfrom Asset Management Division	Asset Management Division
7. All budget computation (detailedattachments) should be approved by the head of Office	Concerned Office / Proponent
8. Indicate the amount for downloading, for direct paymentand for cash advance with name of the Disbursing Officer Requested	Concerned Office / Proponent
9. Letter request from Regions/Divisions (if authority is request for downloading of support funds)	Requesting Region/Division
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete required documents and Request forPre-Audit	1.1. Receive andencode the document bythe assigned personnel	None	30 minutes	Designated PASB Releasing & Receiving Staff
	1.2. Encode andPre-Audit, then forwardit to Section Chief	None	8 hours	Designated PASB Pre-AuditStaff
	1.3. Review andinitial/sign the authority	None	15 hours	Section Chief PAS B, Assistant Chiefand Chief Accountant
	1.4. Release theauthority to the proponent/ concerned office	None	30 minutes	DesignatedStaff
	Total	**None**	**3 days**	

42. Pre-Audit of Various Authorities

Review of authorities such as authority to reimburse, authority to conduct and authority to pay as to completeness of the attached documents for approval of theproper signatory with the amount involved for evaluation.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Signed Authority fromProponents	Concerned Office / Proponent
2. Allotment from Budget Division	Budget Division
3. Checklist applicable based on expense and/or transaction as required by Pre-Audit Section A	Accounting Division - Pre-Audit Section A
4. Portion of Work and Financial Plan where the expense will be charged	Concerned Office / Proponent
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete required documents and Request forPre-Audit	1.1. Receive andencode the document bythe assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff
	1.2. Encode andPre-Audit, then forwardit to Section Chief	None	7 hours and 30 minutes	Designated PASB Pre-AuditStaff
	1.3. Review andinitial/sign the authority	None	8 hours	Section Chief PAS B, Assistant Chiefand Chief Accountant
	1.4. Release theauthority to proponent/ concerned office	None	15 minutes	DesignatedStaff
	Total	**None**	**2 days**	

43. Request for Application, Renewal and Cancellation of Bond

Review of documents / requirements submitted by the special disbursing officer /disbursing officer in accordance with Treasury Circular 02-2009.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Signed Authority from Proponents (Authority toAppoint or Designate)	Concerned Office / Proponent
2. Allotment from Budget Division	Budget Division
3. Two (2) General Form No. 57A(Request Form) - refer to Treasury Circular No 02-2009	Bureau of Treasury Website - Fidelity Bonding Forms (https://www.treasury.gov.ph/?page_id=14814)
4. Two (2) General Form No. 58A (Application Form) refer to Treasury Circular No 02-2009 (subscribed and sworn to beforeany officer authorized to administer oath, attached with two (2) passport size ID picturestaken within the last three (3) months prior to the date of application)	Bureau of Treasury Website - Fidelity Bonding Forms (https://www.treasury.gov.ph/?page_id=14814)
5. Latest Sworn Statement ofAssets, Liabilities and Net Worth (SALN)	Appointed/Designated DO/SDO
6. Certification of No PendingAdministrative and Criminal Case	Legal Service
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents and Request forPre-Audit	1.1 Receive andencode the document bythe assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff
	1.2 Encode andPre-Audit, then forwardit to Section Chief	None	7 hours and 30 minutes	Designated PASB Pre-AuditStaff
	1.3. Review andinitial/sign the authority	None	8 hours	Section Chief PAS B, Assistant Chiefand Chief Accountant
	1.4. Release theauthority to the proponent/ concerned office	None	15 minutes	DesignatedStaff
	Total	**None**	**2 days**	

44. Request for Approval of the Contracts of Various Projects/ Transactions

Responsible as to the availability of funds for that purpose.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Signed Authority from Proponents (Authority toAppoint or Designate)	Concerned Office / Proponent
2. Documents as required by the Contract Management Division	Contract Management Division
3. Contract per Supplier signed bythe concerned personnel and/orofficials (3 Copies)	Concerned Office / Proponent
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the completeness of documents and requestfor Signature ofthe Chief Accountant certifying the Funds Available per attached Authority to Procure	1.1. Receive andencode the document bythe assigned personnel	None	15 minutes	Designated PASB Releasing & Receiving Staff
	1.2. Encode andcheck the completeness of the attached documents and the amount indicated therein	None	7 hours and 30 minutes	Designated PASB Pre-AuditStaff
	1.3. Review andinitial/sign approval of “Funds available”	None	8 hours	Section Chief PAS B, Assistant Chiefand Chief Accountant
	1.4. Release the contract to the proponent/ concerned office	None	15 minutes	DesignatedStaff
	Total	**None**	**2 days**	

45. Issuance of GSIS and Pag-IBIG Certificate of Remittances

Process of release of GSIS and Pag-IBIG Certificate of Remittances as proof ofthe transaction.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Retirees/Retired Teachers, Active DepEdTeachers/Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Government Service Insurance System (GSIS) Personal Share and Government Share	
1.1. Request from the GSIS member report issued by theGSIS which indicates the Period with Paid Premiums (PPP) and Total Length of Service (TLS) variances	Government Service Insurance System(GSIS)
1.2. Member's Service Record	Division Offices/ Implementing Units
1.3. Member's payslip or payroll	Division Offices/ Implementing Units
2. For GSIS Policy Loans, GSIS educational Loans or GSIS other loans	
2.1. Request from the memberhis latest statement of account (SOA) on due and demandable loans	Government Service Insurance System (GSIS)
2.2. Member's payslip or payroll	Division Offices/ Implementing Units
3. For Pag-IBIG Fund	
3.1. Request from the GSIS member report issued by thePAGIBIG which indicates theperiod with variances as against her total length of service	Pag-IBIG Fund
3.2. Member's Service Record	Division Offices/ Implementing Units
3.3. Member's payslip or payroll	Division Offices/ Implementing Units
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentsto DepEd Central Office - Accounting Division CROC Section	1.1. Receive documents and prepareCertificate of Remittancesfor GSIS or PAGIBIG	None	20 minutes	Leticia Mallannao
	1.2. Review andApproval	None	5 minutes	Neliza Advincula
	1.3. Issue/Release the Certification to Teacher/s	None	5 minutes	Leticia Mallannao
	Total	**None**	**30 minutes**	

46. Application for Certification of Remittances

GSIS and Pag-IBIG Certification of Remittances can be issued to Retirees/Retired DepEd Employees, as well as active DepEd personnel.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Retirees/Retired Teachers, Active DepEdTeachers/Members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Government Service Insurance System (GSIS) Personal Share andGovt. Share	
1.1. Request from the GSIS member a letter or report issued by the GSIS which indicates his period with paidpremiums (PPP) and total length of service (TLS) variances	Government Service Insurance System(GSIS)
1.2. Member's Service Record	Member/Employee
1.3. Member's payslip or payroll	Member/Employee
2. For GSIS Policy Loans, GSIS educational Loans or GSIS other loans	
2.1. Request from the memberhis latest statement of account (SOA) on due anddemandable loans	Government Service Insurance System(GSIS)
2.2. Member's payslip or payroll	Member/Employee
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request for certificationand other documents to Accounting Division – ITR Section	1.1. Receive request and documents from Member/employee	None	15 minutes	Cecille Villanueva and Loreto Virgo, Jr
	1.2. Upon receiptof the SOA, etc., review or analyze it to determine the variancesor unposted payments	None	8 hours	Cecille Villanueva and Loreto Virgo, Jr
	1.3. Print and issue copy of scanned remittance list and official receipt of the variance/unposted remittances	None	8 hours	Cecille Villanueva and Loreto Virgo, Jr
	1.4. Record the transaction and release the documents toMember/Employee		15 minutes	Cecille Villanueva and Loreto Virgo, Jr
	Total	**None**	**2 days, 30 minutes**	

47. Request for BIR Form 2306 and 2307

BIR Form 2306 (Certificate of Final Tax Withheld at Source) is a certificate issuedby the agency to recipient of income subjected to final tax. BIR Form 2307 (Certificate of Creditable Tax Withheld at Source) is a certificate issued to recipientof income subject to expanded withholding tax paid by the agency.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Payees with taxes withheld on their claims

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Filled up request form	Accounting Division - Bookkeeping A Section
2. Photocopy of processed Disbursement Voucher withLDDAP-ADA payments	Cash Division
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up request form andsubmit request form to issuing staff	1.1. Receive request form and attachment	None	20 minutes	Admin AssistantIII
	1.2. Verify if included inthe list	None	3 hours	Admin AssistantIII
	1.3. Prepare tax certificates in 3 copies	None	3 hours	Admin AssistantIII
	1.4. Endorse to signatory	None	20 minutes	Admin Assistant III
	1.5. Signatory Sign/initial the BIR Form2306 & 2307	None	1 hour	Chief Accountant/ Section Chief
	1.6. Release 2 copies of BIR Forms to the requesting party	None	20 minutes	Admin AssistantIII
	Total	**None**	**8 hours**	

48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions

Photocopy of supporting documents from paid and filed transaction can be requestedfrom the accounting division.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Payees in need of supporting documents from paid transaction/s to support in claims of current/anothertransaction/ liquidation of cash advance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Accomplished Request Form	Accounting Division - Receiving/ReleasingWindow
Such other pertinent supporting documents as are required bythe nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form, thensubmit to issuing staff/officer	1.1. Receive request form and attachment	None	15 minutes	Admin Assistant
	1.2. Manual search the transaction through binder number and LDDAP-ADA number as reference. *If transaction isalready forwarded to COA for audit review, the requesting party will go directly to COA for his request*	None	5 hours	Admin Assistant
	1.3. Photocopy requested documentsand its attachment	None	2 hours and 30 minutes	Admin Assistant
	1.4. Release thecopy of requested supporting document	None	15 minutes	Admin Assistant
	Total	**None**	**8 hours**	

49. Application for Agency Code/Activation of Organization Code

This service is an application of any government unit including offices,instrumentality for a code specifically intended only for the requesting office/unit.

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Non-implementing Units/Division Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Copy of the current GAA wherethe appropriation of the school is reflected	Division Office
2.Duly signed latest and updatedPersonnel Services Itemizationand Plantilla of Positions (PSIPOP) and with Principal position. Financial staff (ADASII and III) and with at least twenty (20) teachers	Division Office (HRMO)
3.Copy of attested appointmentpaper of the current School Principal and Reassignment Order, if any	Division Office (HRMO)
4.Copy of attested appointmentpaper of School Bookkeeper (ADAS III) and School Disbursing Officer (ADAS II)	Division Office (HRMO)
5.Copy of Certificate of trainings/seminars attended by financial staff related to Financial Management	Concerned Staff
6.Certification of the School Head as to the capacity of the School to comply with submission of financial reports to COA, DBM, NEDA, House of Representatives, etc. duly notedby Schools Division Superintendent	School Principal
7.Duly signed EBEIS data on enrolment per grade level for the current school year including School Profile.	Division Office - Planning Officer
8.Letter Request for the Issuance of Agency Code by the "current"School Head addressed to the Schools Division Office	School Principal
9.Indorsement letter from SchoolsDivision Office to Regional Office	Division Office
10. Indorsement letter from theRegional Office concerned	Regional Office
Such other pertinent supporting documents as are required by the nature of expense	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse request for Agency Code/activation of Organization Code with required supporting documents to DepEd Central Office - Accounting Division	1.1 Receive request for Issuance of Agency Code/activation of Organization Code	None	2 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas

	1.2. Prepare Checklist forthe requesting Division/ School as guide for review	None	5 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.3. Review/Evaluate requestas to completeness of submitted documents and sort/arrange documents according to the checklist)	None	30 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.4. Review Checklist if all required supporting documents are complied	None	5 minutes	Philip Cauba/ Flordeliza Baga/ Arlene Thomas
	1.5. Prepares Indorsement Letter to DBM all evaluated requests on a quarterly basis	None	30 minutes	
Total		**None**	**1 hour and 12 minutes**	

B. Budget Division

1. Processing of Request for Obligation of Allotment

Obligation Request and Status/Contracts is a required document by Commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts.

Office or Division:	Budget
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2B – Government to Business
Who may avail:	DepEd offices and private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (3 Original Copies)	Requesting Unit
2. Signed Activity Request (AR) / Authority to Conduct (ATC)(1 Photocopy)	Requesting Unit
3. Budget Estimate (1 OriginalCopy)	Requesting Unit
4. If no Activity Request: Authority to Pay (ATP) / Reimburse with fund source (1 Original Copy)	Requesting Unit
5. PMIS/WFP (1 Original Copy)	Requesting Unit
6. Authority to Travel (1 OriginalCopy)	Requesting Unit
7. If for salary/overtime: Copy of Contract (1 OriginalCopy)	Requesting Unit
8. Approved Authority to Procure (1 Photocopy)	Requesting Unit
9. Approved Purchase Order (1Photocopy)	Requesting Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting unit will submit the Obligation Request and Status/Contracts to Budget Division	1.1. Receive and recordthe document	None	5 minutes	Receiving Personnel
	1.2. Distribute toPersonnel in charge	None	3 minutes	Receiving Personnel
	1.3. Review, verify, and indicate theavailability of allotment	None	2 hours	Person-in-Charge
	1.4. Encode in the Registryof RAO	None	1 hour	Person-in-Charge
	1.5. Review andinitial	None	2 hours	Section Chief/s
	1.6. Review andsign	None	8 hours	Head of Office
	1.7. Release to the Accounting Division (Outgoing Documents)	None	1 hour	Receiving Personnel
	Total	**None**	**1 day, 6 hours, and 8 minutes**	

2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO)

Sub-Allotment Release Order or Sub-ARO refers to an internal document issued by CO transferring a portion of available funds to Field Offices. It serves as the authoritygranted to DepEd OUs to enter into commitment, and consequently incur obligations.

Office or Division:	Budget
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd offices and private companies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request for Downloading of Funds(1 Original Copy)	Bureaus/Services/Offices
2. Approved AR/ATC (1 OriginalCopy)	Bureaus/Services/Offices
3. Letter of Acceptance (1 Original Copy)	Bureaus/Services/Offices
4. Breakdown of Allocation for Downloading (1 Original Copy)	Bureaus/Services/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to Budget Division	1.1. Receive and recordthe document	None	5 minutes	Receiving Personnel
	1.2. Distribute to Personnel in-chargein processing of Sub-ARO	None	3 minutes	Receiving Personnel
	1.3. Review the completeness andaccuracy of documents	None	5 minutes	Personnel-in-Charge
	1.4. Process Sub-ARO	None	1 hour	Personnel-in-Charge
	1.5. Review and initial	None	8 hours	Section Chief/s
	1.6. Certify the correctness of theSub-ARO	None	8 hours	Head of Office
	1.7. Release to the Office of AssistantSecretary for Finance Service (Outgoing Documents)	None	1 hour	Releasing Personnel
Total		**None**	**2 days, 2 hours, and 13 minutes**	

3. Certification of Availability of Allotment

The Budget Division certifies the availability of resources to fund the implementationof various DepEd programs, activities and projects in accordance with the followingdocuments as submitted to the Budget Division by the proponent offices:

a. Activity Request (AR) / Authority to Conduct (ATC)
b. Authority to Procure
c. Contracts / Purchase Order (PO)

Office or Division:	Budget
Classification:	Simple
Type of Transaction:	G2G - Government to Government and G2B -Government to Business
Who may avail:	DepEd offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved WFP (1 Photocopy)	Bureaus/Services/Offices
2. AR/ATC (2 Original Copies)	Bureaus/Services/Offices
3. Authority to Procure (1 Original Copy)	Bureaus/Services/Offices
4. Contracts/PO (2 OriginalCopies)	Bureaus/Services/Offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request toBudget Division	1.1. Receive andrecord the document	None	5 minutes	Receiving Personnel
	1.2. Distribute to Personnel-in-charge	None	3 minutes	Receiving Personnel
	1.3. Review the completeness and accuracy of the documents	None	30 minutes	Person-in-Charge
	1.4. Stamp allotment availability	None	10 minutes	Person-in-Charge
	1.5. Review andinitial	None	2 hours	Section Chief/s
	1.6. Review and sign	None	8 hours	Head of Office
	1.7. If ATC – Release to the Accounting Division (Outgoing Documents) 1.7.a If ATP – Release to the Signing Authorities (Outgoing Documents) 1.7.b If AR (with Downloading) – Release to Office of the Asec. For Finance (Outgoing Documents) 1.7.c If Contract of 'Newly Hired' COS –Release to	None	1 hour	Receiving Personnel

	Office of the Asec. for Finance (Outgoing Documents) 1.7.d If Contract of 'Renewal' COS – Release to Office of the Usec. For FOHRODEACO (Outgoing Documents)			
	Total	**None**	**1 day, 3 hours, and 48 minutes**	

C. Bureau of Curriculum Development - Special Curricular Programs Division

1. Application for Special Program in Foreign Language

The Special Program in Foreign Language (SPFL) is designed to provide learners withvaried significant experiences in secondary education that allow them to explore andharness their potential. The program will equip learners with skills and competenciesin a foreign language by providing them with greater opportunities through an enhanced research-based curriculum, competent roster of teachers, supportive administrators, and strong collaboration with program partners.

Office or Division:	Bureau of Curriculum Development – Special Curricular Programs Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Public Junior High Schools (JHS)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 2 Original Copies of Letter of Intent 2. 2 Original Copies List of qualified SPFL students 3. 2 Original Copies List of qualified SPFL teachers 4. 2 Original Copies Pictures of Customized SPFLClassroom with Speech Technology	Client
5. 2 Original Copies of Endorsement Letter signedby the Regional Director	Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent with the completeset of documentary requirements in the SPFL Manualof Operation	1.1 Receive and record request and forward to assigned personnel	None	8 hours	BCD
	1.2 Receive, check the completeness and evaluate requirements	None	8 hours	BCD
	1.3 Initial evaluation of application	None	16 hours	BCD
	1.4 Conduct online interview for SPFL Teacher-applicants	None	8 hours	BCD / Program Partners
2. Acknowledge School Recognition	2.1 Release list of approved schools to offer SPFL via memorandum	None	16 hours	BCD
	Total	**None**	**7 days**	

D. Bureau of Human Resource and Organizational Development – Personnel Division

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. 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:

a. With pending administrative case;
b. Will retire within one year from the date of the foreign official travel;

c. Whose previous travel has not been liquidated and cleared;
d. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign official travel as stated on DOs 043 and 046, s. 2022, specifically • Requests recommended by the Office of the Schools Division Superintendent (OSDS) and Office of Regional Director (ORD) • Regional Directors and Assistant Regional Directors • Requests from the Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
1. One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization
2. One (1) original copy of Itinerary of Travel	
3. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority[2], 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
4. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
5. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office (ICO) / Client
6. One (1) copy of Budget Estimate (Travel Cost)	Office of the Undersecretary for Finance
7. One (1) copy of Work and Financial Plan	Client's office
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas

[2] Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

- 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
- Endorsement letter to the Department of Foreign Affairs (DFA)	ICO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Records Division of DepEd CO a. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices b. ORD - for Schools Division Superintendents, Assistant Schools Division Superintendents, and Division Chief and below in Regional Offices Regional Directors and Assistant Regional Directors	1.1 Check the documents received, process for release to Personnel	None	15 minutes	Admin Assistant / Officer, Records Division
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA (and endorsement letter to DFA, if applicable) and forward to the ICO. Otherwise, inform the client of discrepancies and wait for reply.	None	8 hours	Administrative Officer, PD
	1.4 Check the CSW, fund source, and legitimacy of travel documents and forward to the Office of the Undersecretary for Finance (OUF)	None	7 hours	ICO
	1.5 Review documents and prepare Budget Estimate (Travel Cost) and forward to the Approving Authority	None	8 hours	OUF
	1.6 Validate documents and sign TA (and endorsement letter to DFA, if applicable)	None	16 hours	Approving Authority (Execom in-charge)[3]
	1.7 Release the signed approved/disapproved TA (and endorsement letter to DFA, if applicable) to Records Division	None	15 minutes	Office of the Approving Authority
2. Receive requested document/s from the Records Division.	2.1 Check documents received and process for release; release document/s to intended recipient.	None	25 minutes	Administrative Assistant / Officer, Records Division

[3] Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

3. Submit post-travel report addressed to the Office of the Secretary[4]	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
	Total	**None**	**7 days**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For officials/personnel the DepEd Central Office: 1. Submit complete requirements endorsed by the applicable Recommending Authority to the Personnel Division (PD)	1.1 Receive documents, log on the database	None	15 minutes	Administrative Assistant, PD
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA (and endorsement letter to the Department of Foreign Affairs, if applicable) and forward to the applicable Approving Authority in DepEd CO.	None	4 hours	Administrative Assistant / Officer, PD
	1.3 Review and approve TA (and endorsement letter to DFA, if applicable) and forward to PD.	None	12 hours	Designated Approving Authority in DepEd CO
	1.4 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release document/s to intended recipient.	None	30 minutes	Administrative Assistant / Officer, PD
3. Submit post-travel report addressed to the Office of the Secretary[5]	3.1 Receive the post-travel report	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
	TOTAL	**None**	**2 days and 1 hour**	

[4] 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 .
[5] 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 .

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.

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
2. 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
3. Certificate of No Pending Case	Legal unit with jurisdiction over the client
4. CSC Form No. 6, s. 2020 (Leave Form)	Civil Service Commission (CSC) / Personnel unit with jurisdiction over the client
Optional requirements: For CO Division Chiefs and higher, a 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
For Study Leave (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	1.1 Check the documents received, process for release to the Personnel	None	15 minutes	Administrative Assistant / Officer, Records Division

the Records Division of DepEd CO a. Regional Directors b. ORD – for Schools Division Superintendents, Assistant Schools Division Superintendents, Assistant Regional Directors	Division (PD)			
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA and forward to the applicable Approving Authority in DepEd CO. Otherwise, inform the client of discrepancies and wait for reply.	None	4 hours	Administrative Officer, PD
	1.4 Review and approve TA and return to PD.	None	32 hours	Designated Approving Authority in DepEd CO
	1.5 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Administrative Assistant / Officer, Records Division
	Total	**None**	**4 days and 5 hours**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For officials/personnel in the DepEd Central Office: 1. Submit complete requirements endorsed by the applicable Recommending Authority to the Personnel Division (PD)	1.1 Receive documents, log on the database.	None	15 minutes	Administrative Assistant, PD
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft the TA and forward to the applicable Approving Authority in DepEd CO.	None	4 hours	Administrative Assistant / Officer, PD
	1.3 Review and approve TA and forward to PD.	None	12 hours	Designated Approving Authority in DepEd CO
	1.4 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
2. Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	30 minutes	Administrative Assistant / Officer, PD
	TOTAL	**None**	**2 days and 1 hour**	

3. Issuance of Certificate of Employment and Service Record

Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provide adocument history of a personnel's activities and accomplishments while serving as an employee of the Department.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly signed Request Form (1 Original Copy)	Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and submit the duly signed Request Form	1.1. Receive theduly signedRequest Form	None	10 minutes	Personnel Division- Personnel Records Unit
2. Wait while the requested Certification is being processed	2.1. Check the records of the requestor and prepare the Certification	None	30 minutes	Personnel Division- Personnel Records Unit
	2.2. Approve and sign Certification	None	5 minutes	Personnel Division- CAO
3. Receive signed Certification	3.1. Release signed Certification	None	5 minutes	Personnel Division- Office Management Unit
	Total	**None**	**50 minutes**	

4. Order of Transfer and Reassignment

Order of Transfer is an issuance by the department or agency to transfer its employees to another office while keeping the original employment relationship intact. On the other hand, Reassignment is the movement of an employee acrossthe organizational structure within the same department or agency, which does not involve a reduction in rank, status or salary.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter Request of Employee or Requesting Office for Transfer or Reassignment of Personnel (1 Copy)	Requesting Person
2. Indorsement from SDO and RO or Office Concerned where Employee is currently reporting (1 Original Copy)	RO/SDO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements at the Personnel Division	1.1. Receive letter request of transferand/or reassignment	None	8 hours	Personnel Division- Office Management Unit
	1.2. Draft memorandum of transfer and reassignment	None		Personnel Division- RSPUnit
	1.3. Release the drafted memorandum for approval of Supervising ExeCom	None		Personnel Division- Office ManagementUnit
	1.4. Receive and sign the memorandum	None	8 hours	OUHROD
	1.5. Release signed memorandum	None		
2. Receive signed and approved memorandum	2.1. Records Division releases signed memorandum tothe requesting employee and concerned offices	None	8 hours	Records Division
	Total	**None**	**3 days**	

5. 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 theservice. 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 entitlean officer or employee to go on leave outright.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSC Form 6 (Leave Form) (2Copies)	Personnel Division
2. Medical Certificate (If applying for Sick Leave for more than 5 days) (2Copies)	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed CSC Form No.6 (Leave Form)-attached medical certificate if applicable	1.1 Receive the duly signed CSC Formno. 6 then forwardit to the assigned personnel for processing	None	16 hours	Personnel Division- Office Management unit
	1.2. Process leave request and update number of leave credits in theService Card	None		Personnel Division- Personnel Records Unit
	1.3. Approve leave request and certificate the accuracy of no. ofleave credits	None		Personnel Division- Division Chief/Supervising Administrative Officer
	1.4. Release actionedCSC Form No. 6 to the Records Division	None		Personnel Division- Office Management Unit
2. Receive approved and actioned Leave Form	2.1 Records Division releases action CSC Form no, 6 to the requestingemployee	None	8 hours	Records Division
	Total	**None**	**3 days**	

6. Application for Retirement

Any DepEd personnel can optionally retire is at the age of 60. Officials or employees who have reached the compulsory retirement age of 65 years shall not be retained in the service, except for extremely meritorious reasons in whichcase the retention shall not exceed six months.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Records (1 Original Copy)	Personnel Division
2. Letter of Intent (for Optional Retirees)	Retiree
3. CSC Form No. 7 - Clearance Form (4Original Copies)	Personnel Division
4. CSC Form No. 6 - Leave Form (2Original Copies) *Applicable for Terminal Leave	Personnel Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents for retirement at the Personnel Division	1.1. Receive the applicant's requirements	None	16 hours	Personnel Division- Office Management Unit
	1.2. Process and evaluate all requirements	None		Personnel Division- Personnel Records Unit and CompenBen Unit
	1.3. Sign documents/ forms needed by the retiree	None		Personnel Division- CAO
2. Receive signed and approved documents relevant to GSIS claim of retiree	2.1. Release documents signed and processes byPD	None	8 hours	Personnel Division- Office Management Unit
	Total	**None**	**3 days**	

7. Processing of Terminal Leave Benefits

Terminal leave pay refers to the payment in cash value of an employee. It includes resignation, retirement, and separation from the service. Based on Budget Circular No. 2016-2, dated March 29, 2016. Pursuant to Section 40 of CSC MC No. 14, Terminal Leave Benefits (TLB) payment is based on accumulated leave credits duringthe service and the computation depends on the highest salary received.

Office or Division:	Personnel Division
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSC Form No. 6 (Leave Form)(2 Original Copies)	Personnel Division
2. Medical Certificate (if applying for more than 5 days) (2 Copies)	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed CSC Form No. 6 (Leave Form) attach medical certificate if applicable	1.1 Receive the duly signed CSC Form no. 6 then forward it to the assigned personnel for processing	None	16 hours	Office Management Unit
	1.2. Process leave Request and update leave credits in Service Card	None		Personnel Records Unit
	1.3. Approve leave request and certify the accuracy of no. of leave credits	None		Division chief/SAO
	1.4. Release actioned CSCForm No. 6 to the Records Division	None		Office Management Unit
2. Receive approved and actioned leave form	2.1. Release action CSC Form no. 6 to PD	None		Records Division
	2.2.Provide requirements for budget allocation	None		Personnel Records Unit
	2.3.Prepare DV and ORS	None	8 hours	Personnel CompenBen
3. Receive requirements for payment	3.1 Release all requirements for payment	None		Records Division
	Total	**None**	**3 days**	

E. Employee Accounts Management Division (EAMD)

1. Provident Fund Loan Application

The process of applying for loan to provide DepEd officials & employees with funds for emergency needs, for their education and that of their children, for their hospitalization and that of their immediate dependents; for minor but immediately needed repair of their house and for other similar purposes.

Office or Division:	Employee Accounts Management Division (EAMD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All permanent official and employees of DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Loan Application Form (LAF) (2Photocopies)	EAMD
2. Authorization to Deduct (ATD) (2Photocopies)	EAMD
3. 1 original copy Certificate of no Pending Case	Legal Division
4. Statement of Account and Amortization Schedule	EAMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtains and accomplishesPF Loan Application Form (LAF)	1.1 Provides two (2) copies ofthe LAF and Authorization to Deduct (ATD).	None	2 minutes	Administrative Assistant II (EAMD)
2. Secures signatures of the PersonnelDivision and Legal Service for the Certificate of Employment and Credibilityportion of the LAF.	2.1 Certifies status of employment, net pay, and correctness of information in the LAF.	None		(Personnel Division)
	2.2. Certifies that the loan applicant has no pending administrative charge filed against him/her.	None		(Legal Service)
3. Submits accomplishedLAF, togetherwith other applicable requirements,to EAMD. Note: For Baguio Teachers Camp (BTC) personnel, the accomplished LAFs and other requirements are submitted by the	Receives and records submitted requirements.	None None	10 minutes	Administrative Assistant II (EAMD) Administrative Officer II (EAMD)

loan applicant to theBTC liaison officer, who submits the same to EAMD.				
	3.2 Checks completenessand veracity of submitted requirements and signs on the Secretariat's Assessment/Evaluation in part A and B of the LAF.			
	3.3 If incomplete, returnsto loan applicant for rectification/ completion.			
	3.4 If any requirement is not authentic, informs loan applicant that loan application will be forwarded to the NBT for instruction.			
	3.5 If submitted requirements are complete and in order, forwards to Loan Processor.			
	3.6 Checks eligibility of loan applicant and co-maker If eligible, proceeds with Computation of Loan. If ineligible, returns LAF to staff in chargeof initial screening forapplicant's compliance/ information.		40 minutes	Administrative Officer II or IV (EAMD)
	3.7 Prints and signs the Amortization Schedule (Amort Sched) and Statement of Account (SOA), if loan applicant has existing loan.			
	3.8 Fills out the Computation of Loan in the LAF, signs on the Secretariat's Assessment/Evaluation in part C of the LAF,and stamps and indicates pertinent details on the			

	pay slip.			
	3.9 Emails a scan of the stamped pay slip to the DepEd Central Office (CO)/BTC Verifier, copy furnished the loan applicant, to check if the loan amortization can be accommodated in the payroll.			
	3.10 Determines if the stamped monthly amortization can be accommodated in the loan applicant's salary based on latest payroll files and replies assessment to the Loan Processor, copy furnished the loan applicant.	None		Administrative Officer IV or V (Personnel Division or BTC)
	3.11 Checks and prints assessment of the Verifier and signs on the Secretariat's Assessment/Evaluation in part D (Processedby) of the LAF. ▪ If can be accommodated in the payroll, forwards application to Reviewer. ▪ If not, informs the applicant and files the application.	None	5 minutes	Administrative Officer II or IV (EAMD)
	3.12 Reviews the application. • If in order, signs on the Secretariat's Assessment /Evaluation in part D (Reviewed by) of the LAF, Amortization Schedule, and SOA, if any. • If not, returns to the loan processor or staff in charge of initial screening for appropriate action.	None	15 minutes	Administrative Officer V in the absence of Supervising Administrative Officer (EAMD)
	3.13 Reviews the	None	10 minutes	Chief

	application. • If in order, signs on the Action Taken – Recommending Approval portion of the LAF, Amortization Schedule, and SOA, if any. • If not, notes deficiencies/ discrepancies and returns to the Reviewer for appropriate action			Administrative Officer (EAMD)
	3.14 Releases to the Office of the Undersecretary for Finance Service	None	10 minutes	Administrative Assistant II (EAMD
	3.15. Checks either Approve or Disapprove and signs on the Action Taken portion of theLAF and returns the approved/ disapproved LAF to EAMD.	None		Chairpersonof the NBT, or, in her absence, theVice Chairperson
	3.16 Receives and records signed LAF. • If approved, forwards to staff in charge of payroll preparation. • If disapproved, files LAF and informs the loan applicant.	None	5 minutes	Administrative Assistant II (EAMD)
	3.17 Prepares payroll and signs initials.	None	1 hour	Administrative Officer II or IV (EAMD)
	3.18 Reviews payroll and initials under “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.	None	15 minutes	Administrative Officer V in the absence of Supervising Administrative Officer (EAMD)
	3.19 Reviews and signs on “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” of the payroll.	None	10 minutes	Chief Administrative Officer (EAMD)
	3.20 Records and	None	10 minutes	Administrative

	releases payroll to Accounting Division.			Assistant II (EAMD)
	3.21 Pre-audits and certifies funds availability on thepayroll.	None		(Accounting Division)
	3.22 Approves payroll.	None		Officer-in-Charge, Office of theDirector IV, Finance Service
	3.23 Prepares and signs check.	None		(Cash Division)
	3.24 Counter-signs check.	None		Officer-in-Charge, Office of theDirector IV (Finance Service DA)
	3.25 Releases check.	None		(Cash Division)
4. Receives check				
	Total	**None**	**3 hours and 12 minutes**	

2. Provident Fund Online Loan Application

The process of applying for loan through online to provide DepEd officials & employees with funds for emergency needs, for their education and that of their children, for their hospitalization and that of their immediate dependents; for minorbut immediately needed repair of their house and for other similar purposes duringECQ and MECQ.

Office or Division:	Employee Accounts Management Division (EAMD)
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All permanent official and employees of DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Loan Application Form (LAF)	EAMD
2. Authority to Deduct (ATD)	EAMD
3. Photocopies of DepEd Identification Card(borrower and co-maker)	EAMD
4. Photocopy of Latest payslip	Personnel/ copy from Borrower
5. Statement of Account and AmortizationSchedule	EAMD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish online PF Loan ApplicationForm (LAF)	1.1. Link for the online LAF with Authorization to Deduct (ATD)/	None	2 minutes	Borrower
2. Email the accomplished online LAF, together with other applicable requirements, to co.provident @deped.gov.ph	2.1. Acknowledge the onlineloan application sent through email Check completeness and veracity of submitted requirements and sign on the Secretariat's Assessment/Evaluation inpart A, B, C of the online LAF. If incomplete, send emailto the Borrower for rectification/ completion. Verify the identity of the borrower and evaluate theloan applications. Check if the Borrower certifies her/his status of employment, net pay and has no pending administrative charge filedagainst him/her and correctness of information in the online LAF	None	10 minutes	Loan processor (EAMD)

	Should there be submitted documents online found not authentic, inform the Borrower that his/her application will be forwarded to the NBT for instruction.			
	2.2. If emailed requirements are complete and in order, continue the processing of the application by the Loan Processor.	None		Loan processor (EAMD)
	2.3 Check eligibility of Borrower If emailed requirements are complete and in order, continue the processing ofthe application by the Loan Processor and co-maker. 2.4 If eligible, proceed withComputation of Loan.If ineligible, inform the applicant through emailfor compliance/ information. 2.5 Generate and e-sign theAmortization Schedule (Amort Sched) and Statement of Account (SOA), if the Borrower has existing loan. 2.6 Fill out the Computation ofLoan in the online LAF, e-sign on the Secretariat's Assessment/Evaluation in part D of the online LAF, and stamp and indicate pertinent details on the pay slip. 2.7 E-mail copy of the stamped pay slip to the DepEd Central Office (CO)/BTC Verifier, copy	None	40 minutes	Loan processor (EAMD)

	furnished the Borrower, tocheck if the loan amortization can be accommodated in the payroll.			
	2.8. Determine if the stamped monthly amortization can be accommodated in the Borrower's salary based on latest payroll files and forward through email the assessment to the Loan Processor, copy furnished the Borrower.	None		Administrative Officer IVor V (Personnel Division or BTC)
	2.9. Download assessmentof the Verifier and signon the Secretariat's Assessment/ Evaluation in part D (Processed by) of the LAF. • If can be accommodated in the payroll, forward through email application to Reviewer. • If not, inform the Borrower through email, text or call theresult of the evaluation of the application. 2.10 Review the application. • If in order, sign/e-sign on the Secretariat's Assessment/ Evaluation in part D (Reviewed by) of the online LAF, Amortization Schedule, and SOA,if any. • If not, return to the loan processor or staff in charge of initial screening for appropriate action.	None	40 minutes	Loan processor (EAMD) Supervising Administrative Officer (EAMD) Chief

	2.11. Review the application. • If in order, e-sign on the Action Taken – Recommending Approval portion of the online LAF, Amortization Schedule, and SOA, if any. • If not, note deficiencies/ discrepancies and email back/inform the Reviewer for appropriate action 2.12. Send the accomplished e- signed LAF through PF Loan Applications viber group for signature of the Undersecretary for Finance Service			Chief Administrative Officer (EAMD) Loan processor (EAMD
	2.13 Sign/e-sign on the Action Taken portionof the online LAF, and return the approved/ disapproved online LAF to EAMD through email.	None	8 hours	Chairpersonof the NBT, or, in her absence, theVice Chairperson
	2.14 If approved, forward to staff in charge of disbursement voucher preparation.If disapproved, inform the Borrower 2.15 Prepare payroll and e-sign initials. 2.16 Review payroll and e-initials under “Certified: Disbursements necessary, lawful and incurred under my direct supervision.” ofthe payroll. 2.17 Review and sign on “Certified: Disbursements	None	2 minutes 1 hour 10 minutes 5 minutes	Loan processor (EAMD) Administrative Officer II orIV (EAMD) Supervising Administrative Officer (EAMD) Chief Administrative

	necessary, lawful and incurred under my direct supervision." ofthe disbursement voucher. 2.18 Record, print and release disbursement voucher to Accounting Division.		2 minutes	Officer (EAMD Administrative Assistant II (EAMD)
	2.19. Pre-audit and certify funds availability onthe disbursement voucher.	None	8 hours	(Accounting Division)
	2.20. Approve disbursementvoucher.	None	8 hours	Officer-in-Charge, Office of theDirector IV, Finance Service
	2.21. Prepares and sign check.	None	8 hours	(Cash Division)
	2.22. Counter-sign check.	None	8 hours	Office of the Director IV (Finance Service)
	2.23. Releases check.	None	10minutes	(Cash Division)
3. Receive check.		None	5 minutes	
	Total	**None**	**5 days, 3 hours, and 6 minutes**	

F. Information and Communications Technology Service – Solutions Development Division

1. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application)

The Google Workspace and Microsoft 365 User account issuance and management provides clients, specifically personnel in the DepEd Central Office with their respective user accounts to access both Google and Microsoft. This service includesbut are not limited to user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	Information and Communications Technology Service -Solutions Development Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Completed DepEd Google Workspace / Microsoft365 User Account Form 2. Any of the following: • Endorsement of head of office • DepEd ID • Appointment letter (for regular personnel)	ICTS-SDD office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out DepEd Google Workspace / Microsoft 365User Account Form	1.1. ICTS-SDD approves user accountrequest	None	2 hours	ICTS-SDD
	1.2. ICTS-SDD creates account/resets account	None	1 hour	ICTS-SDD
	1.3. ICTS-SDDsends user credentialsto client	None	1 hour	ICTS-SDD
2. Client checks personal email for usercredentials		None		
	Total	**None**	**4 hours**	

2. Google Workspace and Microsoft 365 User Account Issuance and Management (via Email)

The Google Workspace and Microsoft 365 User account issuance and management provides clients, specifically personnel in the DepEd Central Office with their respective user accounts to access both Google and Microsoft. This service includesbut are not limited to user account creation, user account recovery (password reset), account suspension and deletion.

Office or Division:	Information and Communications Technology Service -Solutions Development Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Email request containing any of the following: • Endorsement of head of office • Appointment letter for regular personnel –photocopy	ICTS-SDD email

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Head of officeof client sends request to ICTS-SDD email	1.1. ICTS-SDD approves user account request	None	4 hours	ICTS-SDD
	1.2. ICTS-SDD creates account/resetsaccount	None	1 hour	ICTS-SDD
	1.3. ICTS-SDD sends user credentials to client	None	1 hour	ICTS-SDD
2. Client checks personal emailfor user credentials		None		
	Total	**None**	**6 hours**	

3. Official DepEd Website Modification or Addition of Section

This pertains to requests by offices for changes in the existing content of thewebsite, or the creation of a new section for new content types.

Office or Division:	Information and Communications Technology Service -Solutions Development Division
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of request to the ICTS Director	Requesting office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letterof request tothe ICTS Director.	1.1. ICTS Director approves therequest.	None	8 hours	ICTS Director
	1.2. SDD appliesthe requested modifications	None	8 hours	SDD
2. Review modifications made	2.1. SDD corrects if errors arereported.	None	8 hours	SDD
	Total	**None**	**3 days**	

4. Migration of an Existing Website to the Official DepEd Domain

This pertains to requests by offices to transfer content from an existing stand-alonewebsite managed by the office itself, to the official DepEd website.

Office or Division:	Information and Communications Technology Service – Solutions Development Division
Classification:	Highly technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Department of Education Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of request to the ICTS Director	Requesting office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request to the ICTS Director.	1.1. ICTS Director approves the request.	None	8 hours	Requesting office/ICTS Director
	1.2. SDD reviews the request, creates an action plan, and determines resource requirement.	None	16 hours	SDD
	1.3. SDD requests for cloud resources.	None	8 hours	SDD
	1.4. TID allocates the resources requested.	None	16 hours	TID
	1.5. SDD configures the newly allocated resources and installs needed software for the migration.	None	40 hours	SDD
	1.6. SDD migrates critical parts of the source website to the website under the DepEd domain	None	40 hours	SDD
2. Attend knowledgetransfer activities to be able to manage the migrated website.	2.1. Conduct knowledge transfer activities to capacitate client in managing the migrated website.	None	16 hours	SDD
	Total	**None**	**18 days**	

G. Information and Communications Technology Service – User Support Division

1. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in

The Enterprise Human Resource Information System (eHRIS) allows active personnelin the DepEd Central Office to view and download their Daily Time Record (DTR) andpayslips and raise Time and Attendance Deficiency (TAD) Service Requests for the approval of the head of office to accurately represent their daily attendance on the DTR. The USD provided support in eHRIS-related concerns such as the creation of account, updating of information, resetting of password, reflection of not reflected raised requests, and No Time logs.

Office or Division:	User Support Division, ICT Service			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd CO active personnel			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Letter of request to the ICTS Director			Requesting office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out RequestForm	1.1. Review client request and adviceof next steps.	None	15 minutes	Information Technology Officer II
	1.2. Process client request.	None	16 hours	Information Technology Officer II
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution and send feedback form via email.	None	15 minutes	Information Technology Officer II
	Total	**None**	**2 days and 30 minutes**	

2. Processing of Enterprise Human Resource Information System (EHRIS) requests – email

Due to the COVID-19 pandemic, majority of the eHRIS-related requests are now submitted by clients via email. These includes resetting of password, and resolution of service requests, among others.

Office or Division:	User Support Division			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	DepEd Central Office Personnel			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Letter of request to the ICTS Director			Requesting office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Email request/concern	1.1. Review client request and acknowledge email.	None	15 minutes	Information Technology Officer II
	1.2. Process client request.	None	2 days	Information TechnologyOfficer II
2. Acknowledge email and answer feedbackform	2.1 Inform client of resolution and send feedback form via email.	None	15 minutes	Information Technology Officer II
	Total	**None**	**2 days and 30 minutes**	

3. Processing of Learner Information System requests from end-users

This service covers various requests from end-users of the Learner InformationSystem such as:

- Level 1 - Resetting of Password, Correction of Date of First Attendance, Ageout of Range, and LRN Reactivation.
- Level 2 (escalated issues) - Unmerged LRN, Un-enrollment of Learner, Reopening of Enrollment, Transfer and Enrollment Disputes, Confirmed Transfer from Closed School, Merging of School IDs, and Request to ClosedSchools.

A. Level 1 Requests

Office or Division:	User Support Division, ICT Service
Classification:	Simple / Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	School LIS/ICT Coordinator, Division Planning Officers, Regional Planning Officers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	http://bit.ly/HelpdeskTicket2
2. Optional Requirements dependingon type of request • Photocopy of Birth Certificate • Form 137/138 • Request Letter • Screenshots	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out Request Form and requirements.	1.1. Validate submitted requirements.	None	30 minutes	Information Technology Officer II
	1.2. Encode issuein Resolution Log.	None	20 minutes	
	1.3. Process request. *(If ticket needs to be escalated to level 2, refer to the service standards for Level 2 instead of proceedingto Step 2.1)*	None	1 hour	
2. Acknowledge email and answer feedback form	2.1 Inform client of resolution via email function of ticketing system and close ticket.	None	20 minutes	Information Technology Officer II
	Total	**None**	**2 hours and 10 minutes**	

B. Level 2 Requests – continuation of Level 1 request but for escalated issues

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge email.	1.1 Inform clientvia email function of ticketing systemthat issue is escalated to Level 2 /ICTS- SDD/ Process Owner.	None	15 minutes	Information Technology Officer II
	1.2 Process request (SDD) or assess and approve (ProcessOwner).	None	120 hours	Computer Programmer II (ICTS – SDD) / PDO V (Planning Service)
	1.3 Validate if issue is resolved.	None	1 hour	Information Technology Officer II
2. Acknowledge email and answer feedback form.	1.4 Inform client of resolution via email function of ticketing system and close ticket.	None	20 minutes	Information Technology Officer II
	Total	**None**	**15 days, 1 hour, and 35 minutes**	

4. Virtual Events Assistance Service

This service pertains to the technical assistance provided in organizing, facilitating,moderating, and conducting virtual events such as webinars, workshops, etc.

Office or Division:	User Support Division, ICT Service
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	Event Focal Person of DepEd CO units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter (email)	Client
2. Filled-out Online Virtual Events Assistance Form	https://bit.ly/DepEdVirtualEventsSupport
3. Optional Requirements • Program of Activity • Memo of Event	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email request letter.	1.1 Review letter and provide client with Online Virtual Assistance Form.	None	1 hour	Information Technology Officer I
2. Submit filled-out Online Virtual AssistanceForm	2.1. Review Formand schedule a meeting with the client.	None	4 hours	Information Technology Officer I
3. Participate in meeting	3.1. Meet with the client to discuss specifics of the eventand schedule event dry-run/s and eventproper.	None	3 hours	Information Technology Officer I
	3.2. Assist in the conduct of event Dry-run(s) and eventproper.	None		Information Technology Officer I
4. Fill out Online Virtual Events Survey Form	4.1 Provide the link for the Online VirtualEvents Survey Form.	None	8 hours after Event proper	Information Technology Officer I
	Total	**None**	**2 days**	

H. Information and Communications Technology Service – Technology Infrastructure Division

1. IT Tech Support Job Request (for computer/printer repair and maintenance)

The purpose of an IT Tech Support job request is to seek assistance with technical issues related to computer systems, software and hardware problems and printer related concerns.

Office or Division:	Technology Infrastructure Division, Information and Communications Technology Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job request online form	https://tinyurl.com/ITTechSupportJobRequest

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online form	1.1 Check and assign online ticket to the IT Tech Support based on whether it's for computer or printer related issues	None	1 minute	Technical Assistant II
	1.2 Visit the requesting office/division to evaluate the request and identify the problem if it's for replacing a LAN cable/router, deleting unauthorized IP addresses	None	5 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	1.3 Inform and recommend actions to the user based on their diagnosis and the steps taken	None	5 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	1.4 If the issue involves replacing a LAN cable or router, provide the user with the approved specifications for the unit or material to be purchased	None	15 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
2. If for installation of a new LAN cable, the user coordinate with the Network team to arrange a	2.1 Carry out the activity as per the scheduled time	None	2 hours	Computer Technologist Maintenance III / Computer Programmer II /

schedule.				Technical Assistant II
3. Bring the router to the ICTS-TID office for reconfiguration.	3.1 Reconfigure the router	None	30 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	3.2 Install the new router and connect all users to the internet, providing them with the username and password.	None	30 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	3.3 Tag ticket as closed after the request has been addressed/resolved	None	1 minute	Administrative Assistant II / Technical Assistant II / Administrative Support II
	Total	**None**	**3 hours and 27 minutes**	

2. IT Tech Support Job Request (for return to AMD)

This pertains to assessment of unit if still in good running condition or there are parts that are defective and unrepairable by ICTS-TID Computer Maintenance Section and then will recommend to be returned to AMD.

Office or Division:	Technology Infrastructure Division, Information and Communications Technology Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job request online form	https://tinyurl.com/ITTechSupportJobRequest

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online form	1.1 Check and assign online ticket to the IT Tech Support	None	1 minute	Technical Assistant II
	1.2 Evaluate the unit to identify any defective or unrepairable parts that need to be returned to AMD and release a signed/approved Certified True Copy of the clearance	None	15 minutes	Administrative Assistant II / Technical Assistant II / Administrative Support II
	1.3 Report the problem to the supplier for service, if the issue is covered under warranty	Depends on the part/s to be replaced (if not under warranty)	10 minutes	Administrative Assistant II / Technical Assistant II / Administrative Support II
	1.4 Close the ticket once the request has been addressed/resolved	None	1 minute	Administrative Assistant II / Technical Assistant II / Administrative Support II
	Total	**None**	**27 minutes**	

3. IT Tech Support Job Request (for network connection)

The purpose of an IT Tech Support job request is to seek assistance with technical issues related to network infrastructure.

Office or Division:	Technology Infrastructure Division, Information and Communications Technology Service
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Job Request Online Form	https://tinyurl.com/ITTechSupportJobRequest

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out online form	1.1 Check and assign online ticket to the IT Tech Support based on whether it's for computer or printer related issues	None	1 minute	Technical Assistant II
	1.2 Receive and review the request	None	1 minute	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	1.3 Visit the requesting Division's office to evaluate and identify the problem, whether it involves replacing a LAN cable/router, resetting/restarting the router, or deleting unauthorized connected IP addresses.	None	5 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	1.4 Provide the user with recommendations based on their diagnosis	None	15 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	1.5 Provide the user with the approved specifications for the unit or material to be purchased, if the issue involves replacing a LAN cable or router	None	15 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II

2. Coordinate with the Network team to arrange a schedule if for installation of a new LAN cable.	2.1 Carry out the activity as per the scheduled time.	None	2 hours	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
3. Bring the router to the ICTS-TID for reconfiguration if for installation and connection of a newly purchased router.	3.1 Reconfigure the new router	None	30 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	3.2 Install the new router and connect all users to the internet, providing them with the username and password.	None	30 minutes	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	3.3 Tag the ticket as closed after the request has been addressed/resolved	None	1 minute	Computer Technologist Maintenance III / Computer Programmer II / Technical Assistant II
	Total	**None**	**3 hours and 38 minutes**	

4. Provisioning of New and Additional Azure Resource

The provisioning of new and additional Cloud Computing Resources via Azure allows the DepEd Central Office and Regional Offices to have a scalable and secure cloud services, such as Virtual Machines (VM), Storage, Databases (DB), and Web App Hosting. This initiative aims to enhance digital infrastructure, support critical applications, and improve service delivery. Due to limited budget allocation, this service is currently limited to Central Office and Regional Offices. Requests will go through evaluation and approval, with continuous monitoring to ensure security, cost efficiency, and optimal performance.

Office or Division:	Technology Infrastructure Division, Information and Communications Technology Service
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter of request addressed to the ICTS Director (Letter format of the requesting Office) • System Manual / Documentation	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to ICTS-OD	1.1 Receive and review the request and forward it to the ICTS - Solutions Development Division (SDD) for a comprehensive system assessment, evaluation.	None	12 hours	ICTS Director
2. Provide additional requirements or information if needed.	2.1 Verify the request and coordinate with the requestor as necessary, then provide recommendations for the system environment in accordance with the defined system requirements. The request document is then transmitted to TID for cost assessment and verification of resource availability.	None	16 hours	ICTS-SDD
	2.2 Evaluate the recommendation, confirm the resource availability, and analyze the cost feasibility of the request.	None	8 hours	ICTS-TID
	2.3 Transmit the request documentation with the technical	None	1 hour	ICTS-TID

	recommendation to the Office of the Director for approval of provisioning.			
	2.4 Review the technical recommendation and authorize the provisioning of resources.	None	1 hour	ICTS Director
	2.5 Provision the cloud resources and issue resource access credentials to the requestor via email.	None	8 hours	ICTS-TID Azure Cloud Team
	Total	**None**	**5 days and 6 hours**	

5. Provisioning deped.gov.ph Domain

The deped.gov.ph domain is provided to establish a secure, standardized, and officially recognized online presence for DepEd offices, public schools, and authorized programs nationwide. It ensures that all DepEd-related websites comply with government regulations and branding guidelines, enhancing credibility and trust. By using an official DepEd domain, offices and schools can streamline communication, improve online services, and provide verified educational resources to stakeholders. DepEd - authorized websites or online programs, endorsed by the head personnel of the requesting office, may request a DepEd.gov.ph domain through the ICT Service - Technology Infrastructure Division (ICTS-TID).

Office or Division:	Technology Infrastructure Division, Information and Communications Technology Service
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Central Office Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Request to the ICTS Director *(using the letter format of the requesting office)*	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter of request to the ICTS Director	1.1 Receive and review the request	None	8 hours	ICTS Director
	1.2 Recommend approved request to the ICTS-TID for configuration	None	1 hour	ICTS Director
2. Liase with ICTS-TID Azure Cloud Team for the configuration of their domain	2.1 Review the request, coordinate with the requesting office via deped official communication platforms, and configure the setup based on the requestor's server setup. Then, prepare reply letter after successfully configuring the domain.	None	24 hours (duration may vary depending on the requesting office's response time)	ICTS-TID Azure Cloud Team
	2.2 Review the reply letter for approval and signature.	None	30 minutes	ITCS-TID Head
	Total	**None**	**4 days, 1 hour, and 30 minutes**	

I. Legal Service

1. Issuance of Certification of No Pending or Pendency of Administrative Case and Clearance

Certification of No Pending or Pendency of an Administrative Case and Clearance are provided upon request of DepEd third-level officials and DepEd Central Office personnel as they may need for travel, leave, retirement, provident fund loan, resignation and others.

Office or Division:	Investigation Division, Legal Service
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	Undersecretaries, Assistant Secretaries, Bureau and Service Directors, Regional Directors and Assistant Regional Directors, Schools Division Superintendents and Assistant Schools Division Superintendents, and Central Office Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request	Client
2. One (1) Original Copy of documentary proof of the purpose stated in the letter	Client
3. One (1) Original Copy of relevant records or Personnel Correspondence (PC)	Records Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Investigation Division (Room 307-308, 3rd Floor, Mabini Building) a. Walk-in Client	1.a.i Receive and evaluate the completeness of documents, scan and record in the system and forward to the Chief of Investigation Division or other lawyers in the Division	None	20 minutes	ADAS III/Technical Assistant I/ID Personnel
	1.a.ii Process and Sign Certification of No Pending Case or Pendency of a Case / Clearance	None	16 hours	Chief, Investigation Division
b. Via email	1.b.i Receive and evaluate completeness of documents, scan and record in system and forward the to the Chief of Investigation Division or other lawyers in the Division	None	16 hours	ADAS III
	1.b.ii Process and Sign Certification of No Pending Case or	None	16 hours	Chief, Investigation Division

	Pendency of a Case / Clearance			
2. Receipt of the signed Certificate of No Pending Case / Clearance a. Walk-in	2.a. Release to Appropriate Person/Office	None	8 hours	Chief, Investigation Division
b. Via email	2.b. Send email with attached scanned copy of the signed Certificate of No Pending Case / Clearance, with note that physical copy may be claimed at the physical copy from the Investigation Division	None	8 hours	ADAS III/ Technical Assistant I
	Total	**None**	**Walk in - 3 days and 20 minutes; Email - 5 days**	

2. Request for an Update on the Status of a Case in the Central Office

Updates on administrative cases filed in the Department can be requested by concerned individual/parties.

Office or Division:	Legal Service
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any part, or their duly authorized representative, case forDecision in the Central Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Client's Copy of the Document (1Original Copy)	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Client's copy of the document to the LegalAffairs Helpdesk	1.1. Search the document in the databaseand give the status of the case	None	30 minutes	Legal Affairs Helpdesk/ADAS III
	Total	**None**	**30 minutes**	

3. Request for Legal Opinion

Legal opinion about policies involving/surrounding DepEd are given to anyrequesting individual.

Office or Division:	Legal Service
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government, G2C - Governmentto Citizen, and G2B - Government to Business
Who may avail:	Any Person requesting for Legal Opinion relative to policies involving the Department of Education

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter or Memorandum requesting for Legal Opinion(1 Original Copy)	Client
2. Complete Staff Work/Pertinent Copy of Law(1 Original Copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the required documents at the LegalAffairs Helpdesk	1.1. Receive required documents	None	30 minutes	Client
	1.2. Endorsement to the Office of the Director for Assignment to appropriate Action Officer in Legal Division	None	8 hours	Client
	1.3. Research and Drafting of the opinion	None	120 hours	Chief Legal Division
	1.4. Endorsementto the Office of the Director for review	None	16 hours	Director of Legal Service
	1.5. Endorsementto the Office of the Undersecretary for Legal Affairs for approval	None	8 hours	Undersecretary for Legal Affairs
	1.6. Releasing to appropriate Office/Person	None	2 hours	Legal Affairs Helpdesk
	Total	**None**	**19 days, 2 hours, 30 minutes**	

4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts

Legal documents that contains a cooperative relationship between parties aiming to meet an agreed upon objective may be reviewed by the Legal Service for its contentsand legalities.

Office or Division:	Legal Service
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Any Division, Bureau, or Office of the DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter or Memorandum issuedby Head of Office requesting for Review of Memorandum ofAgreement/Understanding, Procurement Contracts, or Ordinary Contract, as the casemay be (1 Original Copy)	Client
2. Draft Memorandum of Agreement/Understanding, Procurement Contract, or Ordinary Contract involved (1Origina Copy)	Client
3. Complete Staff Work of the Documents (1 Original Copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the LegalAffairs Helpdesk	1.1. Receive and evaluate the completenessof documents;Scan and record in the system	None	30 mins	ADAS III/Legal Affairs Helpdesk
	1.2. Endorsement to the Office ofthe Director for Assignment to appropriate Action Officer in the Legal Division	None	8 hours	Director of Legal Service
	1.3.Drafting andResearch ofReview	None	120 hours	Chief Legal Division
	1.4. Endorsement to the Office ofthe Director for Review	None	16 hours	Director of Legal Service
	1.5. Endorsement to the Office ofthe Undersecretary for Legal Affairs for Approval	None	8 hours	Undersecretary for Legal Affairs
	1.6. Releasing to appropriate office	None	2 hours	Legal Affairs Helpdesk
	Total	**None**	**19 days, 2 hours, 30 minutes**	

J. Office of the Secretary

1. Internal Document Service

Request for Release of Internal Documents

Office or Division:	Office of the Secretary
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement	
2. CSW, MOU, MOA	
3. LDDAP	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.CentralOffices submit request	1.1. Receive document for review and signature of Secretary and transmit it to OSEC	None	1 hour	Central Office
2.Central Office - Submit all request and documentary requirements	2.1 Receive andencode request to Document tracking System (DTS) forwarded to Policy Operation Unit for revision and classification	None	1 hour	Office of the Secretary- Records Keeping ManagementUnit
	2.2 Review details of attachment for CSW, Legal Matters, DepEd Memo/ Orders, MOA/MOU	None	24 hours	Office of the Secretary- Policy Operation unit
	2.3. Forward to Direct Support Staff Unit for Secretary Signature	None	8 hours	Office of the Secretary-Direct SupportStaff Unit
3.ExeCom Offices, Concerned OIC – Receive approved documents	3.1. If signed and approved, release to Corned Office and Records Division	None	8 hours	ExeCom Office, Division Office-Central Office
	Total	**None**	**5 days and 2 hours**	

K. National Educators Academy of the Philippines - Professional Development Division

1. Scholarship Application

Provision of professional development opportunities for DepEd teachers and school leaders to enhance competencies to enable them to effectively deliver education services to their communities and clients.

Office or Division:	Professional Development Division – National EducatorsAcademy of the Philippines (PDD – NEAP)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Current DepEd teachers and school leaders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request sent via courier oremail (Call for nomination)	Sponsoring Agency
2. Invitation sent via courier or email(Call for nomination)	Sponsoring Agency
3. Photocopy of Memorandum ofAgreement (MOA, MOU), as applicable	External Partnership Service
4. Certification (Photocopy of Authorization and Recognition Certificate)	NEAP-QAD (Recognition Secretariat)
5. One (1) e-copy of updated Personal Data Sheet	Scholarship applicant
6. One e-copy of each endorsementfrom the head of office: • Endorsement from schoolprincipal/division chief • Endorsement from the SDOthrough the OSDS • Nomination Letter from the Regional/Bureau Director or dulyauthorized representative (thru the Regional HRDD Chiefs)	ORD and OSDS
7. Filled-out application in pdf form asrequired by sponsoring agency	NEAP- PDD (Scholarship Secretariat)
8. Filled-out screening form thru paperor Google Form from Scholarship Secretariat	NEAP- PDD (Scholarship Secretariat)
9. Acceptance Letter	Sponsoring Agency/ NEAP-PDD
10. Scholarship Contract	NEAP- PDD (Scholarship Secretariat)
11. Protocols for Travel Authority	NEAP- PDD (Scholarship Secretariat)
12. Re-entry Action Plan	Scholarship applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.External Learning Service Providers, Government Agency, Stakeholders, Partners submit all invitation and all	1.1. Receive and encode invitation and scan all attached document forwarded to Scholarship Secretariat, if thru email consolidate all documents attached in a Google	None	30 minutes	NEAP-PDD Admin

documentary requirements via courier or email	Drive folder			
	1.2 Review request details	None	30 minutes	NEAP-PDD Scholarship Secretariat
	1.3 Prepare and route email advisory for signature of Division Chief andDirector IV, for routing to Scholarship Committee Chair	None	1 hour	NEAP-PDD-Scholarship Secretariat
	1.4 Sign advisory and send to OUCI for signature	None	3 hours	PDD Chief NEAP Director
	1.5 Sign advisory and return to PDD	None	16 hours	OUCI
	1.6 Acknowledge receipt of email, encode signed advisory and attached scanned documents forwarded to Scholarship Secretariat	None	30 minutes	NEAP-PDD Admin
	1.7 Email signed advisory to all ROs and SDOs	None	30 minutes	NEAP-PDD Scholarship Secretariat
2. Submit nomination indorsed by Regional Director and other requirements, stamped received by Records Section	2.1 Receive complete documents through email	None	10 minutes	NEAP-PDD Scholarship Secretariat
	2.2 Evaluatesubmitted documents	None	10 minutes	NEAP-PDD Scholarship Secretariat
	2.3 Online screening of nominations	None	8 hours	Scholarship Screening Committee
	2.4 Prepare and route nomination letter through email, for signatureof Division Chief and Director IV	None	1 hour	NEAP-PDD Scholarship Secretariat
	2.5 Sign nomination and send to OUCI for signature of Scholarship Committee Chairman	None	3 hours	PDD Chief NEAP Director
	2.6. Sign nomination and email to the Sponsoring	None	16 hours	Undersecretary for Curriculum

	Agency			and Instruction OUCI
3. External service provider, government agency, stakeholders, partners send acceptance letter and other pertinent documents	3.1 Encode and review acceptanceletter and attacheddocuments received through email forwarded toScholarship Secretariat	None	1 hour	NEAP-PDD Scholarship Secretariat
4. Acknowledge email from PDD	4.1 Inform scholarship applicant/SDO/ROof the status of application/ nomination via email	None	1 hour	NEAP-PDD Scholarship Secretariat
	Total	**None**	**6 days, 2 hours, and 20 minutes**	

L. Public Affairs Service – Publications Division

1. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application

This refers to the release of official issuances targeted at the DepEd Central Office (CO)or specific regions or offices: (a) Office Memorandum (OM) - instructions/information onCO officials and personnel, usually short term/temporary; (b) Office Order (OO) - operational guidelines, rules, and procedures on internal administration for units withinDepEd CO and applies only to limited officials and staff; and (c) Memorandum with Limited Application (MLA) - similar to a DepEd Memorandum but limited only to regionsor offices. Due to the COVID-19 pandemic, majority of the steps for this service are now completed online.

Office or Division:	Public Affairs Service-Publications Division
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Government agencies, partner institutions, DepEd CO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (external clients) or Routing Slip for OO/OM/MLA (CO clients only)	Client Requesting office
2. Draft OO/OM/MLA and Enclosure (ifapplicable)	Requesting office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email complete requirements	1.1 Acknowledge email and screen request	None	15 minutes	TA / AO / AA
	1.2 Coordinate with requesting office (if applicable)	None	1 hour	TA / AO / AA
	1.3 Log request on tracker,assign tracking number and task	None	20 minutes	TA / AO
	1.4 Draft/reformat/proofread and route issuance	None	8 hours	TA / AO / AA
	1.5 Approve/ recommend/endorse issuance	None	16 hours	CAO Director IV Requestingoffice
	1.6 Approve issuance	None	24 hours	OSEC
	1.7 Receive signed issuance and assign number	None	20 minutes	TA / AO / AA
	1.8 Quality check and disseminate issuance via email	None	20 minutes	TA / AO / AA
	1.9 File, release, archive	None	10 minutes	TA / AO / AA
2. Receiveupdate on request, answer Feedback Form	2.1 Inform client that request has been completed, send Client Feedback Form	None	5 minutes	TA / AO / AA
	Total	**None**	**6 days, 2 hours, and 30 minutes**	

2. Material Production/Binding/Cutting

Units in the DepEd Central Office request for a variety of services from the Printing Unit as it is the only office with equipment and supplies capable of materials reproduction and binding/cutting. The common requests include mass reproduction ofDepEd issuances, learning materials, training handouts, brochures, Budget Reports, and official forms.

Office or Division:	Public Affairs Service-Publications Division (Printing Unit)
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	DepEd CO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request/email specifying thefollowing details, depending on the request: - number of copies (printing/reproduction) - required size/s (binding/cutting)	Client
2. Original/hard copy of materials to bereproduced	Client
3. Bond paper and/or other supplies–volume depends on the request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Acknowledge request via email/stamp receiving copy of letter, check requirements submitted	None	15 minutes	Printing Unit staff
	1.2 Log request and assign tracking number	None	10 minutes	Printing Unit staff
	1.3 Assign task	None	5 minutes	Printing Unit staff
	1.4 Complete request (materials production/bind/cut) and quality check	None	23 hours	Printing Unit staff
2. Receive requested output, signtracker, and answer Feedback Form	2.1 Release output to client, ask them to sign the tracker and answer the FeedbackForm	None	30 minutes	Printing Unit staff
	Total	**None**	**3 days**	

Regional Office

External Services

A. Cash Section

1. Payment of External and Internal Claims

Covers payment to claims of external and internal clients. Preparing check and Advice of Checks Issued and Cancelled (ACIC) for payments of accounts payable.ACIC and LDDAP-ADA are delivered to the servicing bank to credit the payment.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	Government to Business (G2B)Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Client that DepEd has financial obligations to

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipts for suppliers or serviceproviders	Client
2. Two (2) Valid IDs	Client
3. Authorization letter, if representative	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notify the payees/ claimants that the check is ready for release or the payment has been credited to their bank account	None	10 minutes	Cash Personnel
1. Proceed to Cashier andpresent requirements	1.1. Check the authenticity ofprovided documents	None	5 minutes	Cash Personnel
2. Sign the DV/logbook and receive the official receipt(OR)	2.1 Give the DV/logbook forsignature of payee/claimantand receive OR	None	5 minutes	Cash Personnel
	2.2 Release check/Copy of validated ADA,issue official receipt if applicable	None	10 minutes	Cash Personnel
	Total	**None**	**30 minutes**	

2. Payment of Obligation

Process of payment for pending account balances to DepEd clients.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C)
Who may avail:	Client that DepEd has financial obligations to

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Order of Payment (1 Original Copy)	DepEd Accounting Office
2.Official Receipts for suppliers or serviceproviders	Client
3.Two (2) Valid IDs	Client
4.Authorization letter, if representative	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment	1.1 Issue order of payment	None	15 minutes	Accountant III/ RBAC Secretariat/ Dormitory Manager/ QAD Chief
2. Proceed to Cashier andpresent requirements	2.1. Check the authenticity ofprovided documents	None	10 minutes	Cash Personnel
	Total	**None**	**25 minutes**	

B. Curriculum and Learning Management Division

1. Access to LRMDS Portal

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

Office or Division:	Curriculum and Learning Management Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Learners and their parents/guardians, DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Computer/Laptop and Internet Connection	Client
2. Registered LR account a. DepEd email address for employees b. Any active email address for learners or their parents/guardians, other stakeholders	LR Portal (lrmds.deped.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine andgo to www.lrmds. deped.gov.ph	1.1. If client is in the CLMD office, assist in browsing the LR Portal	None	1 hour	CLMD Staff
Log-in to the LR portal				
On the upper left side menubar, click Resources Tab and select K to12 Resources				
Select grade level				
Select desired topic / category				
Select title from the list. The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.				
Click view or download. (Those without DepEd account can only browse andsearch for LRs in the Portal. Only registered users are given downloading privileges.)				
2. Open and accomplish Online Feedback Form	2.1 Generate client report			
	Total	**None**	**1 hour**	

2. Procedure for the Use of LRMDS Computers

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

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

Office or Division:	Curriculum and Learning Management Division
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)
Who may avail:	Everyone (Learners, Parents, Teachers, Stakeholders)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1.Registered LR Account or emailaddress	www.lrmds.deped.gov.ph
2.Valid ID/Borrower's card	Learning Resource Management and Development Center, Regional Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Log-in the LRMDC computerlogbook	1.1. Assist client	None	1 minute	Administrative Assistant II / Teaching Aid Specialist
2. Follow stepby step instructions	2.1. Provide assistanceto client, including searching for LRs that cannotbe found	None	25 minutes	Librarian/TAS
3. Log-out andshut down computer once done		None	1 minute	Librarian/TAS
4. Sign and submit theCLMD feedback form	4.1. GenerateClient Report	None	2 minutes	Librarian/TAS
5. Sign-out from the logbook		None	1 minute	Administrative Assistant II
	Total	**None**	**30 minutes**	

C. Legal Unit

1. Legal Assistance to Walk-in Clients

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

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Regional Office personnel, SDO or School personnel,General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
A copy of written query/concern (if applicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed toLegal Unit	1.1 If external client, refer tothe visitor's logbook. If internal client, refer to Legal Officer.	None	5 minutes	Legal Unit Staff
	1.2 Ask necessary information on query; determine whether information issufficient, or documents are needed before a legal advice is given.	None	1 hour	Attorney IV / Special Investigator III
2. Receive info from Legal Officer	2.1 If sufficient information or documents is acquired by the Legal Unit, the information is evaluated and legal advice is given based on the gathered data; or If the information provided by the client is incomplete, advise client to acquire the needed information/ documents first and then return for further final evaluation and legal advice	None	30 minutes	Attorney IV / Special Investigator III / Legal Unit staff
	Total	**None**	**1 hour and 35 minutes**	

2. Request for Correction of Entries in School Record

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

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students with records in DepEd

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter (1 Original Copy)	Client
School records to be corrected - Diploma and Form 137 (1 Original Copy)	School
Certification or Indorsement fromthe School Head (1 Photocopy)	School
Certified true copy of the Certificate of Live Birth (1 Original)	PSA
Affidavit of Discrepancy (1 Original Copy)	Applicant (If minor, with assistance of parent/guardian)
Affidavit of two disinterested persons (1 Original Copy)	Affiants
Special Order of Graduation *(only required for graduates of private schools)* (1 Original Copy)	School
Proof of identity of requesting party (Valid ID with photo and signature) If representative, proof of identity with authorization letter from requesting party	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Receive the documents and route to Legal	None	10 minutes	Records Section
	1.2 Receive and evaluate the completeness of the requirements	None	10 minutes	Legal Unit Staff
	1.3 Prepare resolution and countersign	None	30 minutes	Legal Unit Staff
	1.4 Sign and approve the resolution	None	15 minutes	Regional Director
2.Receive resolution	2.1 Release signed resolution	None	5 minutes	Records Section
	Total	**None**	**1 hour and 10 minutes**	

D. National Educators Academy of the Philippines – Regional Office

1. Recognition of Professional Development Programs/Courses

All DepEd Central Office Bureaus, Services and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) may submit proposals for professional development programs or courses for Recognition during the period of call for submission as announced by NEAP.

Proposals of DepEd Central Office Bureaus, Services, and Units, Regional Offices, Schools Division Offices, and Authorized Learning Service Providers (LSPs) shall be submitted to the NEAP-CO. Proposals by Schools Division Offices shall be submitted to their respective NEAP-RO. *Note: Pursuant to DepEd Order no.1, s. 2020 dated January 23, 2020*

Office or Division:	National Educators Academy of the Philippines – Regional Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	Learning Service Providers (LSP)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Scanned Form R.1 PD CourseRecognition Application	NEAP-RO Drive
2. Soft copy of Learning Resources(Modules, Worksheets, Slide Deck)	Client (LSP)
3. Soft copy of Evaluation tools to measure the learning of the participants (Kirk Patrick'sModel - Level 2)	Client (LSP)
4. Soft copy of Feedback Form or end of theday evaluation (Kirk Patrick's Model - Level 1)	Client (LSP)
5. Scanned copy of CV/Resume of Resource Speakers or Learning Facilitator	Client (LSP)
6. Soft copy of Budget Estimate	Client (LSP)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form R.1 with the complete required attachments	1.1 Provide acknowledgement Letter to LSP that Form R.1 andrequirements are being checked for completeness. EPS II for NEAP RO Helpdesk will email within 2 days if the application has deficiencies. LSP repeats step 1. If complete, the application is forwarded to Recognition Evaluation Committee (REC)	None	10 minutes	EPS II forNEAP RO Helpdesk
	1.2 Check if Form R.1and attachments have deficiencies	None	24 hours	EPS II for Recognition

	1.3 Select and assign specific content/program design expert as members of REC	None	8 hours	EPS II for Recognition
2. Wait for the evaluation of the application	2.1 Evaluate Form R.1 with the complete attachments using Form R.2 Evaluation Form for Recognition	None	40 hours	REC
	2.2 Deliberate Form R.2	None	16 hours	REC
	2.3 Consolidate Form R.2 using Consolidation Form for Recognition	None		REC Head
	2.4 Forward Form R.4 to EPS II for Recognition	None		REC Head
	2.5 Prepare Memo with Form R.4 as an attachment	None	2 hours	EPS II for Recognition
	2.6 Check and validate the Memo with Form A.3	None	6 hours	SEPS for Program Recognition
	2.7 Validate and endorse Memo with Form R.4 as an attachment to Recognition Approval Committee (RAC)	None	5 hours	NEAP/ HRDD Chief
3. Wait for the approval of the evaluation results for the Application for Recognition.	3.1 Decide the evaluation results for the Application for Recognition. If unsuccessful on the first submission, repeat Step *Note: Only 2 resubmissions of an application shall be entertained.*	None	32 hours	ARD RD
	3.2 Prepare Certificate of Recognition (for successful applicants) or Notice (for unsuccessful applicants).	None	1 hour	EPS II for Recognition
	3.3 Sign Certificate of Recognition/Notice.	None	4 hours	ARD, RD NEAP/ HRDD Chief
4. Receive the Certificate of Recognition / Notice. If Notice received,wait for next Call for Recognition.	4.1 Send signed Certificate of Recognition/Notice.	None	10 minutes	EPS II for NEAP RO Helpdesk
	Total	**None**	**17 days, 2 hours, 20 minutes**	

E. Personnel Section

1. Acceptance of Employment Application (walk-in)

Individuals interested in applying for a position in DepEd may submit theirrequirements for evaluation.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Interested applicants to DepEd vacant positions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Application Letter addressed tothe Office of the Regional Director (1 Copy)	Applicant
2.Duly notarized Personal DataSheet (1 Original Copy)	CSC Website
3.Government Issued ID (1Photocopy)	Applicant
4.Authenticated Copy/Certified True Copy of Eligibility (1 OriginalCopy)	PRC
5.Transcript of Records (1 Photocopy of the latest)	School/s attended
6.Performance Ratings for the last3 semesters (1 Photocopy) *1 Performance Rating isequivalent to 6 months	Previous/Current employer
7.Certificate of Trainings and Seminars attended (1 Photocopy each)	Training provider/s
8.Documentation of Outstanding Accomplishments (1 Copy)	Applicant
9.Electronic-copy of requirementsin flash drive	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Stamp receive application documents andrelease receiving copy;advise that client will be contacted for further info	None	10 minutes	RecordsSection
	Total	**None**	**10 minutes**	

2. Acceptance of Employment Application (Online)

Individuals interested in applying for a position in DepEd may submit theirrequirements for evaluation.

Office or Division:	Personnel Section / Records Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Interested applicants to vacant DepEd positions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter addressed to the Office of the Regional Director (1 Copy)	Applicant
2. Duly notarized Personal DataSheet (1 Original Copy)	CSC Website
3. Government Issued ID (1Photocopy)	Applicant
4. Authenticated Copy/Certified True Copy of Eligibility (1 OriginalCopy)	PRC
5. Transcript of Records (1 Photocopy of the latest)	School/s attended
6. Performance Ratings for thelast 3 semesters (1 Photocopy) *1 Performance Rating isequivalent to 6 months	Previous/Current employer
7. Certificate of Trainings and Seminars attended (1 Photocopyeach)	Training provider/s
8. Documentation of Outstanding Accomplishments (1 Copy)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirementsto the email address indicated on the CSC publication	1.1 Acknowledgereceipt of email	None	10 minutes	AO V – Personnel Section or AO V - RecordsSection
	Total	**None**	**10 minutes**	

3. Issuance of Certificate of Last Payment (CLP)

This process is the issuance of clearance from money accountability and/or overpayment of salary to employees who separate from the service throughretirement, resignation, transfer, or death to ensure that the subject employee is cleared of money accountability or with overpayment of salary. This may also be requested by active teaching/ non-teaching personnel under Regional PayrollService (RPS) payroll for Transfer of Assignment/Station; in this case, the CLP indicates that personnel who availed this shall be deleted in the RPS.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Retirees, Transferees, Resigned Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement of the SchoolsDivision Superintendent (1 Original Copy)	DepEd Schools Division Office
2. Copy of the Latest Payslip (1 Original Copy)	
3. Clearance template from the SDO/School (2 Original Copies)	
4. Updated Service Record (1 Original Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the RecordsSection	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	ADAS/ Records Section Staff
	1.2 Evaluate the submitteddocuments: a. with salary overpayment – issue Payment Order Form b. without overpayment – process to step 3.1	None	20 minutes	Payroll Receiving
2. Proceed to the Cashier Section for payment	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Cashier Personnel
3. Submit OR to the Personnel Section	3.1 Prepare CLP	None	10 minutes	Payroll Personnel
	3.2 Review and initial the CLP	None	10 minutes	AO V/SAO
	3.3 Approve/sign the CLP	None	20 minutes	AOV/SAO/ CAO
4. Receive the signed clearance	4.1 Release the signed CLP	None	10 minutes	ADAS/ Records Unit
	Total	**None**	**1 hour and 30 minutes**	

F. Policy, Planning and Research Division

1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)

The School Identification (ID) Number is a unique and permanent six-digit number assigned to any educational institution offering basic education in the Philippines. To acquire a School ID, the institution must offer Kindergarten, Elementary, Junior High School, Senior High School and/or a combination of these education levels. The school must also secure approval from the DepEd Regional Office.

Office or Division:	Policy, Planning and Research Division (PPRD)
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Government (G2G)
Who may avail:	Public Schools, Private Schools, SUC/LUC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For New Schools: 1. Approved copy of permit/recognition of private schools or approved endorsementon the establishment of public school 2. Duly accomplished School Profile Form	Quality Assurance Division PPRD
B. For Adding or Updating of SHS Program Offering: 1. Letter of Approved AdditionalSenior High School Program Offering	QAD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. QAD to forward approved copy of permit/ recognition of private school of approved endorsement on establishment of public school/ copy of the approved letter for additional SHS Program Offering	1.1. Receive and check completeness of submitted documents and forward to the person in-charge	None	5 minutes	ADAS/ PPRD Staff
	1.2 Encode duly accomplished school profile form	None	10 minutes	PPRD Personnel In-charge of EBEIS
2. Proceed to the Cashier Section for payment	1.3 Generate the School ID by EBEIS system	None	5 minutes	
3. Submit OR to the Personnel Section	1.4 Inform the SDO thru the Planning Officer of newly created ID via email	None	5 minutes	
	1.5 Print hard copy for reference and filing	None	5 minutes	
	Total	**None**	**30 minutes**	

2. Request for Reversion

Even after end of school year that enrollment status of learners in a class/section has been finalized, updates can still be made for as long as the school level finalization has not been done. To revert the finalized status of a class, the School Head or School Representative Admin user shall click on the locked key and thenclick on “Reopen updating.” This action will enable updating of learner status that belongs to a certain class.

Office or Division:	Policy, Planning and Research Division
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Government (G2G)
Who may avail:	SDO and Private Schools

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Reversion Request from SDO (through EBEIS System)	Enhanced BasicEducation Information System (EBEIS)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. SDO to forward an online request for reversion tothe PPRD	1.1 Review request and determine if reason is valid: a. If valid, approve for reversion b. If not, disapprove request	None	25 minutes	ADAS/PPRD Staff in-charge of EBEIS
	1.2 Process valid request for reversion through EBEIS	None	5 minutes	PPRD Personnel In-charge of EBEIS
	1.3 Inform the SDO through the Planning Officer of the approval/disapproval of the request via email	None	10 minutes	
	1.4 Print hard copy for reference and filing	None	5 minutes	
	Total	**None**	**45 minutes**	

G. Public Affairs Unit

1. Public assistance (email)

The Department recognizes concerns and complaints of its clients for the improvement of its services. These can be submitted through the official email address of the Regional Office and through referrals from the Central Office and other government agencies such as the 8888 Citizens' Complaint Center and Civil Service Commission-Contact ng Bayan.

Office or Division:	Public Affairs Unit
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Reversion Request from SDO (through EBEIS System)	Enhanced BasicEducation Information System (EBEIS)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Send concern thru the official RO email address	1.1 Receive concern and forward to the ORD for referral to the concerned office	None	5 minutes	AO V, Records Section
	1.2 Review and forward to the concerned office	None	10 minutes	ORD
	1.3 Acknowledge email	None	10 minutes	Concerned office
	1.4 Act on the concern; Notify the client of the action taken or the status of the complaint or Endorse to the SDOs or concerned office/s, copy furnish the complainant, RO-PAU/Legal	None	30 minutes	ORD
2. Receive update / resolution	2.1 Release copy of resolution via email	None	10 minutes	Records Officer
	Total	**None**	**1 hour and 5 minutes**	

2. Public assistance (Hotline and Walk-in)

The Department recognizes the concerns and complaints of its clients for the improvement of its services. These can be submitted through the official hotline ofthe Regional Office and through personal submission at the walk-in facilities of theDepartment.

Office or Division:	Public Affairs Unit
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Visitor's slip for walk-in clients (1 original copy)	RO
Customer Feedback Form forwalk-in clients (1 original copy)	RO
Complete details of the concern, e.g. school's exact name and location, name and position of theperson/s involved, any documentary evidence, specific DepEd programs, projects, and/or activities needing further clarification	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Discuss the concern/s	1.1 Clarify details of the concern/s	None	10 minutes	Designated Officer of the Day / Week
	1.2 Assist or endorse the clientto the concerned RO division or section	None	10 minutes	Designated Officer of the Day / Week
2. Receive feedback on the concern and fill out the Customer Feedback Form	2.1 Notify the client of the action taken or the status of the complaint	None	10 minutes	Designated Officer of the Day / Week
	Total	**None**	**30 minutes**	

3. Standard Freedom of Information Request through Walk-In Facility and Mail

Freedom of Information (FOI) is a government mechanism which allows Filipino citizens to request any information about government transactions and operations, provided that it shall not put into jeopardy privacy and matters of national security. Any of the documents evidencing the level of academic completion or accomplishment of a learner which encompasses kindergarten, elementary, and secondary education as well as alternative learning systems for out-of-school learners and those with special needs may also be requested.

Office or Division:	Records Section / Public Affairs Unit
Classification:	Complex
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal request letter addressed tothe Regional Director (1 original copy)	Client
Filled-out Request for Action (RFA)Form	RO Records Section / PAU
Proof of identification (preferably Government-issued ID) or Authorization	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check Documents andStamp Received	None	30 minutes	Records Section / PAU
	1.2 Issue receiving copy to the requesting party	None	10 minutes	Designated Officer of the Day / Week
	1.3 Make initial evaluation of requested information for appropriate action. If publicly accessible, advise requesting party to access thereto. Otherwise, forward RFA to Regional Director	None	20 minutes	Designated Officer of the Day / Week
	1.4 Decide on the request	None	16 hours	RD
	1.5 Prepare requested information or letter of denial	None	24 hours	Concerned Office
	1.6 Submit documents for signature	None	30 minutes	Concerned Office
	1.7 Sign document/s	None	30 minutes	RD
Receive letter signed by RD	2.1 Release requested information / letter of denial	None	10 minutes	Records Section / PAU
	Total	**None**	**5 days, 2 hours, 10 minutes**	

H. Quality Assurance Division

1. Application for the Opening/Additional Offering of SHS Program for PrivateSchools

This service based on DM 4, s. 2014 requires private high schools that wish to offer senior high school (SHS) under the K to 12 Basic Education Program to apply for government permit by presenting their plans for the SHS which includes curriculum, instruction, personnel, and facilities. The application must be submitted with theendorsement from the Schools Division Superintendent to the Regional Director for approval.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Private Schools within the Region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter of application	Private School
2.Endorsement	
3.Curriculum Proposal, Justification of the need to offer new curriculum	
4.Drafted Curriculum with list of writers with CV and references	
5.Certification of Authenticity	
6.Division Validation Report signedby the Division Curriculum Inspection Team	
7.DepEd School ID	
8.Letter Request for Implementation of the SHSProgram	
9.Certification Signed by the SDS	
10.Implementation Plan for SHS Program covering five (5) yearsthat includes the following: • Current and projected enrollment for five (5) years bygrade level requirements for itspersonal service, maintenanceand others • Proposed budgetary operatingexpenses and capital outlay • Operational Plan regarding curriculum and instructional supervision of proposed SHS • School Site Development Planto include proposed school buildings, as needed	
11.Certification Signed by theSchool Head	
12.Inventory of LearningResources	
13.Updated Personal ServiceItemization and Plantilla of Personnel	
14.Updated Status Report	
15.Map of Proposed SHSClassrooms	
16.List of Prospective Enrollees in SHS	
17.List of Types of Establishments and Industries in theCommunity	
18.Results of Interval Assessmentsand Surveys	
19.List of Tracks and Strands to be Offered	
20.MOA executed between theSDS and the partner entity	
21.Immersion Deployment Plan	

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

1. Submit the complete school application documentsfrom SDO (hard copy or online)	1.1. Receive the application documents	None	10 minutes	ADAS
	1.2 Evaluate the documentary requirements If 100% compliant - Recommend toRIT for ocular inspection; No - Return the documentary requirements toSDO	None	40 hours	EPS
	1.4 Conduct online on-siteInspection/ Validation of facilities to those areas with internetconnectivity	None	40 hours	RIT
	1.5 Prepare inspection/ validation report and recommendation based on the findings ofthe on-site validation If 100% compliant - Proceed to preparation of government permit No - Notify SDOof found deficiencies	None	32 hours	RIT
	1.6 Submit the findings to theCES	None	5 minutes	EPS
	1.7 Review and check the findings; affix signature on the validation/ inspection report	None	4 hours	Chief Education Supervisor
	1.8 Prepare the government permit	None	16 hours	EPS
	1.9 Review and countersign	None	1 hour	Chief Education Supervisor
	1.10 Approve the governmentpermit	None	8 hours	RD
2. Receive approved proposed curriculum for SHS Offering	2.1. Record release the approved Government Permit	None	30 minutes	RecordsSection
	Total	**None**	**17 days, 5 hours, 45 minutes**	

2. Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools

This service requires Private Schools applying or not for increase tuition fee and other miscellaneous fees to submit application or updates to the regional office notlater than May 15 of every year. The application must be submitted with complete documentary requirements and updates endorsed by the Schools Division Superintendent to the Regional Director for approval.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school within the region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Documents (1 original copy per document):	
1. Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI/CHED/TESDA) registered name and address. (Mayor's Permit forLUC/SUC)	DepEd SDO
2. Letter of Intent addressed tothe Regional Director signedby the School Head/Administrator, indicating among others the school's intention not to increase the Tuition and Other School Fees (TOSF)	Client
3. Comparative Schedule of TOSF for current School Year (SY) with that of the previous SY indicating in both Peso (Php) and Percentage (%) the forms of increase. This should be done both by the school *With increase and No increase.* (Other school fees must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to RO – QAD	Client/DepEd SDO
4. Photocopy of the Government Permit/ Government Recognition	Client
5. Latest Certificate of Corporate Filing and Information from SEC/DTI/CHED/SUC/LUC/TESD	Client
6. Photocopy of the approved TOSF of previous school year or latest noted/approvedTOSF (with breakdown of fees attached)	Client
Action slip (1 original copy) Evaluation sheets (1 original copy)	DepEd SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete school application documents from the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	30 minutes	ADAS/ Records Officer
	1.2 Evaluate the documentary requirements	None	80 hours	EPS

	100% compliant Yes - Proceed with the preparation of TOSF and endorsement No - Return the application documents to concerned SDO			
	1.3. Prepare TOSF and Endorsement	None	24 hours	EPS
	1.4. Submit the TOSF and Endorsement to the ChiefEducation Supervisor	None	10 minutes	EPS
	1.5. Review and countersigndetails and computation	None	8 hours	CES
	1.6. Give the documents to ADAS	None	5 minutes	CES
	1.7. Encode in theData TrackingSystem, register in theoffice logbook and forward the document to ARD/RD for approval	None	30 minutes	ADAS
	1.8. Approve the TOSF and endorsement	None	8 hours	ARDRD
	1.9. Forward the approved documents to the RecordSection	None	15 minutes	ORD
2. Receive approved TOSF	2.1. Release of the approveddocuments	None	25 minutes	ADAS/ Records Officer
	Total	**None**	**15 days, 1 hours, and 55 minutes**	

3. Issuance of special orders for graduation of private school learners

This service requires Private Schools/Colleges and Technical-Vocational Institutions (TVIs) to submit applications for Special Orders (SO) of qualified Grade 12 learners through the Schools Division Office (SDO). This application will be processed by DepEd Regional Office and returned to the school through the SDO.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school within the Region with graduating students (Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Documents (1 originaleach document) • Indorsement Letter from the SDS • Letter of intent addressed to the Regional Director through Channel • Attestation of Documents per school signed by the SGOD Chiefand Schools Division Superintendent • Master list of Grade 12 learners qualified to graduate per section:track, strand, specialization	DepEd SDO
• SF 10 (Permanent Record) • Birth Certificate (NSO/PSA) • Approved Provisional Permit relative to specific school year ofSO application	Client
2. Generated SO Form from the SOcreator software in four (4) copieswith correct pagination	DepEd SDO
3. Action slip (1 original copy)	DepEd SDO
4. Evaluation sheets (1 original copy)	DepEd SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete school application documentsfrom the SDO through the online link/email	1.1. Receive the application documents from SDOs through the online link/email	None	10 minutes	ADAS/ RecordsOfficer
	1.2. Evaluate the documentary requirement 100% compliant - Proceed to the preparation of SpecialOrder No - Return the application documents to concerned SDO	None	80 hours	EPS
	1.3. Prepare the Special Order	None	24 hours	EPS

	1.4. Submit the Special Order to the Chief Education Supervisor	None	10 minutes	EPS
	1.5. Review the details and affix initial	None	30 minutes	CES
	1.6. Return the documents to ADAS	None	5 minutes	CES
	1.7. Encode in the Data Tracking System, register in the office log book and forwardthe document to the ARD/RD's office for approval	None	30 minutes	ADAS
	1.8. Approve the Special Order	None	8 hours	ARD RD
	1.9. Forward the approved documentsto the record section	None	15 minutes	ORD's staff
2.Receive the approvedSpecial Order	2.1. Release of the approved documents	None	25 minutes	Records Officer/ADAS
	Total	**None**	**14 days, 2 hours, 5 minutes**	

I. Records Section

1. Certification, Authentication, Verification (CAV)

This service refers to the certification, authentication and verification of school recordsof learners going abroad.

Office or Division:	Records
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Current and past learners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
High School/ ElementaryGraduates	
1. Student Permanent Record –Form 137 (1 original and 2 photocopies)	School attended
2. Certificate of Enrollment/Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)	School attended
4. Transmittal from School (1 original and 2 photocopies)	School attended
5. Special Order, *if graduate from Private Schools* (1 Original and2 photocopies certified by the School Head)	School attended
6. Latest passport size ID Pictures(2 copies)	Client
7. Documentary Stamp (2 copies)	Client
For Undergraduates:	
1. Indorsement from the School (1original and 2 photocopies)	School attended
2. Student Permanent Record –Form 137 (1 original and 2 photocopies)	School attended
3. Certification of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies)	School attended
4. Latest Passport sized ID picture (2 copies)	Client
5. Documentary Stamp (2 copies)	Client
For ALS/PEPT:	
1. Certification from Bureau of Education Assessment (BEA)(1 original and 2 photocopies)	Central Office - BEA
2. Report of Rating in the Accreditation and Equivalency (A&E) Test of Alternative Learning System (ALS) or Philippine Placement Test (PEPT) (1 original and 2 photocopies)	BEA/ SDO
3. Certification from Schools Division Office (1 original and 2photocopies)	SDO
4. Latest Passport sized IDpicture (2 copies)	Client
5. Documentary Stamp (2 copies)	Client
Additional requirements for representative:	
1. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Client / Authorized Representative
2. Valid Special Power of Attorney(SPA) for the	

authorized representative (1 original copy) 3. *For applicants residing outside the country* - Valid Special Power of Attorney (SPA) for theauthorized representative issued by the Philippine Embassy (1 original Copy) 4. Valid ID	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for and completely fill-out the CAV Application Form from the Records	1.1. Receive and check the completely filled out CAV application form and all supporting documents of the client. Review the completeness and verify authenticity ofdocuments	None	10 minutes	Records Section Staff/ ADAS
	1.2. Assign specific CAV number and print 2 copies of CAV certificates	None	5 minutes	Records Section Staff/ ADAS
2. Verify the accuracy ofthe data encoded to CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and` dry seal then presentit to the client for final verification	None (Documentary stamp is available at BIR offices)	5minutes	Records Section Staff/ ADAS
	2.2 Forward printed CAV to Records Officer/AO V for initial, CAO of Administrative Services for signature	None	15 minutes	Records Section Staff/ ADAS
3. Receive completed CAV documents	3.1 Scan CAV certificate and the attached Academic School Records, then seal CAV certificate and its attachments in a brown envelope with signatures on the opening and paste the DFA Authentication Section addresses at the back. Inform applicant to bring the sealed envelope to DFA for Apostille	None	10 minutes	Records Section Staff/ ADAS
	3.2 Send the scanned approved CAV through DFA official email with the following details: Nameof approved CAV applicant, CAV Control Number and Date Release	None	5 minutes	Records Section Staff/ ADAS
	Total	**None**	**50 minutes**	

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

Issuance of Requested Documents is provided to teaching, non-teaching personneland retirees whose documents were misplaced, lost, burned, or beyond recovery tobe used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Slip (1 Copy)	Records Unit
2. Letter request addressed to the Schools Division Superintendent signifying the purpose of therequest (1 original copy)	Requesting Person
3. Valid ID (Original ID and 1Photocopy)	Requesting person and/or AuthorizedPerson
4. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letterrequest	1.1. Receive and stamp the letter request and provide the client with requisition slip form	None	10 minutes	Records Section Staff/ADAS
2. Fill up the requisitionslip form	2.1. Receive the form and search the requested document	None	10 minutes	EPS
	2.2. Print or photocopythe requested document	None	10 minutes	EPS
	2.3. Once the document is obtained, Records Officer willreview and verify the document and certify true copy	None	15 minutes	Records Officer and/orAdmin Officer
3. Receive the requested document	3.1. Release the document to theclient	None	10 minutes	Records Section Staff/ADAS
	Total	**None**	**55 minutes**	

3. Issuance of Requested Documents (Non-CTC)

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

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip (1 Copy)	Records Unit
2. Valid ID (Original ID and 1Photocopy)	Requesting person and/or Authorized Person
3. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the requisitionslip form	1.1. Provide client the requisitionslip form	None	8 minutes	Records Section Staff/ADAS
	1.2. Receive theform and search the requested document	None	15 minutes	Records Section Staff/ADAS
2.Receive the requested document	2.1. Print and give the document tothe client	None	10 minutes	Records Section Staff/ADAS
	Total	**None**	**33 minutes**	

4. Receiving of Communications

This refers to the receiving of documents in general.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Government (G2G) Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communications addressed to the Regional Director	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit communications (letters,mail, endorseme nt, legal cases etc.) addressed to the Regional Director. If communication is hand carried, client receives the receivingcopy	1.1 Hard copy - Stamp receivedcommunications submitted	None	20 minutes	Records Section staff
	1.2 Input in the tracking system	None	10 minutes	Records Section staff
	1.3 Forward communicationsto the ORD	None	15 minutes	Records Section staff
	1.4 Route the communications	None	30 minutes	ORD
	1.5 Acknowledge communications	None		Concerned Office/Division/ Section/ Unit
	Total	**None**	**1 hour and 15 minutes**	

5. Receiving of Complaint

Any person who has a cause of action may file an administrative complaint againstteaching/ teaching related personnel and non-teaching personnel of the DepEd, compliant with the requirements under Sections 4 and 5 of DepEd Order No. 49 s.2006 or Revised Rules of Procedures of the Department of Education in Administrative Cases.

Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of the Formal Complaintunder oath containing a certification/statement on non-forum shopping (3 Copies and1 additional copy per additional person complained of)	Complainant
2. Certified True Copies of documentary evidence and affidavits of witness, if any (3 Copies + 1 copy per additional person complained of)	Complainant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and evaluate the formal requirements of a complaintpursuant to DO 49, s.2006 a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request client to sign the Walk-In Client Intake and Action Form b. Compliant: Request client to proceed to the Records Section for processing	None	20 minutes	Records Section staff
2. Receive copy of the complaint	2.1 Stamp receiptin the complaint and release it tothe client	None	5 minutes	Records Section staff
	Total	**None**	**25 minutes**	

6. Document Routing and Tracking using the Document Management System

The Document Management System (DMS) is the centralized document management system in the DepEd Central Office, which streamlined the routing and tracking process by replacing more than 50 individual systems. Only designated staff per office (including the Records Custodian) may register and access the DMS.

Office or Division:	Records Section			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	Units in the Central Office			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Complete document/s to be routed (soft and/or hard copy)			Proponent Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present complete documents Records Custodian / designated staff	1.1. Review the document/s provided and check for completion	None	2 minutes	Records Custodian / designated staff
	1.2 Log-on to the DMS and click “Add New Document” in the Dashboard	None	30 seconds	
	1.3 Fill out the fields completely: - Date and Time Received - Date of Document - Sender Governance Level - Subject - Document Type - Action	None	3 minutes	
	1.3 Attach/Upload the document/s to be routed (scanned or soft copy)	None	10 seconds	
	1.4 Add comments / instructions in the “Remarks” field	None	1 minute	
	1.5 Click on “Add New Document” again and “Yes” to save the uploaded document	None	10 seconds	
	1.6 Click “OK” to acknowledge that document should be saved (this will show a window with Document	None	10 seconds	

	Details, including the Document Code)			
	1.7 Click “Route Document” to start the routing process	None	10 seconds	Records Custodian / designated staff
	1.8 Fill out the fields completely: - Route To - Action - Remarks for Receiving Office	None	1 minute	
	1.9 Click “Route” and “Yes” to confirm the routing process	None	10 seconds	
	1.10 Click “OK” to acknowledge that document has been routed (upon completion, the transaction will show under the Document History)	None	10 seconds	
2. Keep the Document Code for tracking the document	2.1 Provide the Document Code to the client	None	30 seconds	
3. Provide the Document Code and request the status of document	3.1 Log-on to the DMS and click “Search Document”	None	30 seconds	Records Custodian / designated staff
	3.2 From the “Select Field” box, choose “Document Code” and type the document code from the client on the “Search Document” box and click Enter	None	30 seconds	
	3.3 Once the “Read Documents” window appears, click “View” to check on the transaction history	None	1 minute	
4. Receive information available	4.1 Provide the document status/transaction history to the client	None	1 minute	
	Total	**None**	**12 minutes**	

Regional Office

Internal Services

A. Office of the Regional Director

1. 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:

a. With pending administrative case;

b. Will retire within one year from the date of the foreign official travel;
c. Whose previous travel has not been liquidated and cleared;
d. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Regional Director (ORD)
Classification:	Simple / *Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization
One (1) original copy of Itinerary of Travel	
One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority[6], 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
One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client
One (1) copy of Estimated Travel Cost	
One (1) copy of Work and Financial Plan	Client's office
Optional requirements: If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client
For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas
For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON

[6] Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

		BE PAID	TIME	RESPONSIBLE
1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Admin Aide, Records Section
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Admin Assistant, Personnel
	1.3 Check documents for completeness and accuracy	None	3 hours	Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.5 Review and sign the Form and TA	None	4 hours	RD
	1.6 Return the documents to the Records Section	None	10 minutes	ORD
	1.7 Receive signed TA and other documents, forward to the Central Office	None	1 day	Admin Officer V, Records Section
	1.8 Receive and process request; return documents to ORD	None	5 days	Central Office
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	Administrative Assistant / Officer, Records Division
Submit post-travel report addressed to the Office of the Secretary[7]	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
	Total	**None**	**7 days**	

[7] 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 .

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.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office a. SDS, ASDS, ARD b. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices c. ARD – for RO Division Chief and below	1.1 Receive the documents and log on the database	None	10 minutes	Admin Aide, Records Section
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Admin Assistant, Personnel Section
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel	None	2 hours	Attorney IV, Legal Unit
	1.4 Receive documents	None	1 hour	Admin Assistant,

	and prepare TA for signature			Personnel Section
	1.5 Review documents for signature	None	2 hours	Admin Officer V / SAO, Personnel
	1.6 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.7 Review and sign the Form and TA	None	8 hours	RD
	1.8 Return the documents to the Records Section	None	10 minutes	ORD
	*For requests from the SDS, ASDS, and ARD: Check documents and forward to Central Office	None	*24 hours	Admin Officer V, Records Section
	*Receive and process request; return documents to OSDS	None	*40 hours	Central Office
Receive requested document from the Records Section	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Admin Officer V, Records Section
	Total	**None**	**2 days / *10 days for SDS, ASDS, ARD**	

Table of Recommending and Approving Authorities for Foreign (Official and Personal) Travel based on DO 046, s. 2022

Level	Office/Position	Official Foreign Travel		Personal Foreign Travel	
		Recommending Authority	*Approving Authority*	*Recommending Authority*	*Approving Authority*
Central Office	Undersecretaries and Assistant Secretaries	None	Secretary or her duly designated executive official	None	Usec (Chief of Staff)
Central Office	Bureau/Service Director, Executive Director	Usec/ASec concerned (highest executive of the strand)	Usec (Chief of Staff)	None	Usec/ASec concerned (highest executive of the strand)
Central Office	Division Chief and below	Bureau/Service Director concerned	Usec/ASec concerned (highest executive of the strand)	Bureau/Service Director concerned	Usec/ASec concerned (highest executive of the strand)
Central Office	Offices/Units/Staff Complement - OSEC	OSEC Head Executive Assistant (HEA) or Director concerned	Usec (Chief of Staff)	OSEC HEA or Director concerned	Usec (Chief of Staff)
Central Office	Offices/Units/Staff Complement - Office of the Usec/ASec	None	Usec/ASec concerned	None	Usec/ASec concerned (highest executive of the strand)
Regional Office	Regional Director (RD)	Usec for Governance and Field Operations	Usec (Chief of Staff)	None	Usec - Human Resource and Organizational Development
Regional Office	Assistant Regional Director (ARD)	Usec for Governance and Field Operations	Usec (Chief of Staff)	RD	Usec - Human Resource and
Regional Office	Division Chief and below	RD	Usec for Governance and Field Operations	ARD	RD
Schools Division Office	Schools Division Superintendent (SDS)	RD	Usec for Governance and Field Operations	RD	Usec - Human Resource and Organizational Development
Schools Division	Assistant Schools Division	RD	Usec for Governance and Field Operations	RD	Usec - Human Resource and
Schools Division Office	Division Chief and below, including Public Schools District Supervisors (PSDS)	SDS	Usec for Governance and Field Operations	SDS	RD
School	School Head	SDS	Usec for Governance and Field Operations	SDS	RD
School	Teaching and Non-Teaching Personnel	SDS	Usec for Governance and Field Operations	SDS	RD

B. Accounting Section

1. Certification as to Availability of Funds

Certificate as to Availability of Funds (CAF) refers to the certification made by the proper accounting official of the agency concerned that funds have been dulyappropriated/allotted for the purpose of entering into a contract involving expenditureof public funds and that the amount necessary to cover the proposed contract for thecurrent fiscal year is available for expenditure on account thereof, as verified by the Auditor concerned, pursuant to Section 86 of PD 1445.

Office or Division:	Finance Division - Accounting Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved WFP 3. Approved PR 4. Approved SupplementalPPMP/PPMP 5. Other supporting documentsvalidated by the Accounting Section 6. AR/ATC or AC 7. Approved Memo	Requesting Office/Unit and External Client
Notice of Award/Contracts(Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC	BAC Secretariat, Requesting Office/Unit andExternal Client
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 the complete documents	1.1 Receive the documents	None	5 minutes	Receiving Clerk/ ADAS
	1.2 Review and evaluate requirements	None	3 hours	Accounting Officer In-charge
	1.3 Forward to Budget for the preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	None	30 minutes	Budget Officer in-charge
	1.4 Receive request with certified ORS/BURS	None	10 minutes	AccountingOfficer In-charge
	1.5 Certify request as to availability of funds	None	10 minutes	RD
	1.6 Forward request,	None	10 minutes	Receiving Clerk/

	ORS/ BURS and supporting documents to BAC			ADAS
	Total	**None**	**4 hours and 5 minutes**	

2. Endorsement of Request for Cash Allocation from SDOs

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

Office or Division:	Finance Division – Accounting Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Schools Division Offices and Implementing SecondarySchools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter from the Schools Division Office – for Implementing Secondary Schools	SDO
2. Letter Request for Cash Allocation	Client
3. Monthly Disbursement Program (BED no. 3)	
4. Sub-ARO for current year accounts payable (certified true copy)	Client
5. Financial Accountability Report No. 3 for Prior YearsAccounts Payable	
6. Financial Accountability Report No. 1 for continuing appropriations – unobligated allotment	
7. Journal Entry Voucher for Stale checks	Legal unit with jurisdiction over the client
8. Schedule of TRA Issued fordifference between issued TRA and taxes withheld by DBM	International Cooperation Office / Client
9. Computation for Cash Deficiency	
10. Bank Certification for lapsed NCA	Servicing Bank
11. Other requirements as determined by the DBM	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete documents	1.1 Receive and review completeness of documents	None	35 minutes	Receiving Clerk/ ADAS
	1.2 Prepare endorsement letter	None	10 minutes	Budget Officer In-charge
	1.3 Review endorsement letter and supporting documents	None	10 minutes	AO V/ SAO
	1.4 Forward documents to Office of the Chief of Finance for initial on letter	None	10 minutes	ADAS CAO
	1.5 Forward documents to Office of ARD for initial	None	10 minutes	ADAS ARD
	1.6 Forward documents to ORD for approval and signature	None	10 minutes	ADAS RD
2. Receive letter	2.1 Release endorsement letter through Records	None	5 minutes	ADAS/ Records Section Staff
	Total	**None**	**1 hour and 30 minutes**	

C. Budget Section

1. Disbursement Updating

Process of Updating the Status of Disbursement

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Report of Checks Issued (RCI)	DepEd Cashiers Section
2.Report of Advice to DebitAccount Issued (RADAI)	DepEd Cashier Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and Submit RCI and RADAI to Finance Division	1.1.Receive RCIand RADAI from Cashier Section	None	3 minutes	Budget Officer I
	1.2. Post/Update payment on the disbursement details in the BMS	None	5 minutes	Budget Officer I
	Total	**None**	**8 minutes**	

2. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units

This refers to issuance of Sub-Allotment Release Order to Schools Division Offices (SDO) and Implementing Units (IU) for program support funds or for the implementation of Programs/Projects/Activities that Central Office (CO) have downloaded to the Regional Office (RO) for the SDOs and IUs.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Schools Division Offices and Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cash Allowance 1. Signed indorsement letter fromSDS (1 original and 1 photocopy) 2. Computation as to the amountrequested (1 original and 1 photocopy)	Requesting SDOs and Records Section
Master Teacher, Reclassification of Positions,Step-Increments, ERF 1. Signed indorsement letters from the SDS (1 original and 1 photocopy) 2. Certified true copy of Appointments (1 original and 1 photocopy) 3. Appointment details (1 originaland 1 photocopy) 4. Computation as to the amountrequested (1 original and 1 photocopy)	Requesting SDOs and Records Section
Other Sub-AROs issued by DepEd-CO for Downloading to SDOs 1. Memorandum (1 original and 1photocopy) 2. Approved Request to download (1 original and 1photocopy) 3. Breakdown/ Distribution List (1original and 1 photocopy) 4. Work and Financial Plan(WFP) (2 photocopies) 5. Sub – ARO from CentralOffice (1 original and 1 photocopy)	Requesting Office/ Program FocalPerson /DepEd Regional Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request to download funds with complete attachmentsto Finance Division	1.1 Received and record documents	None	3 minutes	Receiving Clerk/ ADAS
	1.2. Review completenes s of documents and verify availability	None	30 minutes	AO V/ Budget Officer III
	1.3. Prepare Sub-ARO	None	1 hour per SARO	Budget Officer I In-charge
	1.4. Prepare ORS, assign number, indicate fund	None	20 minutes	Budget Officer II In-charge

	source, fund code, and object code			
	1.5. Post to RAO thru BMS and initial in the Box B of ORS	None	10 minutes	Budget Officer II In-charge
	1.6. Sign allotment available in ORS and recommending of SARO issued	None	5 minutes	AO V/ Budget Officer III/ CAO of Finance Division
	1.7. Release to the Office ofthe Regional Director for approval of SARO	None	5 minutes	Releasing Clerk
	1.8 Sign andapproval of SARO	None	5 minutes	Director IV/ Director III
	2.1 Release signed SARO to SDO/IUs via email or for pick up by Liaison Officers	None	5 minutes	Budget Officer II In-charge
	Total	**None**	**2 hours and 23 minutes**	

3. Letter of Acceptance for Downloaded Funds

Letter of Acceptance is issued as a proof that the concerned office is willing to accept sub-allotment release order from Central/Region/Schools Division Offices.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Schools Division Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Memorandum	Requesting Office / Unit
2. Letter Request of acceptanc of the Functional Divisions	
3. List of Participants	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter request for acceptance with the Memorandum and list of participants	1.1 Receive andreview the request andits supporting documents	None	10 minutes	Receiving Clerk/ ADAS
	1.2 Prepare Letter of Acceptance	None	30 minutes	Budget OfficerIn-charge
	1.3 Forward to SAO and CAO for initialand signature	None	10 minutes	Budget Officer In-charge/ SAOand CAO
	1.4 Return to the requesting office	None	5 minutes	Receiving Clerk/ ADAS
	Total	**None**	**55 minutes**	

4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)

It is the fundamental law of budgeting and accounting that no disbursement shall be made without proper authorization. All claims chargeable against government funds need to be obligated first before payment and/or Purchase Order/contract can be doneor entered into. This is to make sure that an amount is allotted for the payment of suchexpense and/or contract.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Business (G2B)
Who may avail:	Internal and External Client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order (PO) 1. Accomplished Purchase Order 2. Approved PR 3. Approved SupplementalPPMP/PPMP 4. Other supporting documentsvalidated by the accounting section 5. AR/ATC or AC 6. Approved Memo	DepEd Asset Management Section, Requesting Office/Unit and External Client
Notice of Award (Bidding) 1. Signed Contract	BAC Secretariat
Various Claims (TEV, Supplies,Trainings with ORS and DV) 1. ORS and AccomplishedDV/Payroll 2. Supporting documents such as:Billing, Statement of Account, etc. 3. AR/ATC or AC 4. Approved Memo 5. Other supporting documents validated by the accountingsection	DepEd Asset Management Section, Requesting Office/Unit, End User or External Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requesting unit will submit the Obligation Request Status (ORS)with the complete attachmentsto Finance Division	1.1. Receive andrecord the documents	None	5 minutes per ORS	Receiving Clerk/ ADAS
	1.2. Review and verify documents and identify fund source and allotment availability of PPA	None	30 minutes per ORS	Budget OfficerIn-charge
	1.3. Assign ORSnumber, indicate fundsource, and Object of Expense Code	None	30 minutes per ORS	Budget OfficerIn-charge
	1.4. Encode in theRegistry	None	20 minutes per	Budget OfficerIn-

	of Allotment (RAO) thru BMS		ORS	charge
	1.5. Initial on the processed ORS box B	None	1 minute per ORS	Budget OfficerIn-charge
	1.6. Review and sign box B of ORS	None	10 minutes per ORS	AO V – Head of Budget Unit/ Chief Administrative Officer for Finance Division
	1.7. Forward to AccountingSection	None	2 minutes	Releasing Clerk/ ADAS
	Total	**None**	**1 hour and 38 minutes**	

5. Processing of Budget Utilization Request & Status (BURS)

The incurrence of budget utilization shall be made through the issuance of Budget Utilization Request and Status (BURS). The BURS shall be prepared by the Requesting/Originating Office supported by valid claim documents like DV, payroll, purchase/job order, itinerary of travel, etc.

Office or Division:	Finance Division - Budget Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)and Government to Business (G2B)
Who may avail:	Internal and External Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order (PO) 1. BURS 2. Accomplished Purchase Order 3. Approved WFP 4. Approved PR 5. Approved SupplementalPPMP/PPMP 6. Other supporting documentsvalidated by the accounting section 7. AR/ATC or AC 8. Approved Memo	Requesting Office/Unit and External Client
Notice of Award/Contracts(Bidding) 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC	BAC Secretariat, Requesting Office/Unit andExternal Client
Various Claims (TEV, Supplies,Trainings with ORS and DV) 1. BURS and AccomplishedDV/Payroll 2. Approved WFP 3. Supporting documents such as: Billing, Statement of Account, etc. 4. AR/ATC or AC 5. Approved Memo 6. Other supporting documentsvalidated by the accounting section	Requesting Office/Unit and External Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Disbursement Vouchers with complete supporting documents	1.1 Receive the pre-auditeddocuments from the Accounting Section	None	5 minutes per BURS	Receiving Clerk/ ADAS
	1.2 Check as to availability ofbudget	None	10 minutesper BURS	Budget Officer In-charge
	1.3 Prepare Budget Utilization Requests and Status (BURS)	None	10 minutes per BURS	Budget OfficerIn-charge
	1.4 Record and assign serial number to BURS	None	10 minutes per BURS	Budget OfficerIn-charge

	1.5 Forward to the CAO and certify charges to appropriation/allotment are necessary/lawful under his direct supervision and supporting documents valid, proper, and legal.	None	5 minutes per BURS	Chief Administrative Officer for Finance Division
	1.6 Receives BURS from CAO and certifies as to allotment available and obligate for the purpose/adjustment necessary as indicated	None	5 minutes per BURS	Budget OfficerIn-charge
	1.7 Retain original copies of BURS for recording in RBUD	None	10 minutes per BURS	Budget OfficerIn-charge
	1.8 Encode signed BURS to RBUD	None	10 minutes per BURS	Budget OfficerIn-charge
	1.9 Forward to Accounting Section	None	5 minutes	Releasing Clerk/ ADAS
	Total	**None**	**1 hour and 10 minutes**	

D. Cash Section

1. Handling of Cash Advances

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

Office or Division:	Cash Section
Classification:	Simple Transaction
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authority to Cash Advance (1Original Copy)	Accounting Office
2. Certification of No Unliquidated CAs from Accountant (1 Original Copy)	Respective office/bureau/service

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Request Authority to Cash Advance	None	10 minutes	Cashier
	1.2 Forward the request to Head of Office forapproval	None	5 minutes	Cash Personnel
	1.3 Receive the approved requestand complete the documentary requirements needed for Cash Advances	None	10 minutes	Cash Personnel
	1.4. Prepare ORS/DV	None	10 minutes	Cash Personnel
	1.5 Forward the ORS/DV tosignatories	None	10 minutes	Cash Personnel
	1.6. Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of No UnliquidatedCAs	None	10 minutes	Cash Personnel
	1.7. Prepare check/ACIC	None	10 minutes	Cash Personnel
	1.8. Review and Signthe check/ADA and ACIC	None	10 minutes	Cashier
	1.9. Forward check and ACIC to the Head of Office forsignature	None	10 minutes	Cash Personnel
	1.10. Sign the check/ADA andACIC	None	16 hours	Head ofOffice
	1.11. Cash Section receive the signed check and ACIC	None	10 minutes	Cash Personnel
	1.12. Submit the	None	1 hour	Cash Personnel

	ACIC to the bank/encode details to EMDS(on-line bankingfacility)			
	1.13. Encash for disbursement	None	1 hour	Cashier
2. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	2.1. Disburse the cash to the payees from the approved activitydesign	None	10 minutes	Cashier
	2.2. Segregate and prepare the cashfor each payee (payroll account)	None	1 hour	Cashier
	Total	**None**	**2 days, 4 hours, and 45 minutes**	

E. Human Resource and Development Division

1. Rewards and Recognition

Granting of Rewards and Recognition to Qualified Teaching and Non-TeachingPersonnel of DepEd.

Office or Division:	Human Resource and Development Division
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teaching and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Guidelines and Criteria	PRAISE Committee
2. Nomination Form	PRAISE/HRDD
3. Profile of the Applicant	Applicant
4. Indorsement of the Regional Director / SDS/School Principal	Principal/SDS/RD
5. Other Required Documents	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct meeting	None	4 hours	PRAISE Committee
	Prepare and Issue memo for the activity	None	1 hour	PRAISE Secretariat
1. Submit application	1.1 Accept and check the completeness of all the documents submitted for the different categories and transmit to PRAISE Secretariat	None	2 hours	Records
	1.2 Validate and evaluate applications	None	8 hours	PRAISE Committee
2. Receive notice and undergo the interview	2.1 Conduct field validation	None	16 hours	PRAISE Committee
	2.2 Convene and deliberate the results	None	8 hours	PRAISE Committee
3. Receive memo on the results of the Search and notice for the awarding ceremony	3.1 Prepare and issue memorandum for the awarding	None	1 hour	HRDD
	3.2 Prepare logistics for the awarding	None	16 hours	HRDD
4. Receive the award	4.1 Conduct the awarding	None	4 hours	HRDD
	Total	**None**	**7 days and 4 hours**	

F. Legal Unit

1. Processing of communication received through the Public Assistance Action Center (PAAC)

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

Office or Division:	Legal Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Anyone			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Email address			Client	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Email concern tothe Office of the Regional Director	1.1 Received and records incoming communication and forward to theLegal Unit	None	10 minutes	ADAS/ Office of the Regional Director
	1.2 Review the document/assign toLU staff to prepare/draft the necessary correspondence or document needed	None	5 hours	Atty. IV, SI,LA, ADAS
	1.3 Review and affix initial on the draft correspondence/ document	None	1 hour	Attorney IV
	1.4 Forward to the Office of the Regional Directorfor review and signature	None	10 minutes	ADAS/LU Staff
	1.5 Approve/sign the correspondence/ document	None	30 minutes	RD/ARD
	1.6 Release the signed document through the Records Section	None	10 minutes	ADAS/Records Unit Staff
	Total	**None**	**7 days**	

2. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case

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

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One (1) Copy of Request Letter for the issuance ofCertificate of No Pending Administrative Case specifically stating the purpose of the request	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of letter request via email or google link	1.1. Receive the request and forward for appropriate action	None	5 minutes	Receiving Clerk at Records Section
	1.2. Verify the name of the requestor fromthe database of pending cases	None	10 minutes	Legal UnitStaff
	1.3. Prepare certificate and countersign and forward to the head of Legal Unit	None	15 minutes	Legal UnitStaff
	1.4. Sign the certificate	None	5 minutes	Attorney IV
2. Receive the certificate	2.1 Certificate to be officially releasedfrom the RecordsSection	None	5 minutes	Records Staff
	Total	**None**	**40 minutes**	

G. Personnel Section

1. Application for Leave

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Personnel (for 3rd level officials and RO Employees)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. Form 6 (3 original copies) 2. Clearance Form (3 originalcopies) 3. Letter request, if needed (1original copy)	 Personnel Unit Personnel Unit Client
Sick Leave 1. Form 6 (3 original copies) 2. Medical Certificate (1 Copy) 3. Letter request, if needed (1original copy)	 Personnel Unit Client Client
Paternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1original copy) *Additional Requirements:* • Marriage Contract (1 photocopy) • Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)	 Personnel Unit Client Client
Maternity Leave 1. Form 6 (3 original copies) 2. Letter request, if needed (1original copy) *Additional Requirements:* • Special Order Form (3original copies) • Medical Certificate (1 Copy) • Clearance (3 originalcopies)	 Personnel Unit Client Front/ Information desk
Solo Parent Leave 1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies 2. Letter request, if needed (1 original copy) *Additional Requirements:* • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)	 CSC website/ Front/ Information desk DepEd employee DepEd employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the complete documentsto the	1.1. Receive andforward the acted CSC Form 6 for initial of the AO V	None	30 minutes	Adm. Aide IV/ Authorized Employee

Personnel Section				
	1.2. Forward the CSC Form 6 tothe CAO for Administrative Division for signature under 7.a	None	10 minutes	AO V
	1.3. Approve andsign the CSCform 6	None	15 minutes	CAO
2. Receive acopy of approved form 6	2.1. Release documents through the Records Section	None	30 minutes	AO V (Records Officer) / Authorized Employee
	Total	**None**	**1 hour and 25 minutes**	

2. Application for Retirement/Survivorship/Disability Benefit

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1st Indorsement from SDO (1 Copy)	DepEd Schools Division Office
2. Duly-Accomplished GSIS Application Form for Retirement/ Separation (1 Copy)	
3. Letter of Intent to retire approved bythe SDS/RO/Division Clearance (1 Copy)	
4.Updated Service Record (1 OriginalCopy)	
5. CSC prescribed clearance templatefrom School/ District/ Division/ Region (2 Original Copies)	
6.Certificate of Last Payment (2Original Copies)	
7. Clearance from Money Accountability or Overpayment of Salary (1 Original Copy)	
8. Certificate of no pending administrative case (SDO) (1 Original Copy)	
9. Ombudsman Clearance – *date of issuance must not later than 6 mos*. (1Original & 1Photocopy)	Office of the Ombudsman
10. SALN (1 Original Copy)	Client
11. In case of deceased retiree, thelegal heir/beneficiaries must submit the following (Authenticated Copy): • PSA Death Certificate • PSA Marriage Certificate • PSA Birth Certificate of children • Judicial or Extra Judicial Settlement of Estate (duly notarized):	
12. Endorsement from the Regional Office (1 Original Copy)	
13. 2nd Endorsement with enclosed complete required documents for GSIS Application for Retirement (1 Original Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required complete documents	1.1. Receive complete documents	None	15 minutes	ASD/ Personnel
	1.2. Review and checkthe requirements needed for retirement/separation from the Government Service	None	10 minutes	AO V
	1.3. Prepare 2nd	None	5 minutes	ASD/

	endorsement intended to theGSIS			Personnel
	1.4. Approve/Sign prepared indorsement by the authorized representative ofthe Regional Director	None	5 minutes	ASD Chiefand/or the authorized signatory ofthe GSIS
	1.5. Release the duly signed 2nd Endorsement intended for GSIS	None	5 minutes	ASD-Personnel/ Records
	Total	**None**	**40 minutes**	

3. Issuance of Certificate for Remittances

This document is needed as requirement for the loans of teaching and non-teaching personnel particularly the updated remittances of the agency.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Who may avail:	Active DepEd Teaching and Non-Teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter-request on the Certificate ofRemittances (1 original copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/Record Section Staff
	1.2 Assess and Evaluate the submitted document and prepare 3 copies of Certificate of Remittances, affixinitial	None	10 minutes	ADAS/AOV/SAO
	1.3 Forward to the Cashier Sectionfor signature	None	10 minutes	Head ofCashier Section
2. Receive 2 copies of Certificate of Remittances	2.1 Release the signed document	None	5 minutes	ADAS/Records Section Staff
	Total	**None**	**30 minutes**	

4. Issuance of Certificate of Employment and/or Service Record

Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provide a document history of a personnel's activities and accomplishments while serving as an employeeof the Department.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd RO Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Form (1 Original Copy)	Personnel

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request/Fill up request form	1.1. Prepare the requested Service Record/ Certification of Employment	None	1 hour	Adm. Aide IV/ Authorized Employee
	1.2. Approval of the RD / Authorized Representative	None	1 hour	RD/Authorized Representative
	Total	**None**	**2 hours**	

5. 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.

5.1 Issuance of Foreign Official Travel Authority

DepEd officials and employees may apply for travel authority for the 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:

a. With pending administrative case;
b. Will retire within one year from the date of the foreign official travel;
c. Whose previous travel has not been liquidated and cleared;

d. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division:	Office of the Regional Director (ORD)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD) • Division Chiefs and below in Regional Offices (RO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
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[8], 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: • TA signed by the Secretary • Clearance Certificate • Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas
For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Admin Aide, Records Section

[8] Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

	1.2 Receive documents and prepare TA for signature	None	5 minutes	Admin Assistant, Personnel
	1.3 Check documents for completeness and accuracy	None	3 hours	Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.6 Review and sign the Form and TA	None	4 hours	RD
	1.7 Return the documents to the Records Section	None	10 minutes	ORD
	1.8 Receive signed TA and other documents, forward to the Central Office	None	8 hours	Admin Officer V, Records Section
	1.9 Receive and process request; return documents to ORD	None	40 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	Administrative Assistant / Officer, Records Division
3. Submit post-travel report addressed to the Office of the Secretary[9]	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
	Total	**None**	**40 days and 2 hours**	

5.2 Issuance of Foreign Personal Travel Authority

[9] 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 .

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.

Office or Division:	Bureau of Human Resource and Organizational Development-Personnel Division (BHROD-PD)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Regional Directors • Requests recommended by the Office of the Regional Director (ORD) • Requests from the DepEd Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
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: For CO Division Chiefs and higher, a 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
For Study Leave (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 Records Division of DepEd	1.1 Check the documents received, process for release to the Personnel Division	None	15 minutes	Administrative Assistant / Officer, Records Division

CO a. Regional Directors ORD – for Schools Division Superintendents, Assistant Schools Division Superintendents, Assistant Regional Directors	(PD)			
	1.2 Receive documents from Records Division, log on the database.	None	5 minutes	Administrative Assistant, PD
	1.3 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, draft TA and forward to the applicable Approving Authority in DepEd CO. Otherwise, inform the client of discrepancies and wait for reply.	None	4 hours	Administrative Officer, PD
	1.4 Review and approve TA and return to PD.	None	32 hours	Designated Approving Authority in DepEd CO
	1.5 Receive approved TA, update the status of the request on the database, and release documents to the Records Division.	None	15 minutes	Administrative Assistant / Officer, PD
Receive requested document/s from the Records Division	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Administrative Assistant / Officer, Records Division
	Total	**None**	**4 days and 5 hours**	

6. Processing of Equivalent Record Form (ERF)

Equivalent Record Form is a document indicating educational preparation, training, teaching experience and extra-curricular activities for professional growth undertaken by teacher. It is one of the ways for the upgrading of positions of Teachers and for Head Teachers when there is no available position due to retirement or natural vacancy.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Teaching Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement from the SDS (1Original Copy)	SDO
2. Performance rating for one (1) rating period (1 original copy)	
3. Updated Service Record (1Original Copy)	Client
4. Letter of the requesting personnel (1 Original Copy)	
5. Transcript of Records – TOR (1 Original Copy and 2 certified true copies)	
6. Certificate of training from seminars attended (1 Originalcopy each)	
7. Sworn statement of the teacher in accordance with the provision of DepEd OrderNo. 2, s. 1962 (1 Original Copy)	
8. Latest Appointment (1 Original Copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents through courier or by SDO liaison officers to the RecordsSection	1.1 Stamp/Receivethe documentsand forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess andEvaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	ADAS/ Personnel Section Staff
	1.3 Forward to SAO, Admin Division for approval of ERF and initial on the transmittal letter	None	10 minutes	ADAS/SAO
	1.4 Forward thetransmittal letter of the ERF to be signed byCAO	None	10 minutes	CAO
	1.5 Forward thesigned documents toRecords Section for release	None	5 minutes	ADAS/ Records Section Staff
	Total	**None**	**50 minutes**	

7. Processing of Study Leave

Teaching Personnel

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

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

Non- Teaching Personnel

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

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Teaching and Non-Teaching Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement from the SDS (1 Original Copy)	SDO
2. Duly filled-up and signed CSCform 6 (1 Original Copy)	Client
3. Schedule of study leave (1 Original Copy)	Client
4. Study Leave Agreement/MOA (1Original Copy)	Client
5. For teachers – Certification without substitution (1 OriginalCopy)	SDO
6. Certificate of bonafide employee (1 Original copy)	SDO
7. Permit to Study (1 Original copy)	SDO
8. Performance Ratings (1 Originalcopy)	SDO
9. Medical Certificate – PhysicallyFit (1 Original copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents tothe Records Section	1.1 Stamp/Receivethe documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriateaction	None	20 minutes	ADAS/ PersonnelSection Staff/AOV
	1.3 Forward to Chief Administrative Officer, Admin. Division for initial	None	10 minutes	CAO
	1.4 Forward the documents toRD/ARD for approval or disapproval	None	10 minutes	RD/ARD
	1.5 Forward the signed documents to Records Sectionfor release	None	5 minutes	ADAS/ Records Section Staff
	Total	**None**	**50 minutes**	

8. Processing of Terminal Leave Benefits

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Personnel (Teaching, Non-Teaching, Related-Teaching) Permanent & Coterminous Appointments

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Endorsement of the Schools Division Superintendent (1Copy)	DepEd Schools Division Office/ DepEdRegional Office
2.GSIS Application for Retirement (1 Copy)	
3.Letter of Intent to retire approvedby the SDS/RO/Division Clearance (1 Copy)	
4.Updated Service Record (1 Original Copy)	
5.Certification of Sick and Vacation Leave Credits (1 Original Copy)	
6.GSIS Clearance (1 OriginalCopy)	
7.NOSI/NOSA (1 Copy)	
8.Employees leave card (1 Original and CTC)	
9.Terminal Leave computation (1Copy)	
10. Latest Appointment (1 Originaland CTC)	
11. CSC prescribed clearance template from School/District/Division/Region (2 Original Copies)	
12. Certificate of Last Payment (2 Original Copies)	
13. Certificate of no pending administrative case (SDO) (2Original Copies)	
14. In case of deceased retiree, thelegal heir/beneficiaries must submit the following (1 Authenticated Copy): • PSA Death Certificate • PSA Marriage Certificate • PSA Birth Certificate ofchildren • Judicial or Extra Judicial Settlement of Estate (dulynotarized)	
15. Certificate of Last day ofService	
16. Endorsement from the Regional Office (1 Copy)	DepEd Regional Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required compete documents	1.1. Receive thecomplete documents	None	1 hour	ASD/Personnel
	1.2. Review thesubmitted documents	None	20 minutes	ADAS/ PersonnelSection Staff/AOV
	1.3. Compute/ Assess the requirements needed for terminal leave benefits	None	10 minutes	CAO
	1.4. Prepare Memo, certification ofhighest	None	15 minutes	ASD/Personnel

	salaryreceived and terminal leavecomputation to Finance Division for payment			
	1.5. Forward to Finance Division the necessary documents	None	2 minutes	ASD/Personnel
	Total	**None**	**1 hour and 47 minutes**	

9. Request for Transfer from Another Region

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

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Active DepEd Teaching and Non-Teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Letter Request for transfer (1Original Copy)	From the concern employee
2.Indorsement of the School Principal (1 Original Copy)	School
3.Indorsement from the SDS (1Original Copy)	SDO
4.Indorsement from the RD (1Original Copy)	RO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1. Receive and forward to the Personnel Section for appropriate Action	None	5 minutes	Records Unit Staff
	1.2. Check completeness of documents and prepare indorsement addressed to the concerned Region	None	5 minutes	PersonnelSection - Admin Assistant/ Authorized employee
	1.3. Forward prepared indorsement to the CAO, Administrative Service for signature	None	5 minutes	AO V/SAO
	1.4. Approve and sign indorsement	None	5 minutes	ARD/RD
2.Receive requested document/s	2.1. Release document toclient	None	10 minutes	ADAS
	Total	**None**	**30 minutes**	

10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requestedby teaching/ non- teaching personnel who was fully paid or approved for GFAL. ThePersonnel-in-Charge for PLI will prepare a communication addressed to respective banks.

Office or Division:	Personnel Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Teaching and Non-Teaching Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-request for stoppage deletionof loans with valid/ justifiable reason/s (1 original copy)	Client
2. Photocopy of DepEd ID (3 copies)	Client
3. Latest Pay slip (1 Original and 2photocopies)	Client
4. Filled out deletion form with originalstamp from PLIs (1 Original and 2 photocopies)	Personnel Section
5. Certificate of No Obligations fromPLIs or Original Copy of Official Receipt (1 Original and 2 photocopies)	Client
Note: All Documents should be submitted on or before the 22nd of every month to be reflected in the next month payroll	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and evaluate the documents and take appropriate action	None	10 minutes	ADAS/ Personnel Section Staff
	1.3 Forward for initial/ signature *Note: Signatory varies depending on thegravity of request*.	None	10 minutes	ADAS/ CAO/RD
	1.4 Release the signed document through the Records Section	None	5 minutes	ADAS/ Records Section Staff
	Total	**None**	**30 minutes**	

H. Quality Assurance Division

1. Application for Establishment, Merging, Conversion, and Naming/ Renamingof Public Schools and Separation of Public Schools

Official Recognition for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools. This is open to Public Schools applying for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public-School Annexes in Basic Education.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	Public Schools within the Region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Establishment of Public Elementary/Secondary Schools	
1.Action slip (1 original copy)	DepEd SDO
2.Evaluation slip (1 original copy)	DepEd SDO
3. Application Documents (1 original copy each document) a. Indorsement Letter b. Letter request to open a school addressed to the SDS c. Feasibility study, duly recommended/endorsed by the SDS indicating thefollowing: (i) Justification on the need to establish aschool; (ii) Proposed Organizational Structure; (iii) School Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan;and (v) Proposed Budget/Budgetary Requirements (to cover the proposed school's crucial resources) d. Division Inspection Report signed by the SDS e. Sangguniang Bayan/ Panlungsod Resolution supporting the establishment of a school,duly approved by the Municipal/City Mayor, indicating therein the proposed name of the school f. List of prospective enrollees per grade level,indicating their names, ages, addresses and/or school where they are currently enroled g. Justification on the need for establishment of an MG school, if necessary h. Certification from the SDS that no private high school within the Municipality/ City is participating in the GASTPE Program of DepEd, or that GASTPE participating high school has reached its allocation or number of available slots or Justification by theSDS on the need to establish a public school to cater to the elementary school graduates/students who cannot afford to enroll in a private high school i. Map, preferably drawn toscale, showing the distances	DepEd SDO PTA or Barangay CouncilClient DepEd SDO Office of the Municipal/City Mayor Client Client DepEd SDO- Office of the SDS Client

of the existing schools within the catchment area of the proposed school, duly certified by the Municipal/City Engineer	
j. Certification that the proposed school is nor within 2-km radius (for rural areas) and 1 km radius (for urban areas)from any existing publicelementary/high school	Office of the Municipal/City Engineer
k. Justification by the SDS for the waiver on the 2 or 1 km radius requirement, if necessary	DepEd SDO – Office of the SDS
l. Any document such as butnot limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
m. Justification from SDS in case the required schoolsite cannot be met	DepEd SDO – Office of SDS
n. Clearance/permit stating that the proposed site isnot a high-risk area	Provincial Mines and Geosciences Bureau (MGB) and Department of Environment and Natural Resources (DENR) - Regional Office
o. School site development plan	Client
p. School building plan indicating the number and technical specifications of the classroom to be built	Client
q. School building design duly approved by DepEdEFD-AS	Client
r. School Building permit	Office of the Municipal/City Engineer
s. Bureau of Fire Protection Certificate	Bureau of Fire Protection
t. Inspection Report, in case classrooms are already constructed	SGOD – Facilities Section
u. Duly Notarized MOA by and between DepEd represented by SDS, and LGU, represented by the Municipal/City Mayor or Provincial Governor, as the case may be, where the LGU shall provide funds among others, the following: (i) construction of the new school building; (ii) procurement of educational facilities, furniture, textbooks and instructional materials; (iii)operation and maintenance for at least five (5) years or until such time when funds for the purpose are incorporated in the national budget; and (iv) salaries of teachingand non-teaching personnel, preferably atpar with national salary rates	Client
v. Sangguniang Bayan/ Panlalawigan/ Panglungsod's Resolution for the purpose	Office of the Sangguniang Bayan/Panlalawigan/ Panglungsod
w. Certification that the Division Office has sufficient fund to cover resulting expenses, if any	DepEd SDO – Office of the SDS
x. List of teaching and non- teaching personnel to be borrowed from the existing nearby school(s), duly identified by the respective Item Number per PSIPOP	Client

and name of school, if any	
B. Establishment of a Stand-Alone Senior High School (SHS)	
1. Action slip (1 original copy)	DepEd SDO
2. Evaluation slip (1 original copy)	DepEd SDO
3. Application Documents (1 original copy each document)	
a. Indorsement Letter	DepEd SDO
b. Letter request from interested parties addressed to the SDS or recommendation from the SDS to open a stand- alone SHS/ Justification onthe need to establishment of stand-alone SHS	PTA/Barangay Council/ DepEd SDO
c. Track(s), Strand(s) to beoffered as well as their respective number of prospective enrollees	Client
d. School Environment(environmental scanning/situational analysis)	Client
e. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Departmentof Labor and Employmentor the Municipal Planning Officer	Client/ Office of the Municipal/City Engineer
f. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer, and School Head concerned	Office of the SDS
g. Result of the internal assessment or survey done with the prospective enrollees	Client
h. List of tracks and strands to be offered, duly signedby the RD or SDS, Planning Officer, and School Head	Client
i. Accomplished SHS Site Appraisal Form (Annex E)	Client
j. SHS building plan indicating the number and technical specification of the classroom to be built	Client
k. SHS building permit	Office of the Municipal /City Engineer
l. Inspection Report, in case classrooms are already constructed	SGOD – Facilities Section
f. MOA executed betweenthe SDS and the partner entity enumerating the respective roles of both parties	Client
m. Immersion Deployment Plan	Client
C. Separation of School Annexes	
1. Application Documents (1 original copy each document)	
a. Indorsement Letter	DepEd SDO
b. Certification of DepEd School ID	SGOD – Planning Unit
c. Approval on the establishment of school annex	DepEd CO/RO
d. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the separationof the school annex, indicating the proposed name of the school	Office of the Municipal/City Mayor
e. Duly recommended/ endorsed request for separation of the school annex concerned	Client/ Office of the SDS and/or stakeholders
f. Feasibility study, indicating the following: (i) Justification on the need to separate a school annex; (ii) Proposed Organizational Structure; (iii) School	Client

Environment (environmental scanning/situational analysis); (iv) Proposed School Development Plan; and (v) Proposed Budget/Budgetary Requirements	
g. Duly signed Inventory of crucial resources to be transferred to the proposed school to be separated	Client & Mother School's Property Custodian
h. Duly notarized MOA regarding the separation of school annexes, drawn by and between the School Head of the mother schooland OIC/TIC of the school annex, indicating among others, the transfer of crucial resources to the proposed regular school, as follows: (i) Teaching and non-teaching items, pursuant to the existing DepEd-DBM staffing standards for school; (ii) Funds for Personnel Services based on the actual salaries of the school personnel (both teaching and non- teaching) to be transferred; (iii) Funds for Maintenance and Other Operating Expenses (MOOE); (iv) Facilities, furniture, equipment, and textbooks in all subject areas; and (v) Other funding requirements until such time that the school's funding requirement is integrated in the General Appropriations Act (GAA)	Client
i. Justification in case the required MOA (item "h") cannot be met	School Head/OSDS
j. Latest and updated PSIPOP including proposal for the items for Principal I and additional teachers and support personnel	Client
k. List of enrollees by gradelevel, duly signed by the School Head/OIC and attested by the SDS	School Head/ OIC and OSDS
l. Justification in case list of enrollees (item "k") by grade level cannot be met	Office of the SDS
m. Any document such as butnot limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificateof Title (OCT) or Transfer Certificate of Title (TCT) inthe name of DepEd, reflecting the size and boundaries of the school site	Client
n. Justification in case item"m" cannot be met	Office of the SDS
2. Action Slip (1 original copy)	DepEd SDO
3. Evaluation Slip (1 original copy)	DepEd SDO
D. Merging of Elementary/ Secondary Schools	
1. Application documents (1 original copy each)	
a. Indorsement Letter	DepEd SDO
b. DepEd School IDs of the schools to be merged	SGOD – Planning Unit
c. Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area of the proposed new school, duly certified by the Municipal/City Engineer andvalidated by the SDO	Client/Office of the Municipal/City Engineer/ SDO
d. Letter request addressed to the SDS on the proposed merging of schools	Client
e. Feasibility Study on the proposed merging of schools, duly endorsed by the SDS	Client & Office of the SDS
f. Proposed Schools' Implementation Plan, as merged,	Client

covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for its Personnel Services, MOOE,and Capital Outlay; (iii) Strategic Plan regarding the curriculum and instructional supervision of the proposed school; (iv) School Site Development Plan of the schools to be merged, including proposed school building, as needed	
g. Updated Status Report of the schools to be merged with regard to their existingcrucial resources	Client
h. Inventory of learning resources of both schools to be merged	Property Custodians of both schools to be merged
i. Inventory of PSIPOP of both schools to be merged	Client
j. Duly notarized MOA on merging schools, drawn up by and between the SDS and School Heads concerned indicating among others, the crucial resources for the proposed merged school	Client
k. Duly signed Designation of Order for the OIC/TIC of the merged schools	Office of the SDS
l. Duly approved Sangguniang Bayan/ Panlungsod Resolution supporting the merging of schools	Office of the Municipal/City Mayor
m. Certification from the LGU signed by the Municipal/City Mayor, as the case maybe, where the LGU shall continue to provide funds for the operation and maintenance of the merged school	Office of the Municipal/City Mayor
n. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of the school site	Client
2. Action Slip (1 original copy) 3. Evaluation Slip (1 original copy)	DepEd SDO DepEd SDO
E. Conversion of School	
1. Action slip (1 original and 1photocopy) 2. Evaluation slip (1 original and 1photocopy)	DepEd SDO
3a. Application Documents for **Non-Implementing Unit High School to Implementing Unit conversion** (1 original copy each document)	
a. DREC Evaluation Report	DepEd SD
b. School's latest and updated PSIPOP	Client
c. Approval of school's agency code by DBM	DBM
d. Designation documents duly signed by the School Head	School Head
e. Certificates of Training attended by the designated/appointed financial staff related to financial management	Client
f. Certification as to the capability of the school to comply with the submissionof financial oversight agencies such as COA, DBM, NEDA, House of Representatives, etc.	School Head
g. Copy of the current GAA where the appropriation for	Client

the school is reflected h. Enhanced Basic Education Information System (EBEIS) data on enrollment per grade level for the current school year i. Letter request addressed tothe SDO j. Endorsement letter from SDO to the Regional Office k. Endorsement letter from the RO to Central Office	Client School Head DepEd SDO – Office of the SDS DepEd RO – Office of the RD
3b. Application Documents for Elementary/ Secondary School(s) into an Integrated School (1 original copy each document) a. Indorsement Letter b. Evaluation Report for DREC c. DepEd School ID(s) d. Letter request for the conversion of school(s) into an IS addressed to SDS In case of expansion of existing school: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by the SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv) School Site Development Plan to include proposed schools' buildings, as needed • Certification signed by the School Head, duly attested by the SDS on the excess classrooms, tables, chairs and other resources to be used for the expansion of elementary or secondary school • Inventory of learning resources prepared by the School's Property Custodian, as validated by the SDO • Updated PSIPOP of other concerned school(s) • Updated Status Report with regard to school's existing crucial resources In case of merging or combination of existing elementary and secondary schools: • Feasibility study on the proposed expansion of school, duly recommended/endorsed by SDS • IS Implementation Plan covering five (5) years to include among others, the following: (i) Current and projected enrollment for 5 school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed IS; and (iv)School Site Development Plan to include proposed schools' buildings, as needed • Inventory of learning resources prepared by the	DepEd SDO – OSDS DepEd SDO Client Client Client Client School Head School Property Custodian Client Client Client Client

School's Property Custodian, as validated by the SDO • Updated PSIPOP of both schools to be integrated • Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO • Duly notarized MOA on merging or combination of schools, drawn up by and between School Heads of both schools indicating among others, the integration of crucial resources for proposed IS	School Property Custodian Client Client Client
f. In case of merging or combination of existing elementary and secondaryschools: • Feasibility study on the proposed expansion of school, duly recommended/endorsedby the SDS • IS Implementation Plan covering five (5) years to include among others, thefollowing: (i) Current and projected enrollment for 5school years, by grade level; (ii) Proposed budgetary requirements for Personnel Services, MOOE, and Capital Outlay; (iii) Operational Plan regarding curriculumand instructional supervision of the proposed IS; and (iv)School Site Development Plan to include proposed schools'buildings, as needed • Inventory of learning resources prepared by the School's Property Custodian, as validated bythe SDO • Updated PSIPOP of bothschools to be integrated • Map, preferably drawn to scale, showing the distances of the existing schools within the catchment area, duly certified by the Municipal/City Engineer and validated by the SDO • Duly notarized MOA on merging or combination of schools, drawn up by and between the School Heads of both schools indicating among others, the integration of crucial resources for proposed IS	 Client Client School Property Custodian Client Client Client
g. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school	Office of the Municipal/City Mayor
h. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal/City Mayor
i. Designation Order for the proposed School Head	Client
j. Transcript of Records, Certificates of Relevant Training, Service Record and Civil Service eligibility of the proposed School Head, duly certified by the Division Office's	SDO – Records Unit

Records Unit k. Justification by the SDS, in case the proposed School Head does not meet the Qualification Standards for the School Head item for secondary school l. Certification from the SDS as to the school assignment of the other School Head who will not be selected, in case both schools to be merged or combined are with existing School Heads	 Office of the SDS Office of the SDS
3c. Application Documents for High School to a Science School conversion: (1 original copy each document) a. Indorsement Letter b. Evaluation Report of DREC c. Certification of National Achievement Test (NAT) Results for the past 3 years d. Certification from the Organizers of International/National/Regional Mathematics and Science Competitions e. Current School Program, signed by the School Head and approved by the SDS f. Copy of curriculum guideand special science curriculum g. Certified true copies of theTranscript of Records of School Head h. Certified true copies of Certificate of Training in Science/Mathematics subject attended by the School Head i. Certified true copy of the Transcript Records of Science and Mathematicsteachers j. Copy of the PRC-LET Ratings of teachers indicating their field of specialization/concentration(I.e. mathematics, physical science, biological science, chemistry, general science,etc. k. Certified true copies of Certificate of Relevant Training attended by the Teachers (e.g. Certification Program or other related trainings for non-major math& science teachers) l. Updated School Profile m. Attested Certificate on theavailability of learning resources n. Validated Inventory oflearning resources o. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school(s) into an IS, indicating therein the proposed name of the school	 DepEd SDO DepEd SDO DepEd CO – BEA Client School Head/ Office of the SDS Client School Head School head Client Client Client Client School Head/Office of the SDS School Property Custodian Office of the Municipal/City Mayor
3d. Application Documents for High School to Technical-Vocational School conversion: (1 original copy each document) a. Indorsement Letter b. Evaluation Report from DREC	 Office of the SDS DepEd SDO

c. Letter of Intent of SH addressed to RD through SDS	Client
d. Current School Program signed by the School Head and approved by the SDS	Client
e. Copy of the Technical- Vocational Curriculum Guide (Competency-Based Curriculum) and special technical-vocational curriculum	Client
f. Approved from the Office of the Undersecretary for Programs and Projects on the technical-vocational course to be offered by the school, aligned with TESDA Training Regulations	Office of the Undersecretary for Programs and Projects
g. Certification of the technical-vocational course being offered: (I) is relevant to the needs of the community/local industry; (ii) has available localized curriculum in partnership with local industry/ies; and is based on specialization aligned with TESDA Training Regulation, for assessment and employment purposes	School Head
h. Notarized Feasibility Study, duly recommended by the SDS, indicating the following: (i) need to convert into a Technical-Vocational School; (ii) Current and projected enrollment for a period of five years; (iii) Demand to open a Technical- Vocational course; (iv) Organizational Structure; (v) School Development Plan; and (vi) Propose Budget/Budgetary Requirements	Client
i. Certified true copy of Transcript of Records of School Head	School Head
j. Certified true copy of National Certificate (NC) or higher certificate for th technical-vocational course attained by the School Head as issued by TESDA	School Head
k. Certified true copies of the Transcript of Records of Technical-Vocational Teacher	Client
l. Certified true copies of NC II or higher certificate issued by TESDA of Technical-Vocational Teachers on special technical-vocational skills	Client
m. Copies of PRC-LET Ratin of teachers indicating their field of specialization/concentration	Client
n. Updated Teacher's Profile	Client
o. Inventory of learning resources per specialization validated by the SDO	School Property Custodian
p. Certification that the relevant resources of the school are adequate, duly validated by the SDO	School Head
q. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school	Office of the Municipal/City Mayor
r. Certification from the LGU, where the LGU shall continue to provide funds for the operation and maintenance for at least 5 years or until such time that such funds are incorporated in the national budget	Office of the Municipal/City Mayor
s. Any document such as but not limited to Deed of Donation, Deed of Sale or Contract of Usufruct for 50 years executed in favor of DepEd; Original Certificate of Title (OCT) or Transfer Certificate of Title (TCT) in the name of DepEd, reflecting the size and boundaries of	Client

the school site t. Justification in case the required size of technical-vocational school site cannot be met	 Office of the SDS
3e. Application Documents for **Existing Elementary and JuniorHigh School into a Stand-AloneSenior High School**: (1 original copy each document)	
a. Indorsement Letter	DepEd SDO – Office of the SDS
b. Certification of DepEd School ID prepared by the Planning Unit	SGOD – Planning Unit
c. Letter request for Implementation of SHS program addressed to theSDS	Client
d. Certification signed by the SDS stating that no public SHS is offering the same track within the catchment are or Justification signed by the SDS, in case will offer the same SHS track	Client
e. Implementation Plan for SHS program covering five (5) years to including among others: (i) Current and projected enrollment for 5 years by grade level; (ii) Proposed budgetary requirements for Personnel Services, Maintenance and other Operating Expenses, and Capital Outlay; (iii) Operational Plan regarding curriculum and instructional supervision of the proposed SHS; and (iv) School Site Development Plan to include proposed building, as needed	Client
f. Certification signed by the School Head, duly attested by the SDS on the excess of classrooms, tables, chairs and other resources to be used in the implementation of SHS program	School Head
g. Inventory of learning resources prepared by the Property Custodian as validated by the SDO	School Property Custodian
h. Updated PSIPOP of the concerned school	Client
i. Map preferably drawn to scale, showing the vacant lot where the proposed SHS classrooms/school building are/will be constructed, duly certified by the Municipal City Engineer	Client
j. List of prospective enrollees in SHS per track and strand, indicating their names, Learner Reference Number (LRN), where applicable, age, addresses, school names, DepEd School ID Numbers where they are currently or previously enrolled or Justification signed by the SDS, in case the required minimum enrollment and/or number of tracks are not satisfied	Client
k. List and types of establishment and industries in the community, as attested by the Department of Trade and Industry, Department of Labor and Employment or the Municipal Planning Officer	Client/ Office of the Municipal Planning Officer
l. Certification from the SDS that the track (s) and strand (s) to be offered are aligned with the Local Development Plans, as evident in the list provided by the Municipal/City Mayor, and are decided upon by the Regional Director, SDS, Division Planning Officer,	Office of the SDS

and School Head concerned	
m. Result of the internal assessment or survey done with the prospective enrollees	Client
n. List of tracks and strands to be offered, duly signed by the RD or SDS, Planning Officer, and School Head	Client
o. MOA executed between the SDS and the partner entity enumerating the respective roles of both parties	Client
p. Immersion Deployment Plan	Client
q. Certification duly signed by the SDS on the compliance to the following conditions: (i) Learners are not denied access to elementary and JHS education as the result of the conversion; (ii) Prior consultation with both internal and external stakeholders are conducted for the purpose by the SDS and School Head of the concerned elementary or JHS; (iii) Health and safety of any learner is not compromised as a result of the conversion and subsequent transfer of elementary and/or JHS learners, taking into consideration the distance to be travelled to and from the new school site; and (iv) Affected school personnel shall not be displaced and demoted, and shall be transferred to the nearest school were the services are needed	Client
r. Duly approved Sangguniang Bayan/Panlungsod Resolution supporting the conversion of school, indicating therein the proposed name of the school	Office of the Municipal/City Mayor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SDO submit the pre-evaluated application documents of public schools	1.1 Stamp receiveand input in the Data Tracking System the application endorsed by the SDO	None	1 hour	Records Officer/ADAS
	1.2 Assign to EPS In-charge	None		CES
	1.3 Evaluate documentary requirement If 100% compliant - Recommend to RIT for ocular inspection No - Return documentary requirements to SDO	None	40 hours	EPS
	1.4 For 100% compliant applications -Conduct online (with internet connectivity) or on-site Inspection/ Validation of facilities	None	40 hours	RIT

	1.5 Prepare= inspection/ validation report and recommendation based on the findings ofthe on-site validation If 100% compliant - Proceed to preparation of endorsement/permit No - Notify SDO of deficiencies	None	32 hours	RIT
	1.6 Submit the findings to theCES	None	5 minutes	EPS
	1.7 Review and check the findings; Affixthe signature on the validation/ inspection report	None	4 hours	CES
	1.8 Prepare theapproval document	None	8 hours	ADAS
	1.9 Review andcountersign prepared document	None	4 hours	CES
	1.10 Approve endorsement/ permit for Establishment, Merging, Conversion, and Naming/ Renaming and Separation of Public Schools	None	8 hours	ARD RD
	Total	**None**	**17 days, 1 hour, and 5 minutes**	

Schools Division Offices

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 isa remedy for any student whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application indicating the entry/entriesto 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 9or 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 Officein order to prove the application	Requesting party
6. Authorization Letter or Special Power ofAttorney (if the application is filed by theperson other than the owner of the record	Requesting party
7. Data Privacy Consent Form	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1 Receives and records to DTSand/or logbook then forward toSDS for appropriate action	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2 Refers the documents to Legal Unit	None	10minutes	SDS
	1.3 Check the completeness ofall the requirements then	None	8 hours	Legal Unit personnel/ Legal Officer

	prepare theResolution for correction			
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will beissued by the SDS to the publicor private school to change the entries in the school records ofthe applicant. Then forward to Records Section for releasing of document.	None	8 hours	SDS/ SDS Staff
2. Receive a copy ofthe Order	2.1. Release a copy of the Order to the applicant and to the concernedschool	None	10 minutes	Records/ Releasing In-Charge/Admin Staff
	Total	**None**	**2 days and 35 minutes**	

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.

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Licensed Professional Teacher for PermanentPositions (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 easilyaccess the website	Applicant
2. Letter of Intent for teaching position (1 original)	
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)	Form from CSCWebsite/ 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 theLET/PBET (1 original)	PRC
6. Service Record/Certificate of Employment, performance rating, and school's clearance forthose with teaching experience (1 original)	SDO
7. Certified true copy of Transcript of Record (1Original 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 theSchool Screening Committee (1 original)	Applicant
11. Omnibus Certification of authenticity and veracityof 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	2.1. Receive and stamp and check completeness of the submitted	None	5 minutes	SchoolHead/

vacancy regular and/or natural) exists, and receive the receiving copy.	documents			
	2.2. Evaluate the documents submitted by the applicant/sfor authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copyof the result of pre- assessment atthe HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hardcopy of the result of Pre-assessment asreceived and forward to HR Office	None	5 minutes	Records Section Staff, SDO
	2.5. Receive the result of the pre- assessment and verify if theapplicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicanton the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
	Total	**None**	**1 day and 55 minutes**	

2. Acceptance of Employment Application for Initial Evaluation (Non-Teachingand Teaching-Related Positions both promotion and entry)

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

Office or Division:	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	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 thelatest 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 PRCprofessional 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), ifany	Applicant
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuantto 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, issuereceiving copy, and forward the documents to HR	None	5 minutes	Records Officer/ AAVI
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive acknowledgement 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 ofresult of initial evaluation via email	None	5 minutes	HRMO
	Total	**None**	**25 minutes**	

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 areneeded for Elementary& Non-Autonomous Secondary Schools

Office or Division:	Property and Supply Unit
Classification:	Complex
Type of Transaction:	G2G - Government To Government
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery receipts	Supplier
2. Inspection and Acceptance report/Property Transfer Report Requisition and Issuance Slip	Employee/ Property and Supply Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers the textbook and/or equipment together with the receipts	1.1. Receives textbooksand/or equipment from suppliers	None	8 hours	Property and Supply Personnel
	1.2. Checks the quantityof the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or PropertyTransfer Report of originating office	None	8 hours	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory CustodianSlip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	8 hours	
	1.5. Reviews and approves theICS/RIS	None	8 hours	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	8 hours	
	1.7. Preparation of	None	3 hours	

	distribution list and in coordination with district/schools			
2. Receive the textbooks and/or equipment by the recipientschools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	8 hours	
	Total	**None**	**6 hours and 6 minutes**	

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

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip (1 Copy)	Records Unit
2. Valid ID (Original ID and 1Photocopy)	Requesting person and/or Authorized Person
3. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisitionslip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with a valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forwardto the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1Prepare, printand give the document to the client	None	20 minutes	Administrative Staff (Records)
	Total	**None**	**30 minutes**	

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

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

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Slip (1 Copy)	Records Unit
2. Valid ID (Original ID and 1 Photocopy)	Requesting person and/or AuthorizedPerson
3. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slipform	1.1 Provide client the requisition slipform	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 locatesthe 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 verifythe 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 theclient	None	5 minutes	Administrative Staff (Records)
	Total	**None**	**45 minutes**	

3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed ofchildren 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.

Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools andALS/PEPT passers in the Division Level

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
High School/Elementary Graduates:	
1. CAV Form 2 – School Referral Form(SRF)	School Attended
2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2photocopies)	School attended
3. Diploma (1 Original and 2 certified truecopies certified by the School Head)	School attended
4. PSA Birth Certificate Copy (1 Original and2 photocopies)	Client
5. List of Graduates certified correct byauthorized official (1 original and 2 photocopies)	School attended
6. Latest passport size ID Pictures (2 copies)	Client
7. Valid ID	
8. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person and/or Authorized Person
9. Valid Special Power of Attorney (SPA) forthe authorized representative (1 original copy)	Requesting Person
Additional Requirement for Undergraduates:	
10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	School Attended
11. Transmittal (1 Original and 2 photocopiescertified by the School Head)	School Attended
Additional Requirements for Graduates fromprivate schools:	
12. Special Order (1 original and 2 photocopies certified by the School Head)	School Head
Graduate and undergraduate from publicschools:	
1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 originaland 2 photocopy)	School Attended (for CAV form 6)Division Office (for CAV form 14)
2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2photocopies)	School Attended/ BEA
3. Indorsement from School Division – CAVForm 13 (1 original and 2 photocopies)	Division Office

4. Diploma (1 Original and 2 certified truecopies certified by the School Head)	School Attended
5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certifiedtrue copies)	Division Office
6. PEPT Test Result Rating (1 original and2 certified true copies)	Division Office/BEA
7. PSA Birth Certificate Copy (1 Originaland 2 photocopies)	Client
8. Latest Passport size ID picture (2 copies)	Client
9. Documentary Stamp 2 pcs	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 documentsof 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 envelopeand paste the DFA Authentication section addressesat the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV	3.1 Inform client of steps to avoid	None	10 minutes	Administrative Staff (Records)

documents	tampering orforging any of the documents subject for the CAV.The DFAshall 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			
	Total	**None**	**1 hour and 5 minutes**	

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

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Official Communication	Records Unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit official communication/to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communicationand other documents to SDS	None	5 minutes	RecordsStaff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communicationsto the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communicationfor ministerial transaction*	None	16 hours	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
	Total	**None**	**2 days, 4 hours, 25 minutes**	

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

5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEdOrder 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.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Affidavit/Sworn Statement or Notarized Complaint in accordancewith Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. *Note: Pro-forma or template with regard to Complaint/Affidavitand Certificate of Non-Forum Shopping* 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 ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, asto its completeness.	None	10 minutes	Administrative Aide VI or Administrative OfficerIV (Records)
	1.2 Stamp received the documents and receiving copy with transaction number	None	3 minutes	
	1.3 Log the received document/s tothe Incoming Logbook.	None	5 minutes	
2. Receive the receiving copyfor reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative OfficerIV (Records)
	Total	**None**	**21 minutes**	

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

Administrative complaints may be filed for any of the grounds specified under DepEdOrder 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.

Office or Division	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
Classification:	Complex
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B) Entity
Who may avail:	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. *Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping* 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 ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, asto its completeness.	None	10 minutes	Administrative Aide VI or Administrative OfficerIV (Records)
	1.2 Stamp received the documents and receiving copy with transaction number	None	3 minutes	
	1.3 Log the received document/s tothe Incoming Logbook.	None	5 minutes	
2. Receivethe receivingcopy 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 OSDSfor 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 makenecessary notationand sign the routing slip.	None	8 hours	Schools Division Superintendent (OSDS)
	2.5.Forward to Legal Unit, for appropriate action.	None	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	8 hours	Attorney III/ Designated Legal Officer
	2.7.Forward to OSDS the initialed communication	None	8 hours	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)
	2.8 Log the document,with attachment/s to the appropriate logbook 2.9 Return signed communication to Legal Unit, for organization of documents	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.10 Arrange the documents to be forwarded to Records Unit.	None	20 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal

	2.11 Forward to Records Unit, for releasing		5 minutes	Officer
	2.12. Stamp Release the documents and arrange forservicing/ sending to addressee	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.13. Coordinate withthe Office/Agency and contact the client.	None	30 minutes	
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	3.1 Release the Communication 3.2 If there is a proof of service, serveand secure a signed Proof of Service.	None	5 minutes 10 minutes	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
	Total	**None**	**3 days, 2 hours, and 21 minutes**	

SAMPLE TEMPLATE FOR COMPLAINT

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

Date of Filing *(Petsa kailan ifinile)*: _____

COMPLAINANT *(Nagrereklamo)*

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)	CELPHONE NO. / o LANDLINE

ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)

VICTIM'S INFORMATION *(Biktima)* [Kung may biktima, maliban sa nagrereklamo]

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 *(Relasyon sa Nagrereklamo)* **(Pakilagyan ng Check (✓) ang angkop na sagot)**

_____ 1) **Father** (Ama)
_____ 2) **Mother** (Ina)
___ 3) **Others (iba pang relasyon)** _____

RESPONDENT'S INFORMATION *(Inirereklamo)*

NAME (Pangalan); **Middle Initial** (Inisyal ng Panggitnang Apelyido); **SURNAME** (Apelyido)

In case there are more than one respondent, please indicate details in the table
(Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye)

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.

ACCOUNT OF INCIDENT / MATTER COMPLAINED *(Kwento tungkol sa Ini-rereklamong Insidente)*

1. Basic details of Complaint *(Pangunahing detalye)*:

Date/s of Incident (Petsa/Mga petsa Kailan nangyari ang ini-rereklamo)	Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng inirereklamo)	Place of Incident (Saan nangyari ang inirereklamo)

2. Evidence for Complaint *(Ebidensya)*:

Do you have Witness/es to the matter complained of? *(Meron bang Naka-saksi/nakakita sa bagay na inirereklamo?)*

Pakilagyan ng Check (✓) ang angkop na sagot

___ Yes. ___ None.

Do you have supporting documents? *(Meron ka bang pansuportang dokumento?)*

___ Yes. ___ 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: _____
	COMPLAINT FORM		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)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
(ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN)

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

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOO 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 isyue 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 Opisinang 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____).

E. Curriculum Implementation Division

1. Accessing Available Learning Resources from LRMDS Portal

The LRMDS Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books - (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery – copyright-free illustrations and graphics for teachers and learners use
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Computer/Laptop and Internet Connection	Client
2. Active LRMDS Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders	LRMDS Portal (lrmds.deped.gov.ph) *(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to LRMDS Portal(New Account)	1.1 Access https://lrmds.deped.gov.ph	None	1 minute	Client
	1.2 Assist creation of LR Account Log-in to the LR Portal/ assist in technical issue	none	5 minutes	EPS- LR/PDO
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client
	2.2. Receive request for resetting of password	None	1 minute	EPS- LR/PDO
	2.3. Reset password in LRMDS Portal Dashboard	None	3 minutes	
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://lrmds.deped.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	PDO-LR
4. Click the Begin		None	3 minutes	Client

Quick Tour				
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the NavigationBar a. ResourcesMenu b. Filter Menu		None	1 minute	Client
7. Select from theList of the specific LRs needed	7.1 Provide LR Number code of the desired resources (uponrequest)	None	5 minutes	PDO/Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of theselect LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded bygiving comments on the Add New Comment box (Optional)		none	1 minute	Client
11. Sign-out of theLR Portal		None	1 minute	Client
	Total	**None**	**29 minutes**	

2. Borrowing of Learning Materials from Libraries

DepEd recognizes the rights of every teacher and learner to access available learningmaterials (LMs), thus the Library Circulation Services. All schools/districts/ SDOs withestablished libraries offer the library services.

Office or Division	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Students and Teaching Related Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request Form / Slip (1 Original Copy)	Client
2.Valid ID (1 Scanned/ Photocopy)	Client
3. Borrower's Form	Librarian
4. Returning Transaction Form	Librarian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (onlineor face to face)	1.1. Check accomplishedrequest form /slip and ID	None	2 minutes	Librarian/ Library Staff
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	Librarian/ Library Staff
	2.2. Send the (1) listof available LMs,(2) Borrower's Form, and (3)Returning Transaction Form	None	1 minute	Librarian/ Library Staff
3. Accomplish Borrower's and ReturningTransaction Forms	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	3.2. Check the completeness ofthe Forms	None	3 minutes	Librarian/ Library staff
	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	Librarian/ Library staff
4. Receive LM	4.1 Prepare and release the LM	None	5 minutes	Librarian/ Library staff
	4.2 Sign the Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	Total	**None**	**21 minutes**	

3. Alternative Learning System (ALS) Enrollment

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

Office or Division	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest 1x1 ID picture (2pcs.) with name tag	Client
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy	Client
3. Valid ID (Driver's License, PostalID, Voters ID) - 1 photocopy	Client
4. Functional Literacy Test (FLT)	CID
5. Assessment for Basic Literacy(ABL)	CID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (faceto face or online)	None	5 minutes	Curriculum Implementation personnel
	1.2. Conduct assessment/screening : ABLand FLT	None	3 hours	Instructional Managers/ALS MobileTeacher/ District ALS Coordinator/ EPS-II for ALS
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform scheduleof learning session	None	10 minutes	
	Total	**None**	**4 hours and 15 minutes**	

F. School Governance and Operation Division - 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.

Office or Division	Planning and Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Letter request address to SDS (1Original Copy, 1 Photocopy)			Client	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit Letter request address to SDS, attentionto Planning Officer through division official email	1.1. Receive and acknowledgethe letter request from the client thruwalk-in/email	None	10 minutes	Records Unit Personnel/ITO
	1.2. Forward letter of request tothe SDS	None	5 minutes	RecordsUnit/ITO
	1.3. Read and review request letterin consideration of the DPA/FOI	None	4 hours	SDS
	1.4. Receive the endorsed letter requestfrom 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	16 hours	Clerk/Planning Officer
	1.6. Prepare the transmittal letter and attachmentsto be signedby SDS then forward to Records Section	None	15 minutes	PlanningOfficer
2. Receive the necessary documents	2.1. Release the documents tothe client	None	2 minutes	RecordsOfficer
	Total	**None**	**2 days, 4 hours, 37 minutes**	

G. School Governance and Operation Division - 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 recognitionof operations of private schools.

Office or Division	School Management, Monitoring &Evaluation (SMM&E) Section
Classification:	Highly Technical
Type of Transaction:	Government to Citizen (G2C)Government to Business (G2B)
Who may avail:	Private Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Board Resolution: Must be certified bythe 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 thenature of Government Permit being applied for(being renewed), or statingintent for recognition	School applicant
1 copy of Articles of Incorporation and By-Laws duly registered with the Securityand Exchange Commission (SEC). (for new/recognition)	SEC
1 copy of Copy/ies of Transfer Certificateof Title of school sites (for New/Government Recognition)	School applicant
Documents of ownership of schoolbuilding(s) (for new/recognition)	School applicant
1 copy of Certificate of Occupancy signedby proper authorities (for new/recognition)	School applicant
1 copy of Class program of the classesoffered (for new/recognition)	School applicant
1 copy of Qualitative Evaluation Processing Sheet (for SHS application)	Provided by the EPS/In-charge of PrivateSchools
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 (fornew/recognition/renewal)	Provided by the SMM&E (In chargeof Private Schools
Endorsement from the Schools DivisionSuperintendent (for new/recognition/renewal)	Provided by the SMM&E (In charge ofPrivate Schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) forpre-validationpurposes thruRecords Section	1.1. Receive and record the documents thru DTS/ Logbook withassign tracking number, thenforward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive	None	10 minutes	SGOD

	documents bySGOD Chief and route to designated/in-charge for Private School			Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	40 hours	SMM&E (In chargeof Private School)/ Alternate focal
	1.4. Conduct onsite validation toschool applicant.	None	24 hours	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 andinspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer

				(if available)
3. Submit the lacking documents if any or complywith the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsementto Regional Office	None	8 hours	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature ofthe SDS for indorsement.	None	8 hours	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 ofapplication has been forwarded to RO	4.1. Inform the school applicant thatthe application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	Total	**None**	**10 days, 4 hours, 35 minutes**	

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 graduationof qualified Grade 12 learners.

Office or Division	SGOD - School Management, Monitoring andEvaluation
Classification:	Complex
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private school with graduating students (Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application documents (1 original and eachdocument) • Letter of intent addressed to the RegionalDirector thru the Schools Division Superintendent • List of Qualified Graduates (per tack/strand/specialization) • Accomplished Special Order Form • Original Form 137-A (SHS StudentPermanent Record) • Form IX (SHS Graduation Form) • Original Form 137-A (JHS StudentPermanent Record) • Birth Certificate (PSA)	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirementsto the SDO	1.1. Receive, stamp, and input in the Data TrackingSystem 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 requirementsand preparesIndorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of theSDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and release toRegional Office for their	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

	appropriate action			
	Total	**None**	**6 days and 30 minutes**	

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

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

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

Office or Division	SGOD - School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private school

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate / Recognition	
Application documents (1 original and eachdocument) • Letter of intent addressed to the RegionalDirector thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course - Demand for the graduates - Prospective learners - Existing schools offering one samecourse within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title ofthe school site • Location of school in relation to itsenvironment • Campus development and landscaping plans • Document(s) of Ownership of schoolbuilding(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding schoolyear approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • List of academic-non teaching personnel(registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, suppliesand materials (to be certified by the school head) • School bond • Copy of retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA • Proposed Curriculum • Proposed tuition and other school fees • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school	School Applicant

head) • Inspection and Application Fees	
B. SHS New Application or Additional Track/Strand	
Application documents (1 original of each documents) • Letter of intent addressed to the RegionalDirector thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year ofintended operation, SHS Curriculum for thetrack/s and strand/s to be offered) • Certificate of Recognition of any of the following: (a) Secondary Education Program –DepEd; (b) Training Program –TESDA; (c) Highest Education Program – CHED; (d) Others: FAAP recognize accrediting agencies,Asia Pacific Accreditation and Certification Commission (APACC) • Proposed Tuition and other fees • Proposed School Calendar • Proposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Numberof Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, andOthers) • Curriculum Offering: Academic, Tech-Voc,Arts and Design, Sports • Minimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary Services • 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 • 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	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary	1.1 Receive, stamp, and input in the Data	None	10 minutes	Admin Officer IV/ Admin Staff

requirements to the SDO	Tracking System the application from the school and forward to SGOD-SMME Section			(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 requirementsand preparesIndorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of theSDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and release toRegional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	Total	**None**	**6 days and 30 minutes**	

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 failedsubjects of learners.

Office or Division	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school with summer enrollees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application documents (1 original and eachdocument)	
• Letter of intent addressed to the Schools Division Superintendent	School Applicant
• School Calendar for Summer – 35days	School Applicant
• List of teachers who intent to teachduring summer classes	School Applicant
• General class program for summer	Teachers/School Applicant
• Tuition and other school fees	
• Tentative list of summer enrolleeswith learning areas to be taken written opposite each name	School Applicant
• A copy of the approved PTA/PTCA Resolution requesting the conduct ofsummer classes and stating the amount of fees the PTA/PTCA will contribute for each student.	PTA/PTCA
• Written consent of parents whose children will attend student summerclasses	Parents
• Post summer activities	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirementsto the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application fromthe school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin OfficerIV/ Admin Staff (Records)
	1.2.Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin OfficerIV/ 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 theSDS for the indorsement.	None	8 hours	SDS
	1.5.Refer to the Records Unit and	None	10 minutes	Admin OfficerIV/ Admin Staff

	release to Regional Officefor their appropriate action			(Records)
	Total	**None**	**6 days and 30 minutes**	

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.

Office or Division	School Management, Monitoring and Evaluation
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school with permit to operate/recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application documents (1 original and eachdocument)	
• Letter of intent addressed to the Schools Division Superintendent stating the intention to comply withthe provision of R.A. 6728 for the forthcoming school year	School Applicant
• Xerox copy of the latest approved tuition, miscellaneous & other schoolfees	School Applicant
• Comparative schedule of tuition, miscellaneous & 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.	School Applicant
• Copy of Government Permit to Operate/Recognition Certificate	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 fromthe 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 PrivateSchool	None	10 minutes	Admin OfficerIV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of theSDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin OfficerIV/ Admin Staff (Records)
	Total	**None**	**6 days and 30 minutes**	

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.

Office or Division	School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Any private school with recognition

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application documents (1 original and eachdocument)	
• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to complywith the provision of R.A. 6728 for the forthcoming school year;	School Applicant
• Xerox copy of the latest approved tuition, miscellaneous & other school fees;	School Applicant
• Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: Themiscellaneous and other fees should be itemized;	School Applicant
• Percentage of Increase of Tuition/Miscellaneous& other fees;	School Applicant
• Copy of Government Recognition Certificate; and	School Applicant
• 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):	School Applicant
a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.	School Applicant/PTA
b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous schoolyear	School Applicant
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 ofsample receipts of purchases and others.	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. 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	None	10 minutes	Admin Officer IV/

	documents to SGOD Chief and routes to designated/in-charge for Private School			Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for aprpival	None	40 hours	SMM&E (in charge of private school) / Alternate focal
	1.4. Secures the signature of theSDS for the indorsement.	None	8 hours	SDS
	1.5. Refers to the Records Unit and release toRegional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	Total	**None**	**6 days and 30 minutes**	

Schools Division Office

Internal Services

A. 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:

g. Highly relevant to basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
h. Essential to the effective performance of official/employee mandate of functions.
i. Projected expenses involve minimum expenditure or are not excessive.
j. Presence is critical to the outcome of the activity to be undertaken.
k. Absence from the permanent official station will not hamper the operational efficiency of the office.
l. 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:

d. 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;
e. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
f. 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:

a. With pending administrative case;
b. Will retire within one year from the date of the foreign official travel;

c. Whose previous travel has not been liquidated and cleared;
d. Who has not yet complied with reporting requirement/s for any previous travel.

Office or Division	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)	Annex A, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
One (1) original copy of the signed invitation addressed to the requesting party	Inviting foreign government/institution or international agency/organization
One (1) original copy of Itinerary of Travel	
One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority[10], 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
One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client
One (1) copy of Estimated Travel Cost	
One (1) copy of Work and Financial Plan	Client's office
Optional requirements: If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client
For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker	Office of the Secretary Regional Office Commission on Filipino Overseas
For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary

[10] Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

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
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
Submit post-travel report addressed to the Office of the Secretary[11]	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Records Unit
	Total	**None**	**7 days**	

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

[11] 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 .

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.

Office or Division	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • Requests from schools as recommended by the School Head • School Heads • Requests from Division Chiefs and below, including Public Schools District Supervisors (PSDS), in Schools Division Offices (SDOs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) original copy of filled out Travel Authority for Personal Travel Form with supporting documents (see below)	Annex D, DO 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
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. 1Submit complete requirements to the SDO a. School Head b. Office of the School Head – for Teaching	1.1 Receive the documents and log on the database, route to Personnel Unit	None	10 minutes	Records Unit

and Non-Teaching Personnel in Schools c. Division Chiefs and below, including PSDS in SDOs				
	1.2 Check documents for completeness and accuracy. If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Personnel Unit
	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	8 hours	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	16 hours	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
	Total	**None**	**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.

Office or Division	Budget Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. ORS (1 Original Copies, 2 Photocopy)	Accounting Unit
2. Disbursement Voucher (1 OriginalCopies, 2 Photocopy)	Accounting Unit
Purchase Orders (pre-audited)	
1. AR/ATC (1 Original Copies, 2Photocopy)	Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
Biddings	
1. Notice of Award (1 OriginalCopies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 OriginalCopies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for Travels	
1. Approved Travel Order (1 OriginalCopies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. AR/ATC (1 Original Copies, 2Photocopy)	
Reimbursement of Travels	
1. Approved Travel Order (1 OriginalCopies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies,2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)	Requesting Unit
5. Certification of Travel Completed(1 Original Copies, 2 Photocopy)	Requesting Unit
6. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for school MOOE	
1. Purpose of cash advance (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Letter request (1 Original Copies, 2 Photocopy)	Requesting Unit
3. WFP (1 Original Copies, 2Photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward tobudget	1.1. Receive the documents fromthe requesting party	None	2 minutes	ADAS
	1.2. Review, analyze	None	5 minutes	ADAS/Budget

	and verify the documents			Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entriesin 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 onthe existence of available appropriation (Box B)	None	5 minutes	Budget Officer III
	1.7. Certification by the Head of the Requesting Office or his authorized representative onthe necessity andlegality of charges to the appropriation/allo tment under his/her direct supervision (Box A)	None	5 minutes	RequestingParty
	1.8. Forward to AccountingDivision	None	3 minutes	ADAS I
	Total	**None**	**30 minutes**	

2. Posting/Updating of Disbursement

Updating of status of disbursement requests

Office or Division	Budget Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Learners

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

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the required reports (RCIand RADAI)	1.1. Receive the reports	None	3 minutes	Receiving personnel
	1.2. Encode/postthe data on the BMS	None	5 minutes	Budget officer/ADAS
	Total	**None**	**8 minutes**	

C. Cash Unit

1. Handling of Cash Advances

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

Office or Division	Cash unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authority to Cash Advance (1 Original Copy)	Accounting Unit
2. Certification of No Liquidated CA's	Respective office/bureau/service
3. Documentary requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification ofNo Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification ofNo Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Officefor Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advancs	2.1 Sign the documentary requirements needed for CashAdvance	None	15 minutes	Head of Office
3. Prepare DV and ORS andattached documentary requirementsneeded for Cash Advances	3.1 Forward the ORS/DV to signatories	None	8 hours	Records
	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review andsignature	None	20 minutes	Accountant
	3.5 Prepare Advice of	None	30 minutes	Cash Personnel

	Check Issued and Cancelled (ACIC)			
	3.6 Review the ADA details againstACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL andACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Headof Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL andACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	Total	**None**	**1 day and 6 hours**	

C. 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 theregular 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.

Office or Division	ICT Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	SDO Personnel, School-based Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ICT Technical Assistance Form	ICT Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplishedICT technical assistance form	1.1. Stamping “Received”on the document	None	1 minute	RecordsSection
	1.2. Transmittingthe stamped document tothe ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the documentand interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password ofclient account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICTUnit
2. Checking ofemail sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, returnto sender. Ifclient has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password ofclient account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
	Total	**None**	**32 minutes**	

2. Troubleshooting of ICT Equipment

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

Office or Division	ICT Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	SDO Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
ICT Technical Assistance Form	ICT Unit

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submission of accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	RecordsSection
	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 minutesto an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting isnot possible to finish within the day, give recommendation to the client fornext step	None	1 hour	Client and ICTUnit
	1.7. Give recommendation to the client onwhat to do	None	15 minutes	ICT Unit
	1.8. Return the equipment to client	None	5 minutes	ICT Unit
	Total	**None**	**2 hours and 7 minutes**	

3. Uploading of Publications

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

Office or Division	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Uploading of PublicationsRequest Sheet 2. Request Sheet – Certification ofPublished Article/s	ICT Unit
3. Request Sheet 4. Announcements 5. Articles	Records Unit
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed	Bids and Awards Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the RequestSheet	1.1 Give the Request Sheetand receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s tobe uploaded	None	2minutes	
	1.4 Scan the document/s toPDF format	None	5 minutes	
	1.5 Upload the document/s onthe website or Workplace	None	5 minutes	
	Total	**None**	**16 minutes**	

D. Legal Unit

1. Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has nopending 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.

Office or Division	Legal Services Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Clients

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Review and check requirement/s & verify from the list offormally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at thelog sheet provided if issued a certification	2.1 If employee does nothave a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee thathe/she will be cleared after case has been resolved orsanction has been completed	None	5 minutes	
3. Receive action document/s.	3.1 Release action document / Sign Division Clearance	None	5 minutes	
	Total	**None**	**15 minutes**	

E. 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.

Office or Division	Personnel Unit
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	Deped Licensed Public School Teachers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter signed by Principal/ Immediate Supervisor (3Original 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 –(1Original 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 yeras (1 Original 4 Photocopy	Applicant
11. Latest Performance Rating (1 Original 4 Photocopy)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1 Receive and check for the completenessof the submitted ERF requirements	None	15 minutes	Personnel Unit HRMO
	1.2 Process ERF application and attached necessarydocuments	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 Endorsementof the ERF to Regional Office	2.1 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
	Total	**None**	**1 hour and 50 minutes**	

2. Application for Leave

Leave of absence, for any person other than serious illness of an officer or employeeor 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.

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation Leave 1. CSC Form 6 (3 original copies) 2. Clearance Form, only if traveling abroad, or if traveling local for morethan 15 days (4 original copies) 3. Letter request, if necessary (1original copy)	Personnel Unit Client
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5days sick leave (1 Copy) 3. Letter request, if necessary (1original copy)	Personnel UnitClient Client
Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1original copy) *Additional Requirements:* • Marriage Contract (1 photocopy) • Birth Certificate of Child or MedicalCertificate of Wife if Miscarriage (1 photocopy)	Personnel Unit Client Client
Maternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1original copy) *Additional Requirements:* • Special Order Form (3 originalcopies) • Medical Certificate (1 Copy) • Clearance (4 original copies)	Personnel Unit Client Front/ Information desk
Solo Parent Leave 1. CSC Form No. 6 (Revised 1995)Application for Leave (3 original copies) 2. Letter request, if necessary (1original copy) *Additional Requirements:* • Birth Certificate of Child (1photocopy) • Photocopy of Solo Parent ID (1photocopy)	CSC website/ Front/ Information desk Client Client
Special Privilege Leave CS Form 6 (3 original copies)	Personnel Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete	1.1. Receive thecomplete	None	10 minutes	Records Section -

documentary requirements within the prescribed timeline from the concerned office	documents			Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete documentto the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriateaction	None	30 minutes	PersonnelUnit
	1.5. Forward to the Office of the SDS for Approval	None	0 minutes	PersonnelUnit
	1.6. Approve Form 6 and forward to thePersonnel Section	None	30 minutes	Records Section - Person incharge
	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	
	Total	**None**	**3 hours and 55 minutes**	

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.

Office or Division	Personnel Unit
Classification:	Complex
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees that reached the retiring age requirement

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Retirement (1Copy)	DepEd Schools Division Office
2.Service Record (1 OriginalCopy)	
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)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirementsfor Retirement to Records Unit	1.1. Receive complete documents from Records Unit checkedby District Human Resource Management Officer	None	30 minutes	Human Resource Unit -Person in charge
	1.2. Check and verify the completenessof the documents	None	30 minutes	Human Resource Unit -Person in charge
	1.3. Inform the concerned person if the requirementsare incomplete	None	8 hours	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 toSDS office forsignature andODC for release in theRegional Office	None	16 hours	Human Resource Unit -Person in charge
	1.6. Indorse the application forretirement to the Regional Office	None	16 hours	Human Resource Unit -Person in charge
	Total	**None**	**5 days and 1 hour**	

4. Issuance of Certificate of Employment

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

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employee/ Former Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Data sheet request form (1Copy)	Front Desk/Information
2. Letter request (for those personnel no longer connectedin the Division)	Client
3. Identification Card (1 Original copy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Data Sheet Request form with other required documents with attachedpay slip	1.1. Receive andforward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documentssubmitted	None	5 minutes	Human Resource UnitConcern
	1.3. Prepare andsign Certificate ofEmployment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employmentto Client	None	2 minutes	Front Desk/ Information
	Total	**None**	**14 minutes**	

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.

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Accomplished Transaction/Request Form (2copies)	Personnel/ Records
2.Previous copy of ServiceRecord from previous employment (2 copies)	Client
3.Latest payroll slip (1 photocopy)	RPSU thru Cashiering Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Transaction/ Request Form	1.1. Receive andreview 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 documentsfrom file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Releaserecord	None		
	Total	**None**	**30 minutes – 2 days**	

6. Loan Approval and Verification

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

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd SDO employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For GSIS Loans 1. Recent Pay slip (one (1) photocopy) 2. Certificate of No Pending Case (one (1) originalcopy) 3. Certificate of No Leave of absence without pay forthe next six (6) months (1 original 1 photocopy) **For online transaction:** 4. Submit request at email address of the SDOSubject: **Approval of GSIS Loan**	Requesting Entity Legal Unit School Head
For Private Lending Institutions: 5. Last three (3) months' pay slip (one (1) original copy) 6. Latest Appointment (one (1) photocopy) DepEdEmail address	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 throughe-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	
	Total	**None**	**55 minutes**	

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.

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	New entrants SDO employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Acknowledgement of published Items (1photocopy)	Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
3. Checklist of Common Requirements (1original)	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. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
8. Certificate of Assumption to Duty –CSForm No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
9. Clearance-CS Form 7 (3 original, 1photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBM-CSCForm 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 Reportof Candidate (3 photocopy) - except forReappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) – Personal Data Sheet (3 original)	Appointee
14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School
16. Authenticated copy of PRC Board rating/CSC Eligibility (1 original, 2 photocopy) –except for Reappointment as Provisional	PRC or CSC
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) – except for Reappointment as Provisional	PRC
18. Latest Approved Appointment (3 photocopy) –except for Original andreemployment	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	Accredited Health Care

photocopy) -except for promotion, reappointment and transfer	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 (3photocopy) - 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 Appointmentpaper (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 Acknowledgement ofpublished items	None	30 minutes	
	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 fundsfor 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/herappointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
	Total	**None**	**1 hour and 15 minutes**	

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.

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request (1 original copy)	Concerned Retiree
2. Service Record (1 original copy)	Personnel Unit
3. GSIS Retirement Voucher (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 LeaveCredits by the Division Personnel Officer- (1 original copy)	Personnel Unit
9. Certified Copies of Leave Cards-(1 original copy)	Personnel Unit
10. Certification of Leave Credits Earned- (1 original copy)	Personnel Unit
11. Fiscal Clearance (1 OriginalCopy)	
For deceased employee:	
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) (1photocopy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirementswithin the prescribed timeline fromthe concerned office	1.1. Receive thecomplete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to thePersonnel for appropriate action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document andprovide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDSfor Approval	None	20 minutes	Personnel Section -

				Person incharge
	1.6. Approve Form 6and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person-In-Charge
	1.7. Forward the approved Form 6to 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 incharge
	Total	**None**	**3 hours and 15 minutes**	

9. Request for Correction of Name and Change of Status

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

Office or Division	Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd SDO employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. BIR Form 1905 (duly received byBIR) and PSA Marriage Certificate (for Change of Status). (1 original and 1photocopy)	Employee/ BIR
2. PSA Birth Certificate (for Correction of Name) (1 originaland 1 photocopy)	Employee/ PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive andcheck the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation ofupdates and submission of attachments toDeped Region Office	None	8 hours	
	Total	**None**	**1 day and 3 minutes**	

F. 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.

Office or Division	Property and Supply Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled Out Requisition and Issue Slip (RIS) (3 Copies – 1 Original)	Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirementsto Supply Office	1.1 Receive andcheck all thedocuments	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 theDivision SupplyOfficer for Approval	None	3 minutes	
2. Receive the supplies andthe copy of approved RIS Form	2.1 Release ofsupplies	None	3 minutes	
	Total	**None**	**21 minutes**	

2. Property and Equipment Clearance Signing

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

Office or Division	Property and Supply Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and turn over all the properties and equipment's (ifany)	1.1 Receive the accomplished form and checksif the concerned employee has an accountability for property and equipment a. If employee hasno accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employeeto settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
	Total		**15 minutes**	

G. Curriculum Implementation Division

1. Program Work Flow of Submission of Contextualized Learning Resources

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

Office or Division	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teaching and Non-Teaching Personnel, LGUs, Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Guide (1 OriginalCopy and 1 Photocopy)	LR Portal
2. Contextualized Material Submitted (1 Original Copy andSoft Copy)	Author/ Owner
3. School/District Pre-Evaluation	Online Link
4. Indorsement from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)	Office of the PSDS/Office of the CID
5. Accomplished Quality Assurance Tool	LR Office
6. Accomplished Metadata Template for Cataloguing	LR Office
7. Signed Sworn Certification/Anti-Plagiarism Declaration	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submit School's Needs Analysis (Least Mastered Competency)and LR Situational Reports	1.1. Review School's Needs Analysis andLR Situational	None	16 hours	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare Documents for capability building	None	8 hours	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
2.Attend capacity building, write shop	2.1 Manage andfacilitate the write shop	None	40 hours	School Head, Division LR Supervisor, Writer, Illustrator, Layout Artist
3.Submit contextualized LR to School Learning Resource Quality Assurance Team (SLRQAT)	3.1 Conduct level1 quality assurance of submitted LR	None	40 hours	SLRQAT

4.Finalize LR ready for endorsementto District/Division		None	8 hours	Writer, School Head
5.Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsementcommunication	None	24 hours	DLRQAT
	5.2 SDO does final review If final, recommendfor pilot testing If not, recommendfor revision	None	120 hours	DLRQAT
6. Integrate recommendation basedon pilot testing result or resubmit revised LRs to SDO (both hard and soft copy)	6.1 SDO finalizesthe LearningResource and submits LRs in hard and softcopyto the Regional Office	None	40 hours	Division LR Supervisor
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	40 hours	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR toportal for online QA	None	8 hours	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	8 hours	Regional/ Division LR Supervisor
	7.3 RO informs SDO while SDO informs the writer through written communicatio n of the approved and uploaded LRs	None	8 hours	Regional/ Division LR Supervisor
	Total	**None**	**45 days[5]**	

[5] Contextualization of Learning Resources requires thorough review, analysis, quality assurance and pilot testing prior to uploading to be used by the Learners.

2. Quality Assurance of Supplementary Learning Resource

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

Office or Division	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Detailed Lesson Plan	Employee
2. School Quality Assurance Team(SQAT) Certification	
3. Supplementary Learning Resources(Soft and hard copy)	
4. Teacher User's Guide (For Manipulative Materials Only)	
5. Video of Demonstration Teaching	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly Accomplished requirements and the teacher-made Supplementary Learning Resources(SLR)	1.1 Check and log-in submitted teacher made Supplementary Learning Resources (SLR) together with other requirements	None	15 minutes	CID
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	None	8 hours	
3. Receive the Endorsement Letter from theDivision Office	3.1 Prepare the summary of comments and recommendationas regards the SLR Evaluation	None	16 hours	
4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher througha division letter	None	16 hours	
5. Present the Final Presentation ofSLR	5.1 Review and evaluate the Final Presentation with evaluationtool	None	8 hours	
6. Receive the certificate	6.1 Release thecertificate	None	8 hours	
	Total	**None**	**7 days and 15 minutes**	

H. Schools Governance and Operations Division - 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.

Office or Division	Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Stakeholder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to SDS (1 original copy)	Client
2. Request Form (1 original copy)	Front Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit Letter Request and Filled-up form to the Records Unit	1.1. Receive letter request from theclient 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 thesaid letter request	None	16 hours	PlanningOfficer
	1.5. Prepare the transmittal letterto be signed by SDS	None	15 minutes	PlanningOfficer
2.Receive the necessary documents	2.1 Release of the documents to theend user	None	2 minutes	Records Unit Staff/ ADA
	Total	**None**	**2 days and 37 minutes**	

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

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

Office or Division	SGOD – Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request (original)	Station assignment (to be secured by the concerned employee)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the necessary document	1.1 Receives letter request & to be forwarded to theSDS 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 DataInformation needed by Clients	None	30 minutes	
	Total	**None**	**50 minutes**	

Schools

External Services

SCHOOLS – EXTERNAL SERVICES

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

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Teachers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Teacher-applicants are requested to bring both original/CTC and photocopies ofeach requirement.	
1. Letter of intent addressed to the SDS	Teacher-applicant
2. Duly accomplished Personal Data Sheet (CS FormNo. 212 Revised 2017)	Form from school orCSC website
3. Certified True Copy of Certificate of Rating (2 copies)	PRC
4. PBET/LET rating and valid and updated PRC License/ID	PRC
5. Transcript of Records (Undergraduate and Graduate,if any) with General Weighted Average	School where applicant graduated
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates andSchool Clearance, whichever are applicable	Previous employer
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to theassessment, if applicable	Previous employer
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable	Training provider/s
9. NBI Clearance	NBI
10. Voter's ID and/or any proof of residence acceptable by the School Screening Committee	COMELEC/Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check documentsfor completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.2 Preparecertification	None	5 minutes	School Screening Committee
	1.3 Sign thecertification	None	2 minutes	SchoolHead
2. Receive copy of checklist and signedcertification	2.1 Issue a duly verified and attestedchecklist and certification of requirement to the applicants	None	7 minutes	School Screening Committee
	2.2 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates	None	6 minutes	School Screening Committee
	Total	**None**	**1 hour**	

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

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Teachers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Teacher-applicants are requested to bring both original/CTC and photocopies ofeach requirement.	
1. Letter of intent addressed to the SDS	Teacher-applicant
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)	Form from school or CSC website
3. Certified True Copy of Certificate of Rating (2 copies)	PRC
4. PBET/LET rating and valid and updated PRC License/ID	PRC
5. Transcript of Records (Undergraduate and Graduate,if any) with General Weighted Average	School where applicant graduated
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates andSchool Clearance, whichever are applicable	Previous employer
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to theassessment, if applicable	Previous employer
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable	Training provider/s
9. NBI Clearance	NBI
10. Voter's ID and/or any proof of residence	COMELEC/Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Download submitted documents	None	15 minutes	School Screening Committee
	1.2 Check documentsfor completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.3 Preparecertification	None	5 minutes	School Screening Committee
	1.4 Sign thecertification	None	5 minutes	SchoolHead
2. Acknowledge email	2.1 Inform applicant of next steps via email, i.e. school willsubmit documents toSDO and SDO will contact applicant for updates; attach copyof e-signed checklist and certification	None	5 minutes	School Screening Committee
	Total	**None**	**1 hour and 10 minutes**	

3. Borrowing of Learning Materials from the School Library/Learning ResourceCenter

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Learners, Teaching and Non-teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Library Card/QR Code – 1 originalcopy	School Library
2. School Identification Card – 1 original copy	Client
3. Borrower's Card –1 original copy	School Library

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the logbook		None	2 minutes	Librarian/ Designated School Librarian
2. Fill-out library card and present to librarian	2.1 Receive andcheck library/ SLRC card	None	3 minutes	
3. Request forthe LM	3.1 Check card catalogue for LMrequested	None	6 minutes	
4. Fill-out borrower's card	4.1 Receive and check borrower's card and clip it with the library card; issue the LM	None	3 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use/return of LM	None	3 minutes	
6. Return the LM and presentthe borrower's card	6.1 Check the borrowed LM, signborrower's card and return the library card to the borrower	None	2 minutes	
	Total	**None**	**19 minutes**	

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

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Learners, Parents/Guardians

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Orientation of BE-LCP and Process of Distribution of Modules	School
2. Schedule of Distribution andRetrieval of Learning Modules	School Information Officer/Class Adviser/School Facebook Page/FB Group Chat/Tarpaulin/School Bulletin Board
3. Distribution and Retrieval Form ofLearning Modules	Class Adviser

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

5. Enrollment (walk-in)

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Learners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1original, 1photocopy	Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy	
3. Pledge of Transferee – 1 original copy	
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)	
5. PSA Birth Certificate (formerly NSO) – 1 original, 2 photocopies	Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification	Barangay Hall
Eligibility Standards from DepEd Order 03, s. 2018	
Kinder Children aged five years old by October 31st ofthe School Year they enroll	School
Grade 1 a. Children who completed Kindergarten programs in DepEd Accredited schools& centers b. Certificate of Completion and ProgressReport Card c. Children who are six (6) years old and above by October 31st of the school year they will enroll in and who have notcompleted Kindergarten d. Result of Early Childhood Care andDevelopment (ECCD) Assessment Checklist e. Children who are completed any form ofKindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016) f. Result of Philippine Educational Placement Test (PEPT) or PhilippineValidating Test (PVT)	Bureau of Education Assessment(BEA), DepEd Central Office
Grade 7 a. Grade 6 Graduate b. School Form 9 Grade 6 (formerly Form138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test	School BEA, DepEd Central Office
Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test	School BEA, DepEd Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Legibly fill- out the BasicEducation	1.1 Check the completeness of	None	15 minutes	School Enrollment Focal Person

Enrollment Form, Affidavit of Undertaking,Pledge of Transferees (For Transferees)	information in the Basic Education Enrollment Form and otherrelevant requirements. Accomplish needed information in the forms.			
2. Submit complete requirementsfor enrollment per grade level	2.1. Receive andlog completerequirements per grade level If incomplete,tag as Temporary enrolled & required to submit Affidavit of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2. Approval of transfer	None	10 minutes	School Head
	2.3 Endorse list of enrollees to Records/ Registrar	None	8 hours	School Enrollment Focal Person
	2.4 Complete the List of Enrollees forsectioning: a. old learners b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	1 hour	Teacher/Adviser
	2.5 Post List ofLearner's Section.	None	16 hours	Teacher/Adviser
3. Access list of learner'ssection.	3.1 Post List of Learner'sSections	None	1 hour	Teacher/Adviser
	Total	**None**	**Old learners: 1 day, 1 hour, 40 minutes** **New Learners:3 days, 40minutes**	

6. Enrollment (Online)

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Learners or their parents/guardians with access to the internet.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1original, 1photocopy	Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy	
3. Pledge of Transferee – 1 original copy	
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)	
5. PSA Birth Certificate (formerly NSO) - 1original, 2 photocopies	Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification	Barangay Hall
Eligibility Standards from DepEd Order 32, s. 2021	
Kinder Children aged five years old by October 31st ofthe School Year they enroll	School
Grade 1 a. Children who are completed Kindergarten programs in DepEdAccredited schools & centers b. Certificate of Completion and ProgressReport Card c. Children who are six years old and above by August 31st of the school yearthey will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care andDevelopment (ECCD) Assessment Checklist e. Children who are completed any form ofKindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016)	Bureau of Education Assessment(BEA), DepEd Central Office
Grade 7 a. Grade 6 Graduate b. School Form 6 Grade 6 (formerly Form138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test	School BEA, DepEd Central Office
Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test	School BEA, DepEd Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request digital Basic Education Enrollment Form	1.1 Send digitizedform and list of other relevant requirementsto preferred	None	5 minutes	Teacher-in-Charge/ Adviser/ ICTCoordinator

and/or Affidavit of Undertaking (for Transferees)	online platform of the enrollee			
2. Fill out the online enrollment form and submit complete requirementsonline	2.1 Download and print received documents. If requirementsare incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICTCoordinator
3. Receive status of enrollment and submit missing requirements if any.	3.1 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICTCoordinator
	3.2 Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICTCoordinator
	3.3 Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	16 hours	
4. Access list of learner's section.	4.1 Post List ofLearner's Section.	None	1 hour	Teacher-in-Charge/ Adviser/ ICTCoordinator
	Total	**None**	**Old learners:2 hours, 50 minutes** **New learners:2 days, 1 hour, 50 minutes**	

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

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

Office or Division	School Registrar/Guidance or LIS
Classification:	Simple
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Slip or Letter (1 Copy)	School / Client
2. Valid ID - (original and 1 Photocopy)	Client
3. Authorization Letter - 1 copy (if applicable)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill up the requisition slip	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge
	1.2 Check the completeness ofthe information, search for the requesteddocument	None	8 minutes	Teacher-in-Charge
	1.3 Print or photocopy therequested Document	None	8 minutes	Teacher-in-Charge
	1.4 Review, verify, and certifytrue copy of the document and affix dry seal	None	10 minutes	Records Officer /Admin Officer
	1.5 Sign the CTC	None	5 minutes	Principal/ Records Officer
2. Receive the requested document and sign the logbook	2.1 Release the document andensure client signed the logbook upon receipt	None	8 minutes	Records Officer and/ or Admin Officer
	Total	**None**	**44 minutes**	

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

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

Office or Division	School Registrar/Guidance or LIS
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request Slip or Letter – soft copy	School / Client
2. One (1) Valid ID – soft copy	Client
3. Authorization Letter - soft copy (if applicable)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the requisition slip/Letter via school email address	1.1 Acknowledge request via email, search for the requested document	None	5 minutes	Teacher-in-Charge
	1.2 Print or photocopy/scan document	None	10 minutes	Teacher-in-Charge
	1.3 Review, verify, and certify true copy of the document and affix school dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/Records Officer
2. Acknowledge email received	2.1 Email the document to theclient	None for active learners. For others – client pays fee directly to courier, as applicable	8 minutes	Records Officer and/ or Admin Officer
	Total	**None**	**44 minutes**	

9. Issuance of School Clearance for different purposes

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

Office or Division	School
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Active, Retired/Resigned DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter addressed to School Head (except foremergency leave) – 2 copies	Client
2. CSC Form 7 – 3 copies	School
3. Other requirements, depending on the purposeof the clearance	Client
4. Authorization Letter and ID - 1 copy (ifapplicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review anddecide on the request. If approved, referto the office issuing CSC Form 7. Otherwise, provide furtherdetails.	None	10 minutes	School Head/ Department Head
	1.2 Issue CSCForm 7.	None	5 minutes	Admin Officer/HR-designate/ Personnel in-charge
2. Fill out form and process clearance by visiting offices of applicable signatories	2.1 Check applicant recordsand sign clearance	None	15 minutesper signatory	Authorized signatory
3. Upon completion of required signatures, submit form tooffice that issued form	3.1 Check form for completeness	None	10 minutes	Admin Officer/HR-designate/ Personnel in-charge
	3.2. Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide	None	5 minutes	Admin Officer/HR-designate/ Personnel in-charge

	feedback to the school			
4. Acknowledge message from school	4.1 Provide feedback to applicant uponreceipt of SDOdecision	None	2 days upon receipt of SDO decision	Admin Officer/HR-designate/ Personnel in-charge
	Total	**None**	**2 days and 30 minutes**	

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

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip – 1 copy	Records Section/Registrar's Office
2. Valid Identification Card – 1 original copy and 1 photocopy	Client
3. Authorization Letter–1 original copy for Authorized Personnel	
4. Request letter addressed to the School stating the reason for the Request	
5. Requisition slip given by Schoolwhere the child is presently enrolled – ***For Certificate of Good Moral, Form 137 and/ or Form 138***	School where child is presently enrolled ***(Follow the DO 54 s, 2016 - Guidelineson the Request and Transfer of 2.Learner's School Records)***
6. Request slip given by DSWD –***For Certificate of Enrollmentneeded in 4Ps***	DSWD/Request from Parent/guardian
7. Affidavit of Loss – ***For duplicatecopy of documents***	Client
8. List of requirements from Local Civil Registrar – ***For LateRegistration of Birth***	Local Civil Registrar
9. List of requirements from DFA – ***For Passport Application***	Department of Foreign Affairs
10. Proof of migration from theembassy – ***For Migration Purpose***	Embassy of the country of destination

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out requisition slip	1.1. Provide client requisition slip	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.2. Check the formfor Completeness and search for the requested document	None	10 minutes	Teacher- in Charge/Registrar's Office Personnel
	1.3. Print or photocopy/scan document	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.4. Review and verify	None	5 minutes	Teacher- in

	the document and certify true copy			Charge/ Registrar's Office Personnel/Records Officer/ Admin Officer
2. Receive the requested document andsign the logbook	2.1 Release the document andensure client signed the logbook upon receipt	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel/Records Officer/Admin Office
	Total	**None**	**40 minutes**	

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

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)Government to Business (G2B) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Complete information	Client
2. Intake sheet – 1 original copy	School Information Coordinator/Guidance Counselor/ Advocate

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1, Communicate details of concern (verbally or via intake sheet)	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/Guidance Counselor/ Advocate
	1.2 For simple concerns – provide immediate reply. For complex concerns – advise client ofnext steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copyof intake form to client (for walk-inclients) and routeanother copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
	Total	**None**	**1 hour**	

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

12. Public Assistance (email/social media)

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Complete information			Client	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in-charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in-charge
	For complex concerns – advise client ofnext steps. CC the concerned office/agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in- charge
	Total	**None**	**1 hour and 15 minutes**	

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

13. Receiving and Releasing of Communications and other documents

The procedure for proper receiving and releasing of communications.

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter/official communication addressed to the School Head	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit copy of letter/official communication	1.1 Check communicationreceived and forward to the principal/schoolhead	None	10 minutes	AO/ICT Coordinator / Teacherin-charge
	1.2 Review and provide instructions for further processing	None	1 hour and 30 minutes	SchoolHead
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacherin-charge
	1.4 Act on the concern/request and forward to the school head forchecking	None	16 hours*	Concernedoffice/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacherin-charge
	Total	**None**	**2 days, 2 hours, and 25 minutes**	

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

14. Reservation Process for the use of school facilities

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Letter of request addressed to the School Headstating the activity details	Client
2. Valid ID	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit requirements	1.1 Check activity details - date and time,purpose vs. the schedule of school activities	None	7 minutes	Receiving Clerk/AO
	1.2 If venue is availableon the requested date, forward to School Head	None	5 minutes	SchoolHead
	1.3 Inform client of next steps, i.e. request will be forwarded to SDO forapproval and provide feedback to school	None	5 minutes	Receiving Clerk/AO
	1.4 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt ofSDO decision	
2. Applicant settles other requirements withschool	2.1 Issue official receipt for payment made, as applicable	None	10 minutes	AO/ Cashier
	Total	**None**	**2 days and 27 minutes**	

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

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

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

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

For schools with authority to process the request directly:

Office or Division	School
Classification:	Simple
Type of Transaction:	Government to Government (G2G) Government to Citizen (G2C)
Who may avail:	Active and retired/resigned DepEd teaching andnon-teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip - 1 copy	Admin Section
2. Valid ID of the requesting person and Authorized Person – original and photocopy	Client
3. Authorization Letter – 1 copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2 Prepare the requested document for signature	None	20 minutes	AO/Admin Assistant
	1.3 Sign the document	None	5 minutes	AO/School Head
	1.4 Affix dry seal, if applicable	None	5 minutes	AO/Admin Assistant
2. Sign the logbook upon receipt of document	2.1 Release document	None	5 minutes	AO/AdminAssistant
	Total	**None**	**1 hour**	

For schools that need to forward the request to SDOs:

Office or Division	School
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	Active and retired/resigned DepEd teaching andnon-teaching personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip - 1 copy	Admin Section
2. Valid ID of the requesting person and Authorized Person – original and photocopy	Client
3. Authorization Letter – 1 copy	Client
4. Transmittal letter from School Head	School
Additional for Certificate of Leave Credit Balance (non-teaching) and Certificate ofService Credit Balance (teaching) 5. Accomplishment report duly signed by thegrantee and concurred by the immediate supervisor (1 original copy) 6. Duly signed DTR/Biometric Report of Attendance (CS Form 48) (1 original copy) 7. Memorandum re: activity conducted 8. Certificate of AppearanceAs applicable 9. Certificate of Attendance (for BrigadaEskwela) COMELEC Appointment (for National,Local and Barangay Election)	School COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2. Advise client of next steps, i.e. request will be forwarded to the SDOand SDO will provide document to school. School will inform theclient when the document is availablefor release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal letter to be signed by school head	None	8 hours	AO/Admin Assistant
	1.4 Check and sign transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once aweek	AO/Admin Assistant/Aide

	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once aweek	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
	Total	**None**	**3 days and 30 minutes**	

Schools

Internal Services

SCHOOLS – INTERNAL SERVICES

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

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

Office or Division	Schools - Personnel Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Active DepEd Teaching/Non-teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplishment report duly signed by the grantee and concurred by theimmediate supervisor - 1 original	Teaching Personnel - SO for ServiceCredits Non-teaching - CTO Credits
2. Duly signed DTR/Biometric Report ofAttendance (CS Form 48) - 1 original	School Head
3. Memorandum re: activity conducted	DepEd SDO/School Official Website/Principal's Office
4. Certificate of Appearance	School Head/Program Facilitator
As applicable: 5. Certificate of Attendance (*for BrigadaEskwela*)	School Head
6. COMELEC Appointment (*for National, Local and Barangay Election*)	COMELEC

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1.Check submitted requirements	None	15 minutes	AO/Admin Assistant
	1.2. Acknowledge client request and advise of next steps, i.e. request will be forwarded to the SDO and SDO will provide document to school. School will inform the client when the document is available forrelease.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal letter to be signed by	None	8 hours	AO/Admin Assistant

	school head			
	1.4 Sign the transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once aweek	AO/Admin Assistant/Aide
	1.6 Follow-up statusof request with SDO	None	2 days after submission	AO/AdminAssistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once aweek	AO/Admin Assistant/Aide
2. Sign the logbook uponreceipt of requested document	2.1 Release document 2 working days upon receipt of documents from SDO	None	5 minutes	AO/AdminAssistant
	Total	**None**	**1 day and 40 minutes**	

2. Laboratory and School Inventory

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	LGU, School Head, SDO, RO, CO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Inventory Form	School Property Custodian/ Supply Officer/Teacher-In-Charge
2. National School Building InventoryForm (NSBIF)	School Property Custodian/ Supply Officer/Teacher-In-Charge

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the conduct of inventory	1.1 Gather data on inventory from class advisers, laboratory custodian, etc. at the end of each school year or as needed	None	16 hours	Class Advisers/ Property custodian/ Physical FacilityCoordinator
	1.2 Consolidate school inventory andsubmit to school head for signature	None	8 hours	Supply Officer/ Property Custodian / Physical Facility Coordinator/ School EBEIS Coordinator
	1.3 Review and sign the report	None	10 minutes	School Head
	1.4 Submit School Inventory Report to SDO via hard copy/email	None	30 minutes	Property Custodian / School EBEIS Coordinator
	Total	**None**	**3 days and 40 minutes**	

3. School Learning and Development

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

Office or Division	Schools
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Teachers or Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. School Action Plan Form -1 copy	LAC Coordinator
2. Accomplished Individual Performance Commitment and Review Form (IPCRF) – 1 photocopy	HR/Teacher/School Head/Department Head
3. Accomplished e-SAT	ICT Coordinator
4. Accomplished Development Plan	Head Teacher , School Planning Team
5. Project/Training/SLAC Proposal –for INSET	PMT, SLAC Coordinator/Master Teacher
6. Monitoring & Evaluation Form	LAC Coordinator/Master Teacher

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check submitted requirements	None	5 minutes	School Training Coordinator/ PMT/ SLAC Coordinator/ Master Teacher/ Head Teacher/ ICT Coordinator / School Head
	1.2 Identify needs of teachers based on documents	None	8 hours	
	1.3 Craft an action/SLAC plan/proposal	None	8 hours	
2. Attend learning and development activity and provide feedback	2.1 ImplementSLAC	None	1 hour	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
	Total	**None**	**2 days, 1 hour, and 35 minutes**	

VIII. Feedback and Complaints

The mechanism applicable to the governance level **shall be posted at the main entrance or most conspicuous place of service** as a poster or tarpaulin at the CO/RO/SDO (onsite) or in the "Contact Us" tab in the RO/SDO website (online).

	Central Office	Regional Office	Schools Division Office
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email (insert email address) or fill out the RO online feedback form at (insert CSM link or QR code)	Online: Email (insert email address) or fill out the SDO online feedback form at (insert CSM link or QR code)
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942	Phone: Call the (specify office if PAU or RPAC) at (insert phone no. here)	Phone: Call the (specify office if OSDS or DPAC) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) | 0995-921-8461 (Globe)	SMS: Send a text message to (specify if PAU or RPAC) at (insert phone no. here)	SMS: Send a text message to (specify if OSDS or DPAC) at (insert phone no. here)
How feedback is processed	For feedback coursed through PAAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if PAU or RPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.	*For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.*	*For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly by the concerned office and communicated to the client.*

How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart) | 0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888 | Text 8888 | Visit https://8888.gov.ph/ ARTA: Call 0969-257-7242 or 0928-690-4080 | Email complaints@arta.gov.ph Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565 | Text 0908-881-6565 | Visit https://contactcenterngbayan.gov.ph/contact-us		

IX. List of Offices as of February 3, 2025

A. Central Office

EXECUTUVE COMMITTEE		
Office	**Name / Position**	**Contact Information**
Office of the Secretary • Chief of Staff • External Partnerships • Public Affairs • Administration and Policy Oversight	**SONNY ANGARA** Secretary **FATIMA LIPP D. PANONTONGAN** Undersecretary	8633-7208; 8633-7228; 8687-2922, 8636-4876; 8637-6209 osec@deped.gov.ph
Office of the Secretary • Head of Procuring Entity (HOPE) • Senior Personnel Oversight • Internal Audit Service	**PETER IRVING C. CORVERA** Undersecretary	
Office of the Secretary • Government Relations	**TRYGVE L. OLAIVAR** Undersecretary	8633-7208; 8633-7228; 8687-2922, 8636-4876; 8637-6209 osec@deped.gov.ph
Office of the Secretary • Procurement and Finance Oversight	**ROWENA CANDICE M. RUIZ** Undersecretary - Designate	
Office of the Secretary • Public Affairs Service • External Partnerships Service (PH Private)	**CILETTE LIBORO CO** Assistant Secretary	8631-8493 oaspas@deped.gov.ph
Office of the Secretary • External Partnerships Service (International and Government Cooperation)	**GEORGINA ANN H. YANG** Assistant Secretary	8637-6463
Office of the Secretary • Information & Communications Technology Service	**MARCELINO G. VELOSO III** Assistant Secretary	8633-7256
Office of the Secretary	**NILO L. ROSAS** Assistant Secretary	8636-6548
Administration • Administrative Service • Teachers Camp	**ATTY. MEL JOHN I. VERSOZA** Undersecretary	8638-1790/usecforadministration@deped.gov.ph
Strategic Management • BEA • PMS • Policy and Planning Service • Monitoring and Evaluation	**ROGER B. MASAPOL** Assistant Secretary	8687-2744/oassm@deped.gov.ph

Office		
Curriculum and Teaching (CT)	**GINA O. GONONG** Undersecretary	8631-5057/8633-7202/ouct@deped.gov.ph
Curriculum and Teaching (CT) • BCD • BLD	Assistant Secretary	8633-7258/8633-5429/oasct@deped.gov.ph
Curriculum and Teaching (CT) • BAE • BLR – Manila and Cebu • LCC Secretariat	**JANIR T. DATUKAN** Assistant Secretary	8631-8495/8636-6547/oasct.eaae@deped.gov.ph
Operations • DRRMS • Palarong Pambansa Secretariat • Field Operations	**MALCOLM S. GARMA** OIC-Undersecretary	8631-8492/8633-5313/8633-7242/ouops@deped.gov.ph/ asec.ops@deped.gov.ph
Operations • Private Education Office	**DR. JOCELYN DR. ANDAYA** OIC-Assistant Secretary	8632-1317 private.education@deped.gov.ph
Operations • BLSS • Learner Rights and Protection Office	**DEXTER A. GALBAN** Assistant Secretary	8632-`368/8633-7213/oasops@deped.gov.ph
Legal and Legislative Affairs • Legal Service • Sites Titling Office • Legislative Liaison Office • Alternative Dispute Resolution Office	**ATTY. FILEMON RAY L. JAVIER** Undersecretary	8637-4611/8633-8925/oula@deped.gov.ph
Human Resource and Organizational Development (HROD) • Bureau of Human Resource and Organizational Development • National Educators' Academy of the Philippines • Education Facilities Division • School Infrastructure and Facilities	**WILFREDO E. CABRAL** Undersecretary **DR. CARMELA C. ORACION** Assistant Secretary	863-7206/usec.hrod@deped.gov.ph

Finance • Finance Service • Education Program Management Office • Government Assistance and Subsidies Office	**ATTY. EDSON BYRON K. SY** OIC-Undersecretary	8633-9342/ 8638-3703/ 8637-4211/usec.financebpm@deped.gov.ph
Procurement • Procurement Management Service	**GERARD L. CHAN** Undersecretary	8635-3761/8633-1990/oupro@deped.gov.ph
Teachers Education Council Secretariat	**JENNIE V. JOCSON** Executive Director V **RUNVI V. MANGUERA** Executive Director II	8638-6172/tec@deped.gov.ph

OFFICE OF THE SECRETARY		
Office	**Name / Position**	**Contact Information**
Office of the Secretary	**JOHVIE M. VALENTON-RADOC** Director IV **LUCIO JESUS S. ABALOS** Director IV **MA. GUIA M. DEL VALLE-RAMOSO** Director III **MICHAEL JOSEPH P. CABAUATAN** Director III	
Security, Safety and Disaster Management	**GIDEON E. DY** Director IV	
Public Affairs Service (PAS) – Office of the Director	**JAN KEVIN M. RIVERA** Director IV	8633-2120 pas.od@deped.gov.ph
Communications Division (PAS-CD)	**JASON V. MERCENE** OIC-Supervising Administrative Officer	8631-6033 pas.cd@deped.gov.ph
Public Assistance Action Center (PAAC)	**BEVERLY G. BERAME** Administrative Officer V	8638-8641/8638-7530/ depedactioncenter@deped.gov.ph
Publications Division (PAS-PD)	**MARIBEL P. CABASAL** Chief Administrative Officer	8633-9341 pas.pd@deped.gov.ph
External Partnership Service (EPS) - Office of the Director	**GRACIELA E. MENDOZA** Director IV	8636-7523/8637-6462/ eps.od@deped.gov.ph

Internal Audit Service (IAS) – Office of the Director	**PAOLO MIKAEL E. QUILALA** Director IV	8633-3231/8706-5663/ ias.od@deped.gov.ph
Management Audit Division (IAS-MAD)	**GARY R. PULUMBARIT** Internal Auditor V	8706-5961
Operations Audit Division (IAS-OAD)	**EMILIO Q. AGAMANOS JR.** Internal Auditor V	8706-5664
Information and Communications Technology Service (ICTS) – Office of the Director	**SYDNEY A. ZOSA, JR** Director IV	8633-6548/ 8631-9636/ icts.od@deped.gov.ph
Solutions Development Division (ICTS-SDD)	**JONATHAN R. FONTANILLA** OIC-Information Technology Officer II	8633-2092/ icts.sdd@deped.gov.ph
Technology Infrastructure Division (ICTS-TID)	**MARVIN M. DELA CRUZ** OIC-Information Technology Officer II	8633-2363/ icts.tid@deped.gov.ph
User Support Division (ICTS-USD)	**ENCARNACION T. ESCUADRO** Information Technology Officer III	8633-7269/ icts.usd@deped.gov.ph

ADMINISTRATION		
Office	**Name / Position**	**Contact Information**
Administrative Service – Office of the Director	**ELLA CECILIA G. NALIPONGUIT** Director III OIC-Director IV	8633-7223/8635-0552/as.od@deped.gov.ph 8632-0260/8638-1768/as.od@deped.gov.ph
Asset Management Division (AS-AMD)	**ALBERT C. ALANO** Chief Administrative Officer	8635-0551/ as.amd@deped.gov.ph
Cash Division (AS-CD)	**SONIA R. DE LEON** Chief Administrative Officer	8637-2408/ 8633-7220/ as.cd@deped.gov.ph
General Services Division (AS-GSD)	**FLORENTINO M. BARTE JR.** Chief Administrative Officer	8636-4880/ 8633-6680/ as.gsd@deped.gov.ph
Records Division (AS-RD)	**MARILOU J. CUSI** Chief Administrative Officer	8633-7218/ 8687-1449 as.rd@deped.gov.ph
Baguio Teachers Camp (BTC)	**DIOSDADO S. MEDINA** Teachers Camp Superintendent	(074) 442-3517/(074) 422-6887/(074) 442-2659/btc@deped.gov.ph

CURRICULUM AND TEACHING		
Office	**Name / Position**	**Contact Information**

Bureau of Alternative Education – Office of the Director	**MARILETTE R. ALMAYDA** Director IV	8636-3603/bae.od@deped.gov.ph
Policy and Quality Assurance Division	**RODERICK P. CORPUZ** Chief Education Program Specialist	8636-3603
Program Management and System Development Division	**ANDREW A. VILLARBA** Chief Education Program Specialist	8636-3603
Bureau of Learning Resources – Office of the Director	**ARIZ DELSON ACAY D. CAWILAN** Director IV **EDWARD C. JIMENEZ** Director III **JAYSON A. LACBAYAN** OIC – Director III (Cebu)	8634-1072/blr.od@deped.gov.ph 8634-1072 (032) 255-3633 to 35
Learning Resources Production Division	**BESY C. AGAMATA** Chief Education Program Specialist	8634-0901/8631-4985
Learning Resources Quality Assurance Division	**JUAN CARLOS D. SARMIENTO** OIC - Chief Education Program Specialist	8634-1054/8631-9294/8633-7270
Literacy Coordination Council Secretariat	**ENRICO R. MENDOZA** Project Development Officer V	8631-0590/8633-9996/lcc@deped.gov.ph
Bureau of Curriculum Development (BCD) – Office of the Director	**NEIL VINCENT C. SANDOVAL** OIC - Chief Education Supervisor	8636-5096/ 8633-7267/ bcd.od@deped.gov.ph
Curriculum Standards Development Division	**ISABEL A. VICTORINO** Chief Education Supervisor	8632-7746/ 8636-517
Special Curricular Programs Division	**AILEEN V. SUPNAD** Chief Education Program Specialist	8632-7586/ 8632-0170
Bureau of Learning Delivery (BLD) – Office of the Director	**MARILYN B. SIAO** Director III OIC – Director IV	8636-6540/ 8637-4347/ bld.od@deped.gov.ph 8633-9347
Teaching and Learning Division	**ROSALINA J. VILLANEZA** Chief Education Program Specialist	8687-2948
Student Inclusion Division	**ROSALIE E. BONGON** Chief Education Program Specialist	8637-4346/ bld.sid@deped.gov.ph
Indigenous Peoples Education Office (IPsEO)		8633-7212/ ipseo@deped.gov.ph

FINANCE		
Office	**Name / Position**	**Contact Information**
Finance Service (FS) – Office of the Director	**CHOLITA F. TIONG** OIC-Director IV Chief Administrative Officer	8633-7231/ fs.od@deped.gov.ph
Accounting Division	**MA. RHUNNA L. CATALAN** Chief Accountant	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Budget Division	**MA. BELEN D. DEMONTEVERDE** OIC - Supervising Administrative Officer	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Employee Account Management Division	**ROMA KRISTINE M. ASUNCION** OIC - Administrative Officer V	8633-7248/ 8638-8640/ fs.eamd@deped.gov.ph
Operations and Data Management Division	**LOUIE C. DUTERTE** Project Development Officer V	8636-1620/ gass.odmd@deped.gov.ph
Policy Review and Development Division	**MARLON B. CUSTODIO** Project Development Officer V	8636-1620/ gass.prdd@deped.gov.ph
Education Program Management Office	**ATTY TARA RAMA** Project Manager III	8637-4211/ epmo@deped.gov.ph

OPERATIONS		
Office	**Name / Position**	**Contact Information**
Disaster Risk Reduction and Management Service (DRRMS) – Office of the Director	**NENNETH E. ALAMA** Director IV **FELINO O. CASTRO V** Director IV	8635-3764/ 8637-4933/ drrmo@deped.gov.ph
Learner Rights and Protection Office	**ATTY. SUZETTE T. GANNABAN-MEDINA** OIC - Chief Administrative Officer	8638-1782/ 8632-1372/ lrpo@deped.gov.ph
Private Education Office (PEO)	**MA. GEMMA M. LEDESMA** Director IV **VERNICE LORRAINE D. QUINTANA** Director III	private.education@deped.gov.ph 8632-1371/ private.education@deped.gov.ph
Palarong Pambansa Secretariat	**MARIVIC B. TOLITOL** Supervising Education Program Specialist	8638-1790/ palarong.pambansa@deped.gov.ph

Bureau of Learner Support Services (BLSS) – Office of the Director	**DR. MIGUEL ANGELO S. MANTARING** Director IV	8635-3763/ blss.od@deped.gov.ph
School Health Division (BLSS-SHD)	**MA. CORAZON C. DUMLAO** Chief Health Program Officer	8632-9935/ blss.shd@deped.gov.ph
School Sports Division (BLSS-SSD)	**CESAR S. ABALON** Chief Education Program Specialist	8632-0260/ blss.ssd@deped.gov.ph
Youth Formation Division (BLSS-YFD)	**GINA L. CRUZ** OIC - Senior Education Program Specialist	8637-9814/ blss.yfd@deped.gov.ph

LEGAL AND LEGISLATIVE AFFAIRS		
Office	**Name / Position**	**Contact Information**
Legal Service (LS) – Office of the Director	**ATTY. JANINE NICOLE O. CHUA** Director IV	8636-6550 ls.od@deped.gov.ph
Investigation Division (LS-ID)	**Atty. CORNELIO A. PACALA** Attorney V	8631-5773/ls.id@deped.gov.ph
Legal Division (LS-LD)	**Atty. RODEL JAMES R. PULMA** Attorney V	8637-6206/ls.ld@deped.gov.ph
Legal Helpdesk		8633-7247/ 8633-5444/ leahd@deped.gov.ph
Legislative Liaison Office (LS-LLO)	**ATTY. HANA KAMILLE A. ESCUETA** Director IV	8637-6206/ legis@deped.gov.ph
Sites Titling Office (STO)	**CHRISTIAN E. RIVERO** Director IV **RESTY C. OSIAS** Director IV	sto@deped.gov.ph
Alternative Dispute Resolution Office		8636-6550

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT (HROD)		
Office	**Name / Position**	**Contact Information**
Bureau of Human Resource and Organizational Development (BHROD) – Office of the Director	**MARIO M. BERMUDEZ** Director III **DEXTER N. PANTE** OIC – Director IIII	8633-7237 bhrod.od@deped.gov.ph
Employee Welfare Division (BHROD-EWD)	**FRANCIS ALLEN B. DELA CRUZ** Chief Administrative Officer	8633-7229; 8635-3760 bhrod.ewd@deped.gov.ph

Human Resource Development Division (BHROD-HRDD)	**CECILLE A. ANYAYAHAN** Project Development Officer V	8470-6630 bhrod.hrdd@deped.gov.ph
Personnel Division (BHROD-PD)	**ALBERT JEROME C. ANDRES** Chief Administrative Officer	8633-9345; 8636-6546 bhrod.pd@deped.gov.ph
Organization Effectiveness Division (BHROD-OED)	**CECILIA G. TIAMSON** OIC-Chief Project Development Officer IV	8633-5375 bhrod.oed@deped.gov.ph
School Effectiveness Division (BHROD-SED)	**DEXTER N. PANTE** Project Development Officer V	8633-5397 bhrod.sed@deped.gov.ph
National Educators' Academy of the Philippines (NEAP) – Office of the Director	**JENNIFER E. LOPEZ** (OIC) Director IV **LEAH B. APAO** Director III	8638-8638 neap.od@deped.gov.ph
Professional Development Division (NEAP-PDD)	**MARIFE T. MORCILLA** Project Development Officer V	8715-9919**/**neap.pdd@deped.gov.ph
Quality Assurance Division (NEAP-QAD)	**LEAH B. APAO** OIC - Concurrent Director III	8633-7207/ neap.qad@deped.gov.ph
Education Facilities Division	**MICHAEL OLIVER M. DE GUZMAN** Director III **MARJORIE H. TIBURCIO** OIC - Engineer IV	8638-7110/efd@deped.gov.ph

PROCUREMENT		
Office	**Name / Position**	**Contact Information**
Procurement Management Service – Office of the Director	**ATTY. RHOAN L. OREBIA** Director IV	8633-7232/ 8636-6542/ procms.od@deped.gov.ph
Contract Management Division (CMD)	**ADONIS R. BARRAQUIAS** Chief Administrative Officer	8635-3762/ procms.cmd@deped.gov.ph
Procurement Planning and Management Division (PPMD)	**MA. TERESA S. FULGAR** Chief Administrative Officer	8638-4392/ 8636-6543/procms.ppmd@deped.gov.ph
BAC Secretariat Division (BACSD)	**SHEENA LYNNE L. ANTALAN** Chief Administrative Officer	8633-9343/ 8636-6542/depedcentral.bacsecretariat@deped.gov.ph

STRATEGIC MANAGEMENT		
Office	**Name / Position**	**Contact Information**

Strategic Management - Office of the Director	**ANA MARIE C. CALAPIT** Director IV **MARIVIC R. LEAÑO** Director III **SAMUEL R. SOLIVEN** Director III	
Education Futures Office – Office of the Director	**GERSON MARVIN M. ABESAMIS** Director IV	
Bureau of Education Assessment – Office of the Director	**KEVIN CARL P. SANTOS** Director IV	8655-2145/ 8631-2588/ 8631-6921/ 8631-2569/ bea.od@deped.gov.ph
Education Assessment Division	**DANILYN JOY L. PANGILINAN** Chief Education Program Specialist	8631-2589/ 8631-2571/
Education Research Division	**GRETCHEN G. CORDERO** Chief Education Program Specialist	8631-2591
Project Management Service – Office of the Director	**SUSANA S. SANTIAGO** Director IV	8631-0595/ pms.od@deped.gov.ph
Project Development Division	**AHNEE LAE M. ABUTIN** Project Development Officer V	8635-3983/ pms.pdd@deped.gov.ph
Project Management Division	**ERWIN R. YUMPING** Project Development Officer V	8631-2579/ 8636-0186/ 8631-8380/ pms.pmd@deped.gov.ph
Policy and Planning Service – Office of the Director	**MARIA CLARISSE T. LIGUNAS-ROQUE** Director IV	8687-2744/ ps.od@deped.gov.ph
Educational Management Information System Division	**MARIETTA C. ATIENZA** Project Development Officer V	8638-2251/ 8635-3958/ 8635-3986/ 8637-6204/ ps.emisd@deped.gov.ph
Planning and Programming Division	**MARY JANE B. FELICIANO** Planning Officer V	8633-7216/ 8638-8634/ ps.pdd@deped.gov.ph
Policy Research and Development Division	**KARLA S. SIO** Project Development Officer V	8633-7257/ ps.prd@deped.gov.ph

B. Regional Offices

Office	Address	Contact Information
Region I	Flores St., Catbangen, San Fernando City, LaUnion	(072) 682-2324 loc. 101, 102, 104, 106, 107 region1@deped.gov.ph
Region II	Regional Government Center, Carig Sur, Tuguegarao City	(078) 304-3855 loc 122 region2@deped.gov.ph
Region III	Matalino St., D.M. Government Center, Maimpis, City of San Fernando	(045) 598-8580 to 89; 402-7003 to 05 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 region4a@deped.gov.ph
Region IV-B	Meralco Ave. corner St.Paul Road, Pasig City	(02) 631-4070 mimaropa.region@deped.gov.ph
Region V	Rawis, Legazpi City	(052) 482-0046 (f); 820-8404; 482-0373 820-2663; 820-4045; 482-0523* region5@deped.gov.ph
Region VI	Duran St., Iloilo City	(033) 337-0149 loc 1014 region6@deped.gov.ph
Region VII	Sudlon, Lahug, CebuCity	(032) 231-13-09; 414-73-99 255-45-42; 255-13-13*; 414-73-26* region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 323-7031; 524-9120 323-3156 (f); 323-6075*; region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-37-53; 215-37-51 991-19-07; 215-37-89*; region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	088) 8807071; 880-70-72; 880-20-87 852-20-23 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-93-42; 227-11-02; 291-16-65 221-61-47; 221-84-59* region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228-8824 228-9753* region12@deped.gov.ph
Region XIII – CARAGA	Km. 3, Libertad St. Butuan City	(085) 342-62-67; 342-82-07; 342-03-02; 342-59-69 342-21-98; 815-20-21; 342-62-67 region12@deped.gov.ph
CAR	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 car@deped.gov.ph

NCR	Misamis St., Bago Bantay, Quezon City	8522-9412, 8522-9372 ncr@deped.gov.ph

C. Schools Division Offices

Region I

Office	Address	Contact Information
SDO Ilocos Norte	Brgy. 7B, Giron St., Laoag City	(077) 771-5253; 771-0960 (f); 772-1993 ilocos.norte@deped.gov.ph
SDO Ilocos Sur	Quirino Blvd., Zone V, Bantay Ilocos Sur	(077) 722-2055 (tf); 722-4394; 722-3290 ilocos.sur@deped.gov.ph
SDO La Union	Flores St. Catbangen, San Fernando City, La Union	(072) 242-4464; 242-3570 (tf); 607-8124 la.union@deped.gov.ph
SDO Pangasinan I	Alviar St., East Capitol Grounds,Lingayen, Pangasinan	(075) 542-5969; 542-2374; 542-5965; 542-6132; 542-5812 pangasinan1@deped.gov.ph
SDO Pangasinan II	Canarvacanan, Binalonan, Pangasinan	(075) 513-4281; 513-3411 pangasinan2@deped.gov.ph
SDO Alaminos City	San Jose Drive, Alaminos City	(075) 654-0212 alaminos.city@deped.gov.ph
SDO Batac City	Asuncion St. Brgy. No. 16-S, Quiling Sur, Batac, Ilocos Norte	(077) 792-3554 batac.city@deped.gov.ph
SDO Candon City	Candon II Central School, San Isidro, Candon City	(077) 742-6065 candon.city@deped.gov.ph
SDO Dagupan City	Burgos St., Dagupan City	(075) 515-6009 (tf);523-4742; 522-0875 dagupan.city@deped.gov.ph
SDO Laoag City	Brgy. 14, Nolasco St., Laoag City	(077) 771-1526; 773-2514 (f); 771-3678 laoag.city@deped.gov.ph
SDO San Carlos City	Rizal St., San Carlos City	(075) 532-5343; 532-2328 (f); 531-2062 sancarlos.city@deped.gov.ph
SDO San Fernando City	San Fernando City	(072) 888-6925; 868-4161
SDO Urdaneta City	San Vicente Drive, Urdaneta City	075) 568-3056; 568-3055 (tf) urdaneta.city@deped.gov.ph
SDO Vigan City	Mena Crisologo St. cor. Rivero St. Barangay 9, Vigan City	(077) 632-0523; 632-0533 vigan.city@deped.gov.ph

Region II

Office	Address	Contact Information
SDO Batanes	San Antonio, Basco, Batanes	batanes@deped.gov.ph
SDO Cagayan	Regional Government Center, Carig Sur, Tuguegarao City	(078) 377-1065; 255-5317; 255-5318 sdo.cagayan@deped.gov.ph
SDO Isabela	Capitol Complex, Alibagu, City of Ilagan	(078) 323-0281 isabela@deped.gov.ph
SDO Nueva Vizcaya	Quezon St., Don Domingo Maddela, Bayombong	(078) 362-0106; nuevavizcaya@depedro2@gmail.com
SDO Quirino	Gundaway, Cabarroguis	(078) 374-6571 quirino.depedro2@gmail.com
SDO Cauayan City	Turayong Street, Cauayan City	(078) 652-1614; cauayan.depedro2@gmail.com
SDO Ilagan City	INHS Compound, San Vicente, City of Ilagan	(078) 624-0077 ilagan.depedro2@gmail.com
SDO Santiago City	Calaocan, Santiago City, Isabela	(078) 305-2016; santiago.city@deped.gov.ph
SDO Tuguegarao City	Regional Government Center, Carig Sur, Tuguegarao City	(078) 255-1618; 255-1602; 255-1942; 255-1137 tuguegarao@deped.gov.ph

Region III

Office	Address	Contact Information
SDO Aurora	Baler, Aurora	(042) 724-9190 (f) aurora@deped.gov.ph
SDO Bataan	Balanga City, Bataan	(047) 237-3303; 237-2102; 791-7004; bataan@deped.gov.ph
SDO Baliwag City	Poblacion, City of Baliwag, Bulacan	(044) 816-6041; baliwag.city@deped.gov.ph
SDO Bulacan	Malolos City, Bulacan	(044) 790-6586; 796-1361; 662-4314; 791-0256 bulacan@deped.gov.ph
SDO Nueva Ecija	Cabanatuan City	(044) 463-1586; 463-1707; 600-0582; nueva.ecija@deped.gov.ph
SDO Pampanga	San Fernando, Pampanga	(045) 961-2148; 961-3219; pampanga@deped.gov.ph
SDO Tarlac	Tarlac, Tarlac	(045) 982-0374; 982-4286; 982-2463; tarlac@deped.gov.ph
SDO Zambales	Iba, Zambales	(047) 811-1421; 811-3578; 811-3031 zambales@deped.gov.ph
SDO Angeles City	Angeles City	(045) 322-5722; 322-4702 888-0582; 887-6099; angeles.city@deped.gov.ph
SDO Balanga City	Balanga City, Bataan	(047) 791-1077; 662-7562; balanga.city@deped.gov.ph
SDO Cabanatuan City	Cabanatuan City, Nueva Ecija	(044) 456-9929; 463-4789; cabanatuan.city@deped.gov.ph
SDO Gapan City	Gapan City	(044) 486-6524; gapan.city@deped.gov.ph
SDO Mabalacat City	Mabalacat City	(045) 402-7534 mabalacat.city@deped.gov.ph
SDO Malolos City	Malolos City	(044) 791-6429; 662-3034; malolos.city@deped,gov.ph
SDO Meycauayan City	Meycauayan City, Bulacan	(044) 234-0121 meycauayan.city@deped.gov.ph
SDO Olongapo City	Olongapo City	(047) 222-6569; 222-2568 (f); olongapo.city@deped.gov.ph
SDO San Fernando City	San Fernando City, Pampanga	(045) 636-4233; 636-4209; 636-4459; sanfernando.city3@deped.gov.ph
SDO San Jose City	San Jose City, Nueva Ecija	(045) 940-9740 loc. 110, 111, 120, 121 sanjose.city@deped.gov.ph
SDO San Jose Del Monte	San Jose del Monte City, Bulacan	(044) 691-5830; 691-6863; sanjosedelmonte.city@deped.gov.ph
SDO Science City of Muñoz	Brgy. Rizal, Science City of Muñoz	(044) 456-5534; 456-5895; munozscience.city@deped.gov.ph
SDO Tarlac City	Tarlac City	(045) 982-4439; 982-4514; tarlac.city@deped.gov.ph

Region IV-A

Office	Address	Contact Information
SDO Batangas	DepEd Bldg., Provincial Sports Complex, Bolbok	(043) 722-1840 loc. 212, 208, 207 deped.batangas@deped.gov.ph
SDO Cavite	Capitol Compound, Luciano, Trece Martires	(046) 419-1286 deped.cavite@deped.gov.ph
SDO Laguna	Provincial Capitol Cmpd., Brgy. Poblacion, Sta.Cruz	(049) 566-5013 laguna@deped.gov.ph
SDO Quezon	Sitio Fori, Brgy. Talipan, Pagbilao	(042) 784-0366 loc. 101, 105 quezon@deped.gov.ph
SDO Rizal	Cabrera Rd., Hilltop, Taytay, Rizal	(02) 8539-5140-41 loc. 1002 rizal@deped.gov.ph
SDO Antipolo City	Sen. L. Sumulong Circle., San Isidro	(02) 630-3110 loc. 104 antipolo.city@deped.gov.ph
SDO Bacoor City	Bacoor Blvd., Brgy. Bayanan, City of Bacoor	(046) 435-6100 bacoor.city@deped.gov.ph
SDO Batangas City	P. Herrera St., Batangas City	(043) 786-0296 division.batangascity@deped.gov.ph
SDO Biñan City	102 P. Burgos St., Brgy. Sto. Domingo	(049) 547-0105 loc. 105, 112 deped.binancity@deped.gov.ph
SDO Cabuyao City	Brgy. Banay Banay, City of Cabuyao	(049) 470-1994 division.cabuyao@deped.gov.ph
SDO Calamba City	City Hall Compound, Brgy. Real, Calamba	(049) 554-9830-34 loc. 11 calamba.city@deped.gov.ph
SDO Cavite City	Chief E. Martin Sts., Caridad, Cavite City	(046) 435-9347 cavite.city@deped.gov.ph
SDO Dasmariñas City	DASCA Compound, Burol II, Dasmariñas	(046) 432-9355 dasmarinas.city@deped.gov.ph
SDO Imus City	General Satorre St., Imus City, Cavite	(046) 419-8450-53 loc 202 imus.city@deped.gov.ph
SDO Lipa City	J.P. Laurel Highway, Brgy. Marawoy	(043) 757-5496 deped.lipacity@deped.gov.ph
SDO Lucena City	Brgy. Ilayang Iyam, Lucena City	(042) 660-4471, (042) 421-4161-63 loc. 303 lucena.city@deped.gov.ph
SDO San Pablo City	Rizal Avenue, San Pablo City, Laguna	(049) 521-0645; 503-5963 sanpablo.city@deped.gov.ph
SDO Sta. Rosa City	Tatlonghari St., Brgy. Market Area	(049) 544-2202 santarosa.city@deped.gov.ph
SDO Tanauan City	Pob 1, Tanauan City	(043) 405-0927; 723-9015 tanauan.city@deped.gov.ph
SDO Tayabas City	Brgy. Potol, Tayabas City	(042) 710-0329 tayabas.city@deped.gov.ph
SDO General Trias City	Brgy. Sampalucan, General Trias City	(046) 419-8720 division.gentri@deped.gov.ph

SDO San Pedro City	Luna St., Barangay Poblacion	(02) 8555 - 8871
SDO Sto. Tomas City	Poblacion IV, Sto. Tomas City	(043) 702-8674

Region IV-B

Office	Address	Contact Information
SDO Marinduque	Boac, Marinduque	(042) 332-1009; 332-1611 records.sdomarinduque@deped.gov.ph
SDO Occidental Mindoro	Mamburao, Occ. Mindoro	(043) 711-1126; 711-5290
SDO Oriental Mindoro	Calapan, Oriental Mindoro	(043) 441-0160; 288-2270 oriental.mindoro@deped.gov.ph
SDO Palawan	Puerto Princesa City	(048) 433-6391; 433-9941; 433-6394 deped.palawan2@gmail.com
SDO Romblon	Romblon, Romblon	(054) 472-8218 loc 2055
SDO Calapan City	Calapan City	(043) 288-1581; 288-1542 calapan.city@deped.gov.ph
SDO Puerto Princesa City	Puerto Princesa City	(048) 433-8458; 434-9438 puertoprincesa@deped.gov.ph

Region V

Office	Address	Contact Information
SDO Albay	Legazpi City	(052) 742-5380; 204-8535 albay@deped.gov.ph
SDO Camarines Norte	Daet, Camarines Norte	(054) 440-1772 camarines.norte@deped.gov.ph
SDO Camarines Sur	Freedom Sports Complex, San Jose, Pili	(054) 884-0423; 881-3660; 881-3662 camarines.sur@deped.gov.ph
SDO Catanduanes	Virac, Catanduanes	(052) 811-2193 catanduanes@deped.gov.ph
SDO Masbate	Rodeo Road, Masbate City	(056) 578-2544 masbate@deped.gov.ph
SDO Sorsogon	Balogo Sports Complex, Balogo	(056) 211-6461 sorsogon@deped.gov.ph
SDO Iriga City	San Nicolas, Iriga City	(054) 884-5118 iriga.city@deped.gov.ph
SDO Legazpi City	Legazpi City	(052) 821-7921; 820-5949; 820-5003 legazpi.city@deped.gov.ph
SDO Ligao City	Ligao City	(052) 485-2496; 485-1336; 838-0526 ligao.city@deped.gov.ph
SDO Masbate City	Masbate City	(056) 333-6815 masbate.city@deped.gov.ph
SDO Naga City	Naga City	(054) 473-8211; 473-6079 naga.city@deped.gov.ph
SDO Sorsogon City	Sorsogon City	(056) 421-5516; 453-1798 (fax) sorsogon.city@deped.gov.ph
SDO Tabaco City	Tabaco City	(052) 820-6013 tabaco.city@deped.gov.ph

Region VI

Office	Address	Contact Information
SDO Aklan	Poblacion, Numancia, Aklan	(036) 265-3740 aklan@deped.gov.ph
SDO Antique	Binirayan Hills, San Jose, Antique	(036) 540-9837 antique@deped.gov.ph
SDO Capiz	Roxas City	(036) 621-0974; 621-0059 capiz@deped.gov.ph
SDO Guimaras	Jordan, Guimaras	(034) 581-2970 guimaras@deped.gov.ph
SDO Iloilo	Luna St., La Paz, Iloilo City	(033) 327-2252; 320-0719 loc. 2100, 3100 iloilo@deped.gov.ph
SDO Negros Occidental	Cottage Road, Bacolod City, Negros Occidental	(034) 707-0126 negros.occidental@deped.gov.ph
SDO Bacolod City	Rosario-San Juan Sts., Bacolod City	(034) 466-2313 bacolod.city@deped.gov.ph
SDO Bago City	Araneta St., Brgy. Poblacion, Bago City	(034) 703-9028 deped.bagocity@deped.gov.ph
SDO Cadiz City	Abelardi Street, Cadiz City, Negros Occidental	(034) 445-0456 deped.cadizcitydivision@deped.gov.ph
SDO Escalante City	Escalante City, Negros Occidental	(034) 455-0738; 454-0746 escalante.city001@deped.gov.ph
SDO Iloilo City	Gen. Luna St, Iloilo City	(033) 336-9273; 327-6268 iloilocitydivision@gmail.com
SDO Kabankalan City	Kabankalan City, Negros Occidental	(034) 471-2454; 471-2003 kabankalan.city@deped.gov.ph
SDO La Carlota City	La Carlota City, Negros Occidental	(034) 703-9203 lacarlota.city@deped.gov.ph
SDO Passi City	Simeon Aguilar St., Passi City, Iloilo	(033) 311-5843 passi.city@deped.gov.ph
SDO Roxas City	Brgy. Banica, Roxas City, Capiz	(036) 520-1737 deped.roxascity@deped.gov.ph
SDO Sagay City	Sitio Chloe, Brgy. Rizal, Sagay City	034) 488-0326; 722-9141 sagay.city@deped.gov.ph
SDO San Carlos City	Azcona St., Brgy. II, San Carlos City	(034) 312-5953; 312-5332 sancarlos.city6@deped.gov.ph
SDO Silay City	Silay City, Negros Occidental	(034) 714-7017 deped.silay@deped.gov.ph
SDO Himamaylan City	Vallega St., Brgy. I, Poblacion	(034) 744-6276 himamaylan.city@deped.gov.ph
SDO Sipalay	Barangay 3, Sipalay City	(034) 469-2526 deped.sipalaycity@deped.gov.ph

SDO Victorias City	Quezon St., Brgy. V, Victorias City	(034) 469-3944; 706-4336; 435-1386 victorias.city@deped.gov.ph

Region VII

Office	Address	Contact Information
SDO Bohol	Tagbilaran City, Bohol	(038) 411-2720; 501-7537; 411-4938 deped.bohol@deped.gov.ph
SDO Cebu	BAEX Bldg., Capitol, Cebu City	(032) 253-8533; 255-6405; 255-5208 cebu@deped.gov.ph
SDO Negros Oriental	Dumaguete City	(035) 225-0667; 225-2838; 422-0267 negros.oriental@deped.gov.ph
SDO Siquijor	Larena, Siquijor	(035) 377-2034; 377-20-38 (f); 484-1175 siquijor@deped.gov.ph
SDO Bais City	Bais City	(035) 402-9468; 402-3732 bais.city@deped.gov.ph
SDO Bayawan City	Bayawan City	(035) 228-3089 bayawan.city@deped.gov.ph
SDO Bogo City	Bogo City	(032) 434-9133 bogo.city@deped.gov.ph
SDO Carcar City	Carcar City	(032) 487-8495 carcarcitydivision@yahoo.com.ph
SDO Cebu City	Cebu City	(032) 255-1516 cebu.city@deped.gov.ph
SDO Danao City	Danao City	(032) 200-44-59; 200-40-21 (tf) danao.city@deped.gov.ph
SDO Dumaguete City	Dumaguete City	(035) 225-2838; 422-0267 dumaguete.city@deped.gov.ph
SDO Guihulngan City	Guihulngan City	(035) 231-3297 guihulngan.city@deped.gov.ph
SDO Lapu-Lapu City	Lapu-Lapu City	(032) 340-7887; 340-7354 (f) deped.lapulapu@deped.gov.ph
SDO Mandaue City	Mandaue City	(032) 345-1553; 345-0545 mandaue.city001@deped.gov.ph
SDO City of Naga	Naga City	(032) 489-8673; 489-7426 (f)
SDO Tagbilaran City	Tagbilaran City, Bohol	(038) 235-6239; 501-9449 tagbilarancity.division@deped.gov.ph
SDO Talisay City	Talisay City, Cebu	(032) 272-4635; 491-3398; 491-5929 talisaycity.division@deped.gov.ph
SDO Tanjay City	Tanjay City, Negros Oriental	(035) 415-9360; 415-8991
SDO Toledo City	Toledo City	(032) 467-8284; 322-60-38 (f); 467-8448 toledo.city@deped.gov.ph
SDO Canlaon City	Canlaon City	

Region VIII

Office	Address	Contact Information
SDO Biliran	Naval, Biliran, Leyte	(053) 500-4060 depedbiliran@gmail.com
SDO Eastern Samar	Borongan City, Samar	(055) 560-8859 eastern.samar@deped.gov.ph
SDO Leyte	Government Center, Candahug, Palo, Leyte	(053) 888-3527 leyte@deped.gov.ph
SDO Northern Samar	Catarman, N. Samar	(055) 500-9037; 500-9038 northern.samar@deped.gov.ph
SDO Samar (Western)	Catbalogan, Samar	(055) 251-2595 western.samar@deped.gov.ph
SDO Southern Leyte	Maasin City, S. Leyte	(053) 381-3855; 570-2916 southern.samar@deped.gov.ph
SDO Baybay City	Diversion Road, Brgy. Gaas, Baybay City	(053) 563-7615 baybay.city@deped.gov.ph
SDO Borongan City	San Fernando St., Brgy. G, Borongan City	(055) 560-9198
SDO Calbayog City	Brgy. Hamorawon, Calbayog City	(055) 209-1467
SDO Catbalogan City	Maharlika Highway, Catbalogan City	(055) 251-6089; 251-2595 depedcatbalogancitydivision15@gmail.com
SDO Maasin City	R. Kangleon Street, Maasin City	(053) 381-3835; 570-8933 maasin.city@deped.gov.ph
SDO Ormoc City	C.S. Mendola St., Ormoc, Leyte	(053) 255-2554 ormoc.city@deped.gov.ph
SDO Tacloban City	Real Street, San Fernando Compound	(053) 832-2989; 832-2904 tacloban.city@deped.gov.ph

Region IX

Office	Address	Contact Information
SDO Zamboanga del Norte	Capitol Drive, Estaka, Dipolog City	(065) 917-1127; 917-1116; 917-1114; 917-1124; depedzanortedivision@yahoo.com
SDO Zamboanga del Sur	Pagadian City	(062) 214-1991; 214-3575; 214-2579; 214-1991; 215-3873 depedzambosur@gmail.com
SDO Zamboanga Sibugay	Pangi, Ipil, Zamboanga Sibugay	(062) 333-5492; 333-5534 zamboanga.sibugay@deped.gov.ph
SDO Dapitan City	Sunset Boulevard, Dawo, Dapitan City	(065) 917-5113; 908-8242 dapitan.city@deped.gov.ph
SDO Dipolog City	Purok Farmers, Olingan, Dipolog City	(065) 908-2583 dipolog.city@deped.gov.ph
SDO Isabela City	Ulbert Ulama St., Isabela City, Basilan	(062) 200-3871; 200-37-75 (f); 200-3967 isabela.city@deped.gov.ph
SDO Pagadian City	San Jose Heights, San Jose, Pagadian City	(062) 214-4143; 215-3060 pagadian.city@deped.gov.ph
SDO Zamboanga City	Baliwasan Chico Rd., Zamboanga City	(062) 993-1514 zamboanga.city@deped.gov.ph

Region X

Office	Address	Contact Information
SDO Bukidnon	Malaybalay City	(088) 221-2452; 813-3634 bukidnon@deped.gov.ph
SDO Camiguin	Mambajao, Camiguin	(088) 387-0094 depedcamiguin@gmail.com
SDO Lanao del Norte	Tobod, Lanao del Norte	(063) 341-5655; 341-5244 lanao.norte@deped.gov.ph
SDO Misamis Occidental	Oroquieta City	(088) 531-1145; 531-1872; 531-21-44 misamis.occidental@deped.gov.ph
SDO Misamis Oriental	Cagayan de Oro City	(08822) 724-615; (088) 856-4524; 856-4454 misamis.oriental@deped.gov.ph
SDO Cagayan de Oro City	Cagayan de Oro City	(08822) 722-633; 711-762 cagayandeoro.city@deped.gov.ph
SDO El Salvador City	El Salvador City	(088) 531-0831 elsalvador.city@deped.gov.ph
SDO Gingoog City	Gingoog City	(088) 861-1446 gingoog.city@deped.gov.ph
SDO Iligan City	Iligan City	(063) 221-3815; 221-6069; 223-2255 iligan.city@deped.gov.ph
SDO Malaybalay City	Malaybalay City	(088) 813-3634 malaybalay.city@deped.gov.ph
SDO Oroquieta City	Oroquieta City	(085) 531-0035 depedoroquieta@gmail.com
SDO Ozamis City	Ozamiz City	(088) 521-3317; 521-1105; 521-2878 deped1miz@gmail.com
SDO Tangub City	Tangub City	(088) 395-3372 tangub.city@deped.gov.ph
SDO Valencia City	Valencia City	(0916) 2641608 depedvalencia21@gmail.com

Region XI

Office	Address	Contact Information
SDO Davao de Oro	Nabunturan, Compostella Valley	(084) 376-0140; 376-0123 compostela.valley@deped.gov.ph
SDO Davao del Norte	Tagum City, Davao	(084) 217-3197; 400-1595 (fax) tagum.city@deped.gov.ph
SDO Davao del Sur	Digos City, Davao del Sur	(082) 553-4288; 553-2496; 533-7243 deped.davsur@gmail.com
SDO Davao Occidental		
SDO Davao Oriental	Mati City, Davao City	(082) 388-3370; 811-4346 (fax)
SDO Davao City	Palma Gil St., Davao City	(082) 224-0100; 224-3274; 221-0059 (fax) davao.city@deped.gov.ph
SDO Digos City	Digos City, Davao del Sur	(082) 553-83-76; 553-83-75; 553-83-96 digos.city@deped.gov.ph
SDO Mati City	Mati City	(087) 388-3372; 388-3370 mati.city@deped.gov.ph
SDO Panabo City	Panabo, Davao del Sur	(084) 628-4161 panabo.city@deped.gov.ph
SDO Island Garden City of Samal (IGACOS)	Island Garden City of Samal	(084) 301-4121 samalcity@deped.gov.ph
SDO Tagum City	Tagum City	(084) 217-2326; 217-3370 tagum.city@deped.gov.ph

Region XII

Office	Address	Contact Information
SDO Cotabato	Brgy. Amas, Kidapawan City	(064) 288-1799; 278-7017; 278-7016 cotabato.division@deped.gov.ph
SDO Sarangani	Alabel, Sarangani	(083) 508-2029 sarangani@deped.gov.ph
SDO South Cotabato	Alunan Ave., Koronadal City	(083) 228-3801 south.cotabato@deped.gov.ph
SDO Sultan Kudarat	Barangay Kenram, Isulan, Sultan Kudarat	(064) 200-3672; 200-7632; 200-6255; sultan.kudarat@deped.gov.ph
SDO General Santos City	Tiongson Street, Lagao, General Santos City	(083) 552-8909; 552-8907; generalsantos.city@deped.gov.ph
SDO Kidapawan City	JP Laurel cor. Quirino St., Kidapawan City	(064) 278-4144 kidapawan.city@deped.gov.ph
SDO Koronadal City	Rizal Street, Koronadal City	(083) 228-9705; 228-2437 koronadal.city@deped.gov.ph
SDO Tacurong City	National Highway, Poblacion, Tacurong	(064) 200-6093

Region XIII - CARAGA

Office	Address	Contact Information
SDO Agusan del Norte	JP Rosales Avenue, Butuan City	(085) 342-6822 agusannorte@deped.gov.ph
SDO Agusan del Sur	Prosperidad, Agusan del Sur	(085) 343-7114 depedagusandelsur@deped.gov.ph
SDO Dinagat Islands	San Jose, Dinagat Island	
SDO Surigao del Norte	Rizal St., Surigao City	(086) 826-8216 surigao.delnorte@deped.gov.ph
SDO Surigao del Sur	Balilahan, Mabua, Surigao del Sur	(086) 211-3225 surigao.delsur@deped.gov.ph
SDO Bayugan City	Lanzones St., Poblacion,	(085) 303-0766 deped.bayugan@gmail.com
SDO Bislig City	Government Complex, Poblacion, Bislig City	(086) 853-2004 bislig.city@deped.gov.ph
SDO Butuan City	R. Palma St., Butuan City	(085) 341-6830; 341-0022; butuan.city@deped.gov.ph
SDO Cabadbaran City	Km. #1 Hinagdanan Comagascas	(085) 343-1882 cabadbaran.city@deped.gov.ph
SDO Siargao	Dapa, Siargao, Surigao del Norte	 siargao@deped.gov.ph
SDO Surigao City	Roxas St., CV Diez, Brgy. Washington	(086) 826-3075; 242-5249 (f) 826-1268 surigao.city@deped.gov.ph
SDO Tandag City	Tandag, Surigao del Sur	(086) 211-5730 tandag.city@deped.gov.ph

CAR – Cordillera Administrative Region

Office	Address	Contact Information
SDO Abra	Bangued, Abra	(074) 752-8039; 752-8675; 752-5358 abra@deped.gov.ph
SDO Apayao	Kabugao, Apayao	(0920) 4050108 apayao@deped.gov.ph
SDO Benguet	Wangal, La Trinidad, Benguet	(074) 309-2047; 422-2001; 422-6570; 422-7501 benguet@deped.gov.ph
SDO Ifugao	Lagawe, Ifugao	(074) 382-2102; 382-2140 ifugao@deped.gov.ph
SDO Kalinga	Bulanao, Tabuk, Kalinga	09183711176; (0917) 8013587
SDO Mountain Province	Bontoc, Mt. Province	(074) 462-4135 mt.province@deped.gov.ph
SDO Baguio City	Baguio City	(074) 442-7819; 446-0275 baguio.city@deped.gov.ph
SDO Tabuk City	Dagupan, Tabuk City	tabuk.city@deped.gov.ph

NCR – National Capital Region

Office	Address	Contact Information
SDO Caloocan City	10th Ave., Kalookan HS, Caloocan City	(02) 8878-1975; 8810-1714 loc. 105, 109, 110 caloocan.city@deped.gov.ph
SDO Las Piñas City	Gabaldon Bldg., Padre Diego Cera Avenue	(02) 8835-9030 loc 102 laspinas.city@deped.gov.ph
SDO Makati City	Gov. Noble St., Brgy. Guadalupe Nuevo	(02) 882-5862; 882-5861 makati.city@deped.gov.ph
SDO Malabon City	Maya-maya St. Kaunlaran Vill., Longos	(02)8375-1995 loc. 306, 315 malabon.city@deped.gov.ph
SDO Mandaluyong City	H-way Hills ES, Calbayog St.	(02) 7945-3707 sdo.mandaluyong@deped.gov.ph
SDO Manila	Antonio J. Villegas St., Ermita, Manila	(02) 8527-5009; 7001-5706; 8241-2317 loc. 218, 219, 223, 220 manila@deped.gov.ph
SDO Marikina City	Shoe Ave., Sta. Elena, Marikina City	(02) 8682-2472; 8682-3989 sdo.marikina@deped.gov.ph
SDO Muntinlupa City	Laguerta St. Tensuan Site, Poblacion	(02) 8865-1514; 8861-4953; 8829-2308; 8478-2846 sdo.muntinlupa@gmail.com
SDO Navotas City	Bagumbayan, Navotas City	(02) 8332-7764; 8275-5239 navotas.city@deped.gov.ph
SDO Parañaque City	Kabihasnan St., Brgy. San Dionisio	(02) 8452-4514 loc. 204; 8829-9192 loc. 201 paranaque.city@deped.gov.ph
SDO Pasay City	P. Zamora St., Pasay City	(02) 8831-6660; 883107948 depedpasaycity@yahoo.com
SDO Pasig City	Pasig ES, Caruncho Ave., Pasig City	(02) 7738-5209 pasig.city@deped.gov.ph
SDO Quezon City	Nueva Ecija St. Sitio Bago Bantay	(02) 8560-2305; 8547-2734 quezon.city@deped.gov.ph
SDO San Juan City	San Juan City	(02) 8250-4528 depedsanjuan@gmail.com
SDO Taguig City-Pateros (TAPAT)	Gen. Santos Ave., Central Bicutan	(02) 838-4251 taguig.pateros@deped.gov.ph
SDO Valenzuela City	P. Valenzuela St., Marulas, Valenzuela	(02) 8838-4251; 8277-3439 valenzuela.city@deped.gov.ph