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 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 and Sports	Minister	Education Act of 1982
1987 – 1994	Department of Education, Culture and Sports	Secretary	E.O. No. 117. January30, 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 in 1987 by virtue of Executive Order No. 117. The structure of DECS as embodied in 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 of Basic 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

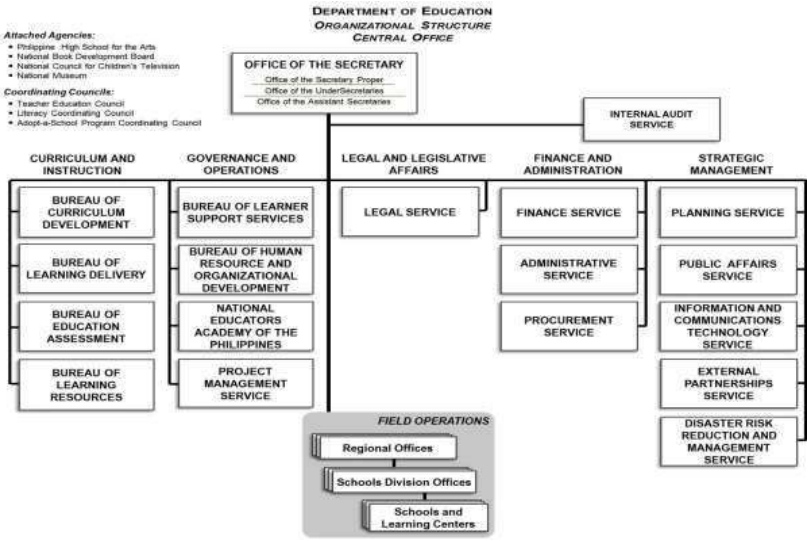
offices and schools). RA 9155 provides the overall framework for (i) school head empowerment by strengthening their leadership roles and (ii) school- based management within the context of transparency and local accountability. The goal of basic education is to provide the school age population and young adults with skills, knowledge, and values to become caring, self-reliant,productive and patriotic citizens.

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



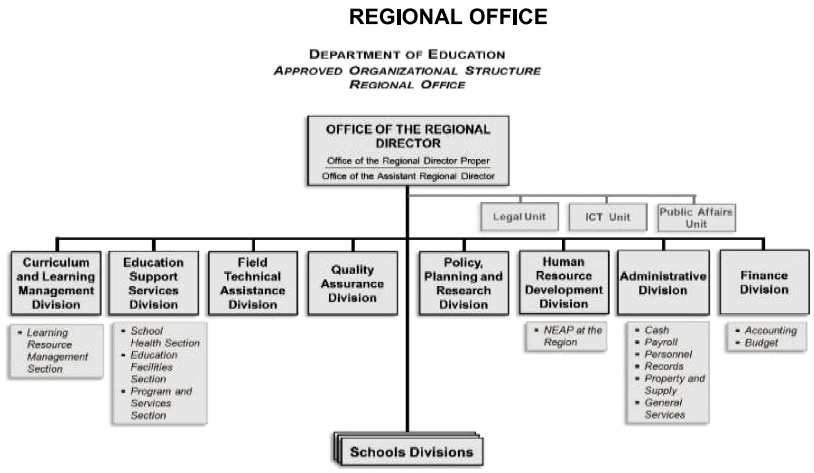
Following the Rationalization Plan structure, the Office of the Secretary (OSEC) at the Central Office oversee and manages five (5) different strands and supported by bureaus, services, and divisions. DepEd operates with nine (9) Undersecretaries and five (5) Assistant Secretaries in the following areas:

- 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

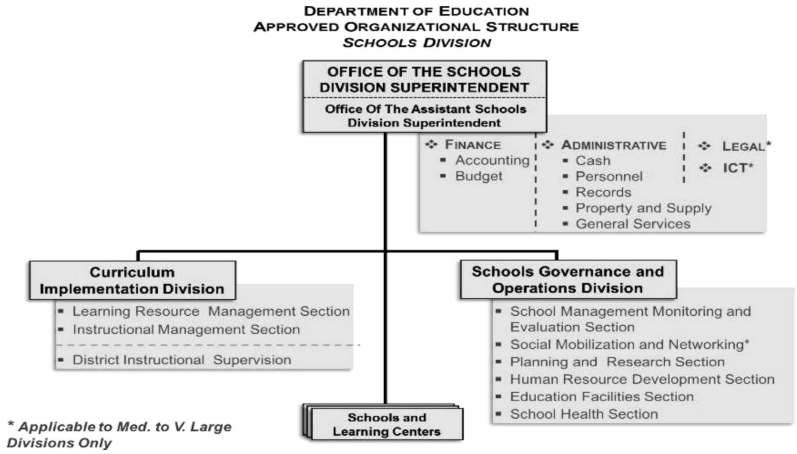


At the sub-national level, the Field Offices consist of the following:

- Seventeen (17) Regional Offices including the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM*), each headed bya Regional Director (a Regional Secretary in the case of BARMM).

- Two hundred twenty-six (226) Schools Divisions Offices headed by aSchools Division Superintendent, and two thousand six hundred forty-five (2,645) schools districts.

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



Under the supervision of the Schools Division Offices are 47,533 public schools, Note that data provided is as of July 12, 2022.

II. 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 a 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.

III. Vision

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

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

IV. Mission

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

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.

V. 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

VI. 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

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 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:	G2G - Government To Government; G2C- Government to Citizen
Who may avail:	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application indicating the entry/entries to be corrected (1 original copy)	Requesting party
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)	PSA
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)	School
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)	Affiants
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application	Requesting party
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record	Requesting party
7. Data Privacy Consent Form	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit all the required documents and fill out the application form for Correction of Entries in the	1.1 Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

School Records with consideration to Data Privacy Act	appropriate action.			
	1.2 Refers the documents to Legal Unit	None	10minutes	SDS
	1.3 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Unit personnel/ Legal Officer
	1.4 Forward to SDS for signature	None	5 minutes	Legal Officer
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.,	None	1 day	SDS/ SDS Staff
1. Receive a copy of the Order	1.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records/ Releasing In-Charge/Admin Staff
	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 Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website	Applicant
2. Letter of Intent for teaching position (1 original)	
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)	Form from CSC Website/ SDO
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)	Certification from PRC
5. Certified true copy of ratings obtained in the LET/PBET (1 original)	PRC
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)	SDO
7. Certified true copy of Transcript of Record (1 Original Copy)	Applicant
8. Certificate of specialized trainings (1 Photocopy of each)	Applicant
9. NBI Clearance (1 Original Copy)	NBI
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)	Applicant
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies	Applicant
12. Application thru Division Website (if applicable)	SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	10 minutes	Client

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

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

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

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 the latest 2x2 ID picture (3 original copies)	CSC Website Form from CSC or SDO Website
3. Government Issued ID (1 photocopy)	Applicant
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)	CSC/PRC
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)	School/s attended
6. Performance Ratings for the last 3 semesters(1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any	Previous/Current employer
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), 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 TOBE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email complete documents to Records/ SDO email	1.1. Stamp Receive, issue receiving copy, and forward the documents to HR	None	5 minutes	Records Officer/ AAVI
	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive acknowledge ment email	2.1. Encode application details	None	5 minutes	HR Unit Staff/ HRMO
	2.2. Pre-evaluate qualifications of the applicant vs. qualification standards of position	None	5 minutes	HRMO
3. Receive Result of Evaluation	3.1. Inform applicant of result of initial evaluation via email	None	5 minutes	HRMO
	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 are needed 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 3. 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 textbooks and/or equipment from suppliers	None	1 day	Property and Supply Personnel
	1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	1 day	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	1 day	

	1.5. Reviews and approves the ICS/RIS	None	1 day	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	1 day	
	1.7. Preparation of distribution list and in coordination with district/schools	None	3 hours	
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	1 day	
	TOTAL	None	**6 days and 6 hours**	

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

D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

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 1 Photocopy)	Requesting person and/or Authorized Person
3. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1Prepare, print and 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 Authorized Person
3. Authorization Letter (1 Copy)	Requesting person

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
	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 of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017

Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools and ALS/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 2 photocopies)	School attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)	School attended
4. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client
5. List of Graduates certified correct by authorized 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) for the 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 photocopies certified by the School Head)	School Attended
Additional Requirements for Graduates from private schools:	

12. Special Order (1 Original and 2 photocopies certified by the School Head)	School Attended
Graduate and undergraduate from public schools: 1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy) 2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies) 3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies) 4. Diploma (1 Original and 2 certified true copies certified by the School Head) 5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies) 6. PEPT Test Result Rating (1 original and 2 certified true copies) 7. PSA Birth Certificate Copy (1 Original and 2 photocopies) 8. Latest Passport size ID picture (2 copies) 9. Documentary Stamp 2 pcs	 School Attended (for CAV form 6) Division Office (for CAV form 14) School Attended/ BEA Division Office School Attended Division Office Division Office/BEA Client Client BIR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)

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

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

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

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 communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
	TOTAL		**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 DepEd Order No. 49, series of 2006, "*Revised Rules of Procedure of the Department of Education in Administrative Cases*" or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)G2C - Government to Client Government to Business (G2B)
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number 1.3. Log the received document/s to the Incoming Logbook.	None	10 minutes 3 minutes 5 minutes	Administrative Aide VI or Administrative Officer IV (Records)

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	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 DepEd Order No. 49, series of 2006, "*Revised Rules of Procedure of the Department of Education in Administrative Cases"* or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

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)G2C - Government to Client 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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness. 1.2. Stamp received the documents and receiving copy with transaction number.	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)

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

	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. 2.11. Forward to Records Unit, for releasing	None	20 minutes 5 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee 2.13. Coordinate with the Office/Agency and contact the client.	None	10 minutes 30 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	3.1. Release the Communication 3.2. If there is a proof of service, serve and 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, 11 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 kalian 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)*	Celphone 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 nagrereklamo sa reklamong ito)
2. **I / we have caused the preparation of the foregoing complaint;**
   (Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
3. **I / we have read the contents thereof;**
   (Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
4. **All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;**
   (Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)
5. **I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof.** ((Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na 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	**Signature over Printed Name**
(Pirma sa ibabaw ng Pangalan)	*(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 1.3 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 Quick Tour		None	3 minutes	Client
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR number code of the desired resources (upon request)	None	5 minutes	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 the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		None	1 minute	Client
11. Sign-out of the LR 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 learning materials (LMs), thus the Library Circulation Services. All schools/districts/ SDOs with established 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 (online or face to face)	1.1. Check accomplished request 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) list of available LMs, (2)Borrower's Form, and (3)Returning Transaction Form	None	1 minute	Librarian/ Library Staff
3. Accomplish Borrower's and Returning Transaction Forms	3.1. Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	Librarian/ Library staff
	3.2. Check the completeness of the 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**	

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	
3. Valid ID (Driver's License, Postal ID, Voters ID) - 1 photocopy	
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 (face to face or online)	None	5 minutes	Curriculum Implementation personnel
	1.2. Conduct assessment /screening : ABL and FLT	None	3 hours	Instructional Managers /ALS Mobile Teacher/ District ALS Coordinator/ EPS-II for ALS
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	
	TOTAL	None	**4 hours, 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**
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)	Client

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

	action undertaken to the said letter request			
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	Planning Officer
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	Records Officer
	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 recognition of operations of private schools.

Office or Division:	School Management, Monitoring & Evaluation (SMM&E) Section
Classification:	Highly Technical Transaction
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 by the Corporate Secretary (for new/recognition)	School applicant
1 copy of notarized comprehensive Feasibility Study(for new/recognition)	School applicant
1 copy of application letter stating the nature of Government Permit being applied for(being renewed), or stating intent for recognition	School applicant
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)	SEC
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)	School applicant
Documents of ownership of school building(s) (for new/recognition)	School applicant
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)	School applicant
1 copy of Class program of the classes offered (for new/recognition)	School applicant
1 copy of Qualitative Evaluation Processing Sheet (for SHS application)	Provided by the EPS/In-charge of Private Schools
School Bond (for new/recognition)	To be provided by the RO to the client
Latest Enrolment Data (for renewal)	Client/from the Division planning Officer
Copy of the Updated Government PTO (for renewal)	School applicant
Ocular Inspection Report (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools

Endorsement from the Schools Division Superintendent (for new/recognition/renewal)	Provided by the SMM&E (In charge of Private Schools

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	Admin Officer IV/Admin Staff (Records)
	1.2. Receive documents by SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	SGOD Chief/SGOD Staff
	1.3. Process and evaluate the documentary requirements received	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	3 days	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD)/ PSDS (CID)/

				Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist(SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer (if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/ prepare the endorsement to Regional Office	None	1 day	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	1 day	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	Admin Officer IV/Admin Staff (Records)
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
TOTAL			**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 graduation of qualified Grade 12 learners.

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private school with graduating students (Grade 12)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application documents (1 original and each document) • Letter of intent addressed to the Regional Director thru the Schools Division Superintendent • List of Qualified Graduates (per track/strand/specialization) • Accomplished Special Order Form • Original Form 137-A (SHS Student Permanent Record) • Form IX (SHS Graduation Form) • Original Form 137-A (JHS Student Permanent Record) • Birth Certificate (PSA)	School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forward to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

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

Office or Division:	SGOD - School Management, Monitoring and Evaluation
Classification:	Highly Technical
Type of Transaction:	Government to Business (G2B)
Who may avail:	Any private schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Application for DepEd Permit to Operate/Recognition	
1. Application documents (1 original and each document) • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course - Demand for the graduates - Prospective learners - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(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 school year 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, supplies and materials (to be certified by the school head)	School Applicant

• 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 head) • Inspection and Application Fees	
B. SHS New Application or Additional Track/Strand	
1. Application documents (1 original of each documents) • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered) • 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) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others) • 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,	School Applicant

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	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal

	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	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 failed subjects 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
1. Application documents (1 original and each document) • Letter of intent addressed to the Schools Division Superintendent • School Calendar for Summer – 35 days • List of teachers who intent to teach during summer classes • General class program for summer • Tuition and other school fees • Tentative list of summer enrollees with learning areas to be taken written opposite each name • A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student. • Written consent of parents whose children will attend student summer classes • Post summer activities	School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA Parents School Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the complete documentary requirements to the SDO	1.1.Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2.Forward documents to SGOD Chief and route to	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

	designated/in-charge for Private School			SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	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
1. Application documents (1 original and each document) • Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year	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 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 from the school and forwards to SGOD-SMM&E Section	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	Admin Officer IV/ Admin Staff (Records) SGOD Chief/ SGOD Staff

	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	1 day	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	Admin Officer IV/ Admin Staff (Records)
	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
1. Application documents (1 original and each document)	
• Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year;	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: The miscellaneous 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/PTA
a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.	
b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year	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 of sample receipts of purchases and others.	School Applicant

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

Schools Division Office

Internal Services

Office of the Schools Division Superintendent

Issuance of Foreign Travel Authority

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

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

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

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

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

m. Highly relevant to basic education; for foreign official travel, must be in compliance with an international commitment/contractual obligation.
n. Essential to the effective performance of official/employee mandate of functions.
o. Projected expenses involve minimum expenditure or are not excessive.
p. Presence is critical to the outcome of the activity to be undertaken.
q. Absence from the permanent official station will not hamper the operational efficiency of the office.
r. 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:

g. 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;
h. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and
i. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

Office or Division:	Office of the Schools Division Superintendent (OSDS)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically • 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
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[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
5. One (1) original Certificate of No Pending Case	Legal unit with jurisdiction over the client
6. One (1) copy of approved Completed Staff Work (CSW)	International Cooperation Office / Client
7. One (1) copy of Estimated Travel Cost	
8. One (1) copy of Work and Financial Plan	Client's office
Optional requirements: - If applying for Cash Advance (CA): Original certification that previous CA has been liquidated	Accounting unit with jurisdiction over the client
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary	Office of the Secretary

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

b. Clearance Certificate c. Copy of the Registration Sticker	Regional Office Commission on Filipino Overseas
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office	Signing authority for OO designated by the Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the SDO	1.1 Check the documents received, process for release to the Personnel Unit	None	10 minutes	Records Unit
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Personnel Unit
	1.3 Check documents for completeness and accuracy	None	3 hours	Personnel Unit
	1.4 Countersign Form and TA and forward documents	None	15 minutes	Personnel Unit
	1.5 Review and sign the Form and TA	None	4 hours	SDS
	1.5 Return the documents to the Records Unit	None	10 minutes	OSDS
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Records Unit
	1.6 Receive and process request; return documents to OSDS	None	5 days	Central Office
2. Receive requested document/s from the Records Section	2.1 Check documents received and process for release; release document/s to intended recipient.	None	20 minutes	Records Unit
3. Submit post-travel report addressed to the Office of the Secretary[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**	

[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 .

Field Code Changed

1.2 Issuance of Foreign Personal Travel Authority

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

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

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. Submit complete requirements to the	1.1 Receive the documents and log on the database, route to	None	10 minutes	Records Unit

SDO a. School Head b. Office of the School Head – for Teaching and Non-Teaching Personnel in Schools c. Division Chiefs and below, including PSDS in SDOs	Personnel Unit			
	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	1 day	SDS
	1.8 Return the documents to the Records unit	None	10 minutes	OSDS
	1.9 Check the documents and forward to the Office of the Regional Director (ORD)	None	1 day	Records Unit
	1.10 Receive and process request; return documents to OSDS	None	2 days	ORD
2. Receive requested document from the Records Unit	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Records Unit
	TOTAL	**None**	**5 days**	

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 Original Copies, 2 Photocopy)	Accounting Unit
Purchase Orders (pre-audited)	
1. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Other supporting documents (1 Original Copies, 2 Photocopy)	Requesting Unit
Biddings	
1. Notice of Award (1 Original Copies, 2 Photocopy)	BAC Secretariat
2. Signed Contract (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Sub-AROs (1 Original Copies, 2 Photocopy)	Requesting Unit/Budget
4. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
Cash Advances for Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies, 2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit

4. AR/ATC (1 Original Copies, 2Photocopy)	
Reimbursement of Travels	
1. Approved Travel Order (1 Original Copies, 2 Photocopy)	Requesting Unit
2. Memorandum (1 Original Copies,2 Photocopy)	Requesting Unit
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)	Requesting Unit
4. Certificate of Appearance/Participation/Attendance (1 Original Copies, 2 Photocopy)	Requesting Unit
5. Certification of Travel Completed(1 Original Copies, 2 Photocopy)	Requesting Unit
6. AR/ATC (1 Original Copies, 2 Photocopy)	Requesting Unit
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 to budget	1.1. Receive the documents from the requesting party	None	2 minutes	ADAS
	1.2.Review, analyzeand verify the documents	None	5 minutes	ADAS/Budget Officer III
	1.3. Verify the availability of allotments	None	3 minutes	Budget Officer III
	1.4. Record and posting of entries in BMS	None	5 minutes	ADAS
	1.5.Generate print-out of ORS	None	2 minutes	ADAS
	1.6. Certification by the Head of the Budget Unit or his authorized representative on the existence of	None	5 minutes	Budget Officer III

	available appropriation (Box B)			
	1.7. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Party
	1.8. Forward to Accounting Division	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 (RCI and RADAI)	1.1. Receive the reports	None	3 minutes	Receiving personnel
	1.2. Encode/post the data on the BMS	None	5 minutes	Budget officer/ADAS
	TOTAL:	**None**	**8 minutes**	

B. Cash Unit

1. Handling of Cash Advances

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

Office or Division:	Cash unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authority to Cash Advance (1 Original Copy)	Accounting Unit
2. Certification of No Liquidated CA's	Respective office/bureau/service
3. Documentary requirements	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Authority to Cash Advance and Certification of No Liquidated CA's	1.1 Issue the Authority to Cash Advance and Certification ofNo Liquidated CA's	None	20 minutes	Accounting Staff
2. Forward to Head of Office for Approve, then prepare DV and ORS and attached documentary requirements needed for Cash Advances	2.1 Sign the documentary requirements needed for Cash Advance	None	15 minutes	Head of Office
3. Prepare DV and ORS and attached documentary requirements needed for Cash Advances	3.1 Forward the ORS/DV to signatories	None	1 day	Records

	3.2 Receive complete, accurate and approved DV, ORS, ADA and supporting documents form the Head of Office	None	10 minutes	Cash Personnel
	3.3 Prepare Payroll Credit System Validation (PACSVAL)	None	2 hours	Cash Personnel
	3.4 Forward the PACSVAL to Accountant for review and signature	None	20 minutes	Accountant
	3.5 Prepare Advice of Check Issued and Cancelled (ACIC)	None	30 minutes	Cash Personnel
	3.6 Review the ADA details against ACIC	None	20 minutes	Cashier
	3.7 Sign the ADA, PACSVAL and ACIC	None	10 minutes	Cashier
	3.8 Forward ADA, PACSVAL and ACIC to the Headof Office for signature	None	5 minutes	Cash Personnel
	3.9 Sign the ADA, PACSVAL and ACIC	None	30 minutes	Head of Office
	3.10 Receive the signed ADA, PACSVAL and ACIC	None	10 minutes	Cash Personnel
	3.11 Submit the ADA, PACSVAL and ACIC to the bank	None	1 hour	Cash Personnel
	3.12 Notify the clients that the Cash Advances are already credited to ATM	None	15 minutes	Cash Personnel
	TOTAL	**None**	**1 day, 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 accomplished ICT technical assistance form	1.1. Stamping "Received" on the document	None	1 minute	Records Section
	1.2. Transmitting the stamped document to the ICT Unit	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and interview the client	None	10 minutes	ICT Unit
	1.5. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	1.6. Give the credentials to the client	None	5 minutes	Client and ICT Unit
	Total:	**None**	**38 minutes**	

2. Checking ofemail sent	2.1. None	None	2 minutes	ICT Unit
	2.2. Evaluate the document sent. If blurry or has erroneous entry, return to sender. If client has no signature, return to sender.	None	10 minutes	ICT Unit
	2.3. Create/ delete/ rename account or reset password of client account	None	15 minutes	ICT Unit
	2.4. Give the credentials to the sender	None	5 minutes	ICT Unit
	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	Records Section
	1.2. Transmitting the stamped document to ICT	None	5 minutes	
	1.3. Receive stamped document	None	1 minute	Client
	1.4. Evaluate the document and Interview client	None	10 minutes	ICT Unit
	1.5. Evaluate and analyze the ICT equipment	None	30 minutes to an hour	ICT Unit
	1.6. Troubleshoot the equipment If troubleshooting is possible to finish within the day, troubleshoot the equipment If troubleshooting is not possible to finish within the day, give recommendation to the client for next step	None	1 hour	Client and ICT Unit
	1.7. Give recommendation to the client 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 Publications Request Sheet 2. Request Sheet – Certification of Published Article/s	ICT Unit
3. Request Sheet 4. Announcements 5. Articles	Records Unit
6. Issuances 7. Bidding Documents 8. Invitation to Bid 9. Request for Quotation 10. Notice of Award 11. Notice to Proceed	Bids and Awards Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request Sheet	1.1 Give the Request Sheet and receive the document/s	None	2 minutes	Administrative Assistant III / ICTU
	1.2 Receive the document/s	None	2 minutes	
	1.3 Verify the document/s to be uploaded	None	2minutes	
	1.4 Scan the document/s to PDF format	None	5 minutes	
	1.5 Upload the document/s on the website or Workplace	None	5 minutes	
	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 no pending administrative case filed before any office of the Department before allowinghim/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 of formally charged employees	None	5 minutes	Legal Officer / Legal Assistant
2. Log at the log sheet provided if issued a certification	2.1 If employee does not have a pending case, issue certification / sign clearance If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved 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 technicalknowledge, 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 (3 Original copies)	School/ Office of requestor
2. Endorsement Letter signed by SDS (2 Original Copies)	Admin Section
3. Equivalent Record Form (4 Original)	Personnel Unit
4. Latest Approved Appointment (5 Photocopy)	Applicant
5. Original Transcript of Records –Graduate Studies (1 Original 4 Photocopy)	Emanating Graduate School
6. PRC License –(5 Photocopy)	PRC/ Applicant
7. PRC Board Rating/ Certification –(1 Original 4 Photocopy)	Emanating Graduate School
8. Certification of Units Earned –(1 Original 4 Photocopy)	Concerned agency
9. Service Record/s Private and Public (1 Original 4 Photocopy	Applicant
10. Certificate of Training/s and Seminar/s attended (minimum of 3 days in the last 5 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 necessary documents	None	30 minutes	
	1.3 Forward to authorized signatories for signature on ERF Form	None	1 hour	AOV and SDS
2.Furnish teacher with the Endorsement of the ERF to Regional Office	2. 2 Indorse the ERF application to Regional Office	None	5 minutes	Personnel Unit
	TOTAL	**None**	**1 hour, 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 more than 15 days (4 original copies) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client
Sick Leave 1. CSC Form 6 (3 original copies) 2. Medical Certificate, if more than 5 days sick leave (1 Copy) 3. Letter request, if necessary (1 original copy)	Personnel Unit Client Client
Paternity Leave 1. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original 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. CSC Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) *Additional Requirements:* • Special Order Form (3 original copies) • Medical Certificate (1 Copy) • Clearance (4 original copies)	Personnel Unit Client Front/ Information desk
Solo Parent Leave	CSC website/ Front/ Information desk

1. CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies) 2. Letter request, if necessary (1 original copy) *Additional Requirements:* • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)	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 documentary requirements within the prescribed timeline from the concerned office	1.1. Receive thecomplete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the received document as to completeness	None		
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Unit
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Unit
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	Records Section - Person in charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	
	TOTAL	None	**3 hours, 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 (1 Copy)	DepEd Schools Division Office
2.Service Record (1 Original Copy)	
3.Clearance for money & property Accountabilities District & Division (4 Original Copies)	
4.Statement of Assets & Liabilities (1 Original Copy)	
5.Certificate of No Pending Administrative Case (1 Original Copy)	
6.Certificate of Last Day of Service (1 Original Copy)	
7.Certificate of Last Salary Received (1 Original Copy)	
8.Certification of Leave with or without pay (1 Original Copy)	
9.Ombudsman Clearance (1 original copy)	Concerned retiree
10. GSIS Application for retirement benefits form (1 original copy)	
11.Provident Clearance (1 original copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit complete requirements for Retirement toRecords Unit	1.1. Receive complete documents from Records Unit checked by District Human Resource	None	30 minutes	Human Resource Unit -Person in charge

	Management Officer			
	1.2. Check and verify the completeness of the documents	None	30 minutes	Human Resource Unit -Person in charge
	1.3. Inform the concerned person if the requirements are incomplete	None	1 day	Human Resource Unit -Person in charge
	1.4. Authenticate complete documents for retirement. Prepare 1st endorsement	None	1 hour	Human Resource Unit -Person in charge
	1.5. Forward complete documents to SDS office for signature and ODC for release in the Regional Office	None	2 days	Human Resource Unit -Person in charge
	1.6. Indorse the application for retirement to the Regional Office	None	2 days	Human Resource Unit -Person in charge
	TOTAL:	**None**	**5 days, 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 formwith other required documents with attached pay slip	1.1.Receive and forward submitted complete documents	None	2 minutes	Front Desk/ Information
	1.2. Verify the complete documents submitted	None	5 minutes	Human Resource Unit Concern
	1.3.Prepare and sign Certificate of Employment	None	5 minutes	Admin Officer (Admin Service)
2. Receive Certificate of Employment	2.1 Release Certificate of Employment to Client	None	2 minutes	Front Desk/ Information
	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 (2 copies)	Personnel/ Records
2.Previous copy of Service Record from previous employment (2 copies)	Client
3.Latest payroll slip (1 photocopy)	RPSU thru Cashiering Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish Transaction/ Request Form	1.1. Receive and review of request from client	None	30 minutes – 2 days depending on the size of the division	Personnel Unit Person-in-charge
	1.2. Retrieve of documents from file	None		
	1.3. Process request	None		
2. Receive the signed service record	2.1. Release record	None		
	TOTAL:	**None**	**30 Minutes to 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) original copy) 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 SDO Subject: **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) DepEd Email 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 through e-confirmation of GSIS/ email	None	15 minutes	
	1.4Notify 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 (1 photocopy)	Personnel Unit
2. Publication –CSC Form No. 9 (Revised 2018) received by CSCFO (1 photocopy)	Personnel Unit
3. Checklist of Common Requirements (1 original)	Personnel Unit
4. Appointments Processing Checklist (1 original)	Personnel Unit
5. Appointment Form CS Form No. 33-A (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
6. Certificate of Availability of funds (3 original, 1 photocopy)	Personnel Unit
7. 4. Oath of Office –CS Form No. 32 (Revised 2018) (3 original, 1 photocopy)	Personnel Unit
8. 5. Certificate of Assumption to Duty –CS Form No. 4 (Series of 2018) (3 original, 1 photocopy)	Personnel Unit
9. Clearance-CS Form 7 (3 original, 1 photocopy) except for original and reemployment	Personnel Unit
10. Position Description Form-DBM-CSC Form No. 1 (Revised version No. 1 s. 2017) (3 original, 1 photocopy))	Personnel Unit
11. Approved Rank list (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
12. Summary Profile and Evaluation Reportof Candidate (3 photocopy) - except for Reappointment as Provisional, Permanent and transfer	Personnel Unit
13. Duly accomplished CSC Form 212 (Revised 2017) –Personal Data Sheet (3 original)	Appointee
14. Work Experience Sheet (3 original)	Appointee
15. Certified true copy of Original Transcript of records (3 photocopy)	Emanating School

16. Authenticated copy of PRC Board rating/ CSC Eligibility (1 original, 2 photocopy) – except for Reappointment as Provisional	PRC or CSC
17. Certified true copy of Professional Regulation Commission (PRC) Identification card –if applicable (3 photocopy) –except for Reappointment as Provisional	PRC
18. Latest Approved Appointment (3 photocopy) –except for Original and reemployment	Appointee
19. Performance Rating (3 photocopy) – except for Original and reemployment	Appointee
20. Medical Certificate –CS Form No. 211 (Revised 2017) (1 original, 2 photocopy)	Accredited Health Care Facility
21. Results of Medical Exam and Laboratorytest (3 photocopy) -except for promotion, reappointment and transfer	Accredited Health Care Facility
22. NBI Clearance (3 photocopy) –except for promotion, reappointment and transfer	NBI
23. PSA Birth Certificate (3 photocopy)- except for promotion, reappointment andtransfer	PSA
24. Marriage Certificate –if applicable (3 photocopy) - except for promotion, reappointment and transfer	PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and checkfor the completenessof the submitted requirements for appointment	None	15 minutes	Personnel Unit
	1.2. Prepare Appointment paper (CS Form No. 33-A), Position Description Form (CSForm No. 1), Oath of Office (CS Form No. 32), Assumption to Duty (CS Form No. 4), Certificate of Availability of funds, Appointments Processing checklist, Checklist of common requirements, Publication and	None	30 minutes	

	Acknowledgement of published items			
	1.3. Forward to Immediate Superior the Position Description Form (PDF) for signature	None	5 minutes	
	1.4. Forward to Accountant the Certification of availability of funds for signature	None	5 minutes	
	1.5. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	10 minutes	
	1.6. Approve Appointment- CS Form No. 33-A, Certification of Availability of funds, Oath of Office CS Forms No. 32, and attest at the back of the Personal Data Sheet- CS Form 2121 and SALN	None	5 minutes	
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A	2.1 Furnish appointee with a copy of his/her appointment for submission to CSCFO, ensure that appointee acknowledges receipt of a photocopy of said appointment	None	5 minutes	
	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 Leave Credits by the Division Personnel Officer- (1 original copy)	
9. Certified Copies of Leave Cards-(1 original copy)	
10.Certification of Leave Credits Earned- (1 original copy)	
11. Fiscal Clearance (1 Original Copy)	
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) (1 photocopy)	

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

1.Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section - Person in charge
	1.2. Check the document as to completeness			
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Records Section - Person in charge
	1.4. Review the submitted complete document and provide appropriate action	None	30 minutes	Personnel Section - Person in charge
	1.5. Forward to the Office of the SDS for Approval	None	20 minutes	Personnel Section - Person incharge
	1.6. Approve Form 6 and forward to the Personnel Section	None	30 minutes	SDS/ SDS Office Person-In-Charge
	1.7. Forward the approved Form 6 to the Records Section for release	None	15 minutes	Personnel Section - Person in charge
2.Receive the approved Form 6	2.1 Release the approved Form 6	None	10 minutes	Records Section - Person incharge
	TOTAL:	**None**	**3 hours, 55 minutes**	

9. Request for Correction of Name and Change of Status

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

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 1 photocopy)	Employee/ BIR
2. PSA Birth Certificate (for Correction of Name) (1 original and 1 photocopy)	Employee/ PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1 Receive and check the complete document	None	3 minutes	Personnel Unit
	1.2 Preparation of updates and submission of attachments to Deped Region Office	None	1 day	
	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 requirements to Supply Office	1.1 Receive and check all the documents	None	5 minutes	Property and Supply Unit Personnel
	1.2 Check the availability of stocks	None	10 minutes	
	1.3 Forwards the RIS Form to the Division Supply Officer for Approval	None	3 minutes	
3. Receive the supplies and the copy of approved RIS Form	3.1 Release of supplies	None	3 minutes	
	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 Clearance Form (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 (if any)	1.1 Receive the accomplished form and checksif the concerned employee has an accountability for property and equipment a. If employee has no accountability, supply officer signs clearance part on property and equipment. b. If concerned employee has accountability, supply officer will request employee to settle all accountability.	None	15 minutes	Property and Supply Unit Personnel
	TOTAL	**None**	**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 Education and 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 and Soft Copy)	Author/ Owner
3. School/District Pre-Evaluation	Online Link
4. Indorsement from the Public Schools District Supervisor or District QAD (or School 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 and LR Situational	None	2 days	School Head, School LR Coordinator, Subject Area Coordinator, Division LR Supervisor
	1.2. Prepare documents	None	1 day	School Head, Division LR

	for capability building			Supervisor, Writer, Illustrator, Layout Artist
2.Attend capacity building, write shop	2.1 Manage and facilitate the write shop	None	5 days	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	5 days	SLRQAT
4.Finalize LR ready for endorsement to District/Division		None	1 day	Writer, School Head
5.Prepare endorsement communication to District/Division Quality Assurance Team	5.1 Accept endorsement communication	None	3 days	DLRQAT
	5.2 SDO does final review if final, recommend for pilot testing if not, recommend for revision	None	15 days	DLRQAT
6. Integrate recommendation based on pilot testing result or resubmit	6.1 SDO finalizes the Learning Resource and submits LRs in hard and softcopyto the	None	5 days	Division LR Supervisor

revised LRs to SDO (both hard and soft copy)	Regional Office			
	6.2 RO finalizes the Quality Assurance of Learning Resource	None	5 days	Regional LREs
7. Prepare endorsement for uploading to LR portal	7.1 Upload LR to portal for online QA	None	1 day	Writer, School Head, Division LR Supervisor
	7.2 Approve, produce and utilize to target users	None	1 day	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	1 day	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 to ensure the correctness and appropriateness as to content, language and layout.

Office or Division:	Curriculum Implementation Division
Classification:	Complex
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 personnel
2. Evaluate the process to ensure the quality standards of the Supplementary Learning Resources	2.1 Assess/evaluate Supplementary Learning Resources	None	1 day	
3. Receive the Endorsement Letter from the Division Office	3.1 Prepare the summary of comments and recommendation as regards the SLR Evaluation	None	2 days	

4. Submit the corrected SLR	4.1 Draft the Schedule of the Final Presentation and inform the teacher througha division letter	None	2 days	
5. Present the Final Presentation of SLR	5.1 Review and evaluate the Final Presentation with evaluation tool	None	1 day	
6. Receive the certificate	6.1 Release the certificate	None	1 day	
	TOTAL	None	**7 days and 15 minutes**	

C. 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 the client and forward to the OSDS	None	10 minutes	Records Unit Staff/ ADA
	1.2. Refer letter request to Chief, SGOD	None	5 minutes	SDS
	1.3. Refer letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 days	Planning Officer
	1.5. Prepare the transmittal letter to be signed by SDS	None	15 minutes	Planning Officer
2.Receive the necessary documents	2.1 Release of the documents to the end user	None	2 minutes	Records Unit Staff/ ADA
	TOTAL:	**None**	**2 days, 4 hours, 32 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
1. 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 the SDS for referral of proper service provider	None	5 minutes	Planning and Research Unit
	1.2 Approval of letter request & referred to the Planning Unit	None	15 minutes	
	1.3 For Action & Provide Data Information needed by Clients	None	30 minutes	
	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 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 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 documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.2 Prepare certification	None	5 minutes	School Screening Committee

	1.3 Sign the certification	None	2 minutes	School Head
2. Receive copy of checklist and signed certification	2.1 Issue a duly verified and attested checklist and certification of requirement to the applicants	None	7 minutes	School Screening Committee
	2.2 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates	None	6 minutes	School Screening Committee
	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 documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee

	1.3 Prepare certification	None	5 minutes	School Screening Committee
	1.4 Sign the certification	None	5 minutes	School Head
2. Acknowledge email	2.1 Inform applicant of next steps via email, i.e. school willsubmit documents toSDO and SDO will contact applicant for updates; attach copyof e-signed checklist and certification	None	5 min	School Screening Committee
	Total	**None**	**1 hour, 10 minutes**	

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

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

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 and check library/ SLRC card	None	3 minutes	
3. Request for the LM	3.1 Check card catalogue for LM requested	None	6 minutes	
4. Fill-out borrower's card	4.1 Receive and check borrower's card and clip it with the library card; issue the LM	None	3 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	3 minutes	
6. Return the LM and presentthe borrower's card	6.1 Check the borrowed LM, sign borrower's card and return the library card to the borrower	None	2 minutes	
	TOTAL:	**None**	**20 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 and Retrieval of Learning Modules	School Information Officer/Class Adviser/School Facebook Page/FB Group Chat/Tarpaulin/School Bulletin Board
3. Distribution and Retrieval Form of Learning Modules	Class Adviser

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/ guardian report to the drop-off station	1.1. Ask the learner's name, log the attendanceand release the module. Remind parents/guardians about schedule of distribution and submission of SLMs.	None	7 minutes	Class Adviser/ Teacher-in-charge
2. Return the completed SLMs on the scheduled date.	2.1. Receive the completed SLMs. Check for completeness using module monitoring checklist.	None	10 minutes	Class Adviser/ Teacher-in-charge
3. Segregate the submitted SLMs and answer sheets.	3.1 Assist in placing received SLMs and answersheets in designated boxes.	None	3 minutes	Class Adviser/ Teacher-in-charge

4. Receive new SLMs.	4.1 Release new set of SLMs.	None	5 minutes	Class Adviser/ Teacher-in-charge
	4.2 Affix signature in Distribution Form.	None	2 minutes	Class Adviser/ Teacher-in-charge
	4.3 Disinfect received SLMS and answer sheets(via disinfecting room/device).	None	14 minutes	Class Adviser/ Teacher-in-charge
	4.4 Forward disinfected submitted SLMs and answer 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) -1 original, 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	
Grade 1 a. Children who completed Kindergarten programs in DepEd Accredited schools& centers b. Certificate of Completion and Progress Report Card c. Children who are six (6) years old and above by October 31st of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016) f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	School Bureau of Education Assessment (BEA), DepEd Central Office

Grade 7 a. Grade 6 Graduate b. School Form 9 Grade 6 (formerly Form 138) 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 Form 138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test			School	
			BEA, DepEd Central Office	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Legibly fill- out the Basic Education Enrollment Form, Affidavit of Undertaking, Pledge of Transferees (For Transferees)	1.1 Check the completeness of information in the Basic Education Enrollment Form and other relevant requirements. Accomplish needed information in the forms.	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements for enrollment per grade level	2.1. Receive and log complete requirements per grade level If incomplete, tag as Temporary enrolled & required to submit Affidavit of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2. Approval of transfer	None	10 minutes	School Head
	2.3 Endorse list of enrollees to Records/ Registrar	None	1 day	School Enrollment Focal Person

	2.4 Complete the List of Enrollees for sectioning: a. old learners b. Incoming Kinder/ Grade1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	1 hour	Teacher/Adviser
	2.5 Post List of Learner's Section.	None	2 days	Teacher/Adviser
3. Access list of learner'ssection.	3.1 Post List of Learner'sSections	None	1 hour	Teacher/Adviser
	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 REQUIREMENT	WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1 original, 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 32, s. 2021	
Kinder Children aged five years old by October 31st ofthe School Year they enroll	
Grade 1 a. Children who are completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six years old and above by August 31st of the school yearthey will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO47, s 2016)	School
f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	Bureau of Education Assessment (BEA), DepEd Central Office

Grade 7 e. Grade 6 Graduate f. School Form 6 Grade 6 (formerly Form 138) g. PEPT Passer or A&E Test Passer h. Result of PEPT or A&E Test	School BEA, DepEd Central Office
Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form 138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test	School BEA, DepEd Central Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request digital Basic Education Enrollment Form and/or Affidavit of Undertaking (forTransferees)	1.1 Send digitized form and list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
2. Fill out the online enrollment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	2.6 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.7Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator

	b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	2 days	
4. Access list of learner's section.	2.9 Post List of Learner's Section.	None	1 hour	Teacher-in-Charge/ Adviser/ ICT Coordinator
TOTAL:		**None**	**Old learners:2 hours, 50 minutes** **New learners:2 days, 1 hour, 50minutes**	

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 REQUIREMENT	WHERE TO SECURE
1. Request Slip or Letter (1 Copy)	School/Client
2. Valid ID - (original and 1 Photocopy)	Client
3. Authorization Letter - 1 copy (if applicable)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge
	1.2 Check the completeness of the information, search for the requested document	None	8 minutes	Teacher-in-Charge
	1.3 Print or photocopy the requested Document	None	8 minutes	Teacher-in-Charge
	1.4 Review, verify, and 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 and ensure client signed the logbook upon receipt	None	8 minutes	Records Officer and/ or Admin Officer
		TOTAL	**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 Government to Citizen (G2C) Government to Government (G2G)
Who may avail:	General Public

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Request Slip or Letter – soft copy	School/Clien
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 affixschool dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/ Records Officer
2. Acknowledge email received	2.1 Email the document to the client	None for active learners. For others – client pays fee directly to courier, as applicable	8 minutes	Records Officer and/ or Admin Officer
		TOTAL	**38 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 REQUIREMENT	WHERE TO SECURE
1. Letter addressed to School Head (except for emergency leave) – 2 copies	Client
2. CSC Form 7 – 3 copies	School
3. Other requirements, depending on the purposeof the clearance	Client
4. Authorization Letter and ID - 1 copy (if applicable)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review and decide on the request. If approved, refer to the office issuing CSC Form 7. Otherwise, provide further details.	None	10 minutes	School Head/ Department Head
	1.2 Issue CSC Form 7.	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
2. Fill out form and process clearance by visiting offices of	2.1 Check applicant records and sign clearance	None	15 minutes per signatory	Authorized signatory

applicable signatories				
3. Upon completion of required signatures, submit form to office that issued form	3.1 Check form for completeness	None	10 minutes	Admin Officer/ HR-designate/ Personnel in-charge
	3.2. Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide feedback to the school	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
4. Acknowledge message from school	4.1 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	Admin Officer/ HR-designate/ Personnel in-charge
		TOTAL	**2 days, 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 School where 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 -Guidelines on the Request and Transfer of 2.Learner's School Records)***
6. Request slip given by DSWD –***For Certificate of Enrollment needed 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 Late Registration of Birth***	Local Civil Registrar
9. List of requirements from DFA – ***For Passport Application***	Department of Foreign Affairs
10.Proof of migration from the embassy – ***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	None	10 minutes	Teacher- in Charge/ Registrar's

	and search for the requested document.			Office Personnel
	1.3. Print or photocopy/scan document	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.4. Review and verify the document and certify true copy	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel /Records Officer/ Admin Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel/Records Officer/ Admin Office
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 of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copyof intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
		TOTAL	**1 hour**	

* 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 andcomplaints 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
1. Complete information	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in-charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in-charge
	For complex concerns – advise client of next steps. CC the concerned office/agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in-charge
		TOTAL	**1 hour, 15 minutes**	

*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**
1. Letter/official communication addressed to the School Head	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit copy of letter/official communication	1.1 Check communication received and forward to the principal/school head	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.2 Review and provide instructions for further processing	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.4 Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacher in-charge
		TOTAL	**2 days, 2 hours, 25 minutes**	

*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	School Head
	1.3 Inform client of next steps, i.e. request will be forwarded to SDO for approval and provide feedback to school	None	5 minutes	Receiving Clerk/AO
	1.4 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	
2. Applicant settles other requirements with school	2.1 Issue official receipt for payment made, as applicable	None	10 minutes	AO/ Cashier
	Total	None	**2 days, 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 and non-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/Admin Assistant
	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 and non-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 of Service Credit Balance (teaching) 5. Accomplishment report duly signed by the grantee 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 Appearance As applicable: 9. Certificate of Attendance (for Brigada Eskwela) 10. 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 available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Check and sign transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
	TOTAL:	**None**	**3 days, 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 the immediate supervisor - 1 original	Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original	School Head
3. Memorandum re: activity conducted	DepEd SDO/School Official Website/Principal's Office
4. Certificate of Appearance	School Head/Program Facilitator
As applicable: 5. Certificate of Attendance (*for Brigada Eskwela*)	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 toschool. School will inform the client when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Sign the transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of documents from SDO	None	5 minutes	AO/Admin Assistant
	TOTAL:	**None**	**1 day, 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 Inventory Form (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	2 days	Class Advisers/ Property custodian/ Physical Facility Coordinator
	1.2 Consolidate school inventory andsubmit to school head for signature	None	1 day	Supply Officer/ Property Custodian / Physical Facility Coordinator/ School EBEIS Coordinator
	1.3 Review and sign the report	None	10 minutes	School Head
	1.4 Submit School Inventory Report to SDO via hard copy/email	None	30 minutes	Property Custodian / School EBEIS Coordinator
	TOTAL	None	**3 days, 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	1 day	
	1.3 Craft an action/SLAC plan/proposal	None	1 day	
2. Attend learning and development activity and provide feedback	2.1 Implement SLAC	None	1 hour	
	2.2 Conduct Monitoring and Evaluation	None	30 minutes	
	TOTAL:	**None**	**2 days, 3 hours, 35minutes**	

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 1 at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify if PAU or RPAC)	Walk-in: Visit the (specify if OSDS or DPAC)
	Online: Email the PAAC at depedactioncenter@deped.gov.ph	Online: Email (insert email address) or fill out the RO online feedback form at (insert link)	Online: Email (insert email address) or fill out the SDO online feedback form at (insert link)
	Phone: Call the PAAC at (+63 2) 8636-1663 | 8633-1942 | 8635-9817 | 8638-7530 | 8638-7531 | 8638-7529	Phone: Call the (specify if PAU or RPAC) at (insert phone no. here)	Phone: Call the (specify if OSDS or DPAC) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 | 0995-921-8461	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 sent through the 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 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 1 at the Public Assistance Action Center (PAAC). However, if the client already has the required documents for filing a complaint, said documents shall be received by the Records Division.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) However, if the client already has the required documents for filing a complaint, said documents shall be received by the Records Section	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) However, if the client already has the required documents for filing a complaint, said documents shall be received by Records

	Online: Email the PAAC at action@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 | 8635-9817 | 8638-7530 | 8638-7531 | 8638-7529	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 0919-456-0027 | 0995-921-8461	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

A. Central Office

EXECUTUVE COMMITTEE		
Office	**Name / Position**	**Contact Information**
Office of the Secretary • Public Affairs Service • External Partnership Service • Internal Audit Service	**SARA Z. DUTERTE** Vice President and Secretary **ATTY. SUNSHINE CHARRY A. FAJARDA** Head Executive Assistant **ATTY. MICHAEL WESLEY T. POA** Director IV	8633-7208; 8633-7228; 8687-2922, 8636-4876; 8637-6209 osec@deped.gov.ph
School Infrastructure and Facilities • Education Facilities Division • School Infrastructure Program Management Office	**EPIMACO V. DENSING III** Undersecretary	8638-8642; 8637-6208; 8636-4876 (f) osec.cos@deped.gov.ph
Administration • Administrative Service • Planning Service • Information and Communications Technology Service • Teachers Camp	**KRISTIAN R. ABLAN** Undersecretary	8638-1780 usecforadministration@deped.gov.ph
	ATTY. CHRISTOPHER LAWRENCE S. ARNUCO Assistant Secretary	8634-1169 oasa@deped.gov.ph
Curriculum and Teaching (CT) • Bureau of Curriculum Development (BCD) • Bureau of Learning Resources (BLR) • Bureau of Learning Delivery (BLD) • Bureau of Education Assessment (BEA) • Bureau of Alternative Education (BEA) • Literacy Coordinating Council Secretariat (LCC)	**GINA O. GONONG** Undersecretary	8631-5057/ 8633-7202/ 8636-4879/ 8687-4146/ 8633-7242 ouci@deped.gov.ph
Curriculum and Teaching (CT) • BCD • BLR • BLD	**ALMA RUBY C. TORIO** Assistant Secretary	8633-7258/ 8633-5429/ oasci@deped.gov.ph
Curriculum and Teaching (CT) • BEA • BAE • LCC Secretariat	**G.H. S. AMBAT** Assistant Secretary	8631-8495/ 8636-6547/ asec.als@deped.gov.ph
Procurement • Procurement Management Service	**GERARD L. CHAN** Undersecretary	8633-7224/ 8633-1940/ 8635-3761 oupro@deped.gov.ph
	OMAR ALEXANDER V. ROMERO Assistant Secretary	8637-4611/ 8633-8925/ oasp@deped.gov.ph
Operations • Learner Rights and Protection	**REVSEE A. ESCOBEDO** Undersecretary	8631-8492/ 8633-5313/ oure@deped.gov.ph

Office • Disaster Risk Reduction Management Service		
Operations • Field Operations • Private Education Office • Palarong Pambansa Secretariat	**FRANCIS CESAR B. BRINGAS** Assistant Secretary	8633-5344/ asec.ops@deped.gov.ph
Operations • Bureau of Learner Support Services	**DEXTER A. GALBAN** Assistant Secretary	8632-1368/ 8633-7213/ oasops@deped.gov.ph
Legal and Legislative Affairs • Legal Service • Sites Titling Office • Legislative Liaison Office • Alternative Dispute Resolution Office	**JOSE ARTURO C. DE CASTRO** Undersecretary **AMANDA MARIE F. NOGRALES** Assistant Secretary	8633-7259/ 8633-5439/ oula@deped.gov.ph
Human Resource and Organizational Development (HROD) • Bureau of Human Resource and Organizational Development • National Educators' Academy of the Philippines • Teacher Education Council Secretariat	**GLORIA JUMAMIL-MERCADO** Undersecretary	863-7206/ 8636-6549/ usec.hrod@deped.gov.ph
Finance • Finance Service • Project Management Service • Education Program Management Office • Voucher Program Management Office	**ANNALYN M. SEVILLA** Undersecretary	8633-9342/ 8638-3703/ 8637-4211/ 8470-6628/ usec.financebpm@deped.gov.ph

STRATEGIC MANAGEMENT		
Office	**Name / Position**	**Contact Information**
Public Affairs Service (PAS) – Office of the Director	**JASON V. MERCENE** (OIC) Supervising Administrative Officer	8633-2120 pas.od@deped.gov.ph
Communications Division (PAS-CD)		8631-6033 pas.cd@deped.gov.ph
Public Assistance Action Center (PAAC)		8636-1663/ 8633-1942/ 8638-7529 action@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	**MARGARITA CONSOLACION C. BALLESTEROS** Director IV	8637-6463/ 8637-6462/ eps.od@deped.gov.ph
Internal Audit Service (IAS) – Office of the Director	**LEILANI L. GALVEZ** Director IV	8706-5663/ ias.od@deped.gov.ph
Management Audit Division (IAS-MAD)	**BUENA B. WAGAN** Internal Auditor V	8706-5961
Operations Audit Division (IAS-OAD)	**EMILIO Q. AGAMANOS JR.** Internal Auditor V	8706-5664

SCHOOL INFRASTRUCTURE AND FACILITIES		
Office	**Name / Position**	**Contact Information**
Education Facilities Division (EFD)	**ANNABELLE R. PANGAN** Engineer V	8633-7263/ 8638-7110/ 8636-4877

ADMINISTRATION		
Office	**Name / Position**	**Contact Information**
Administrative Service (AS) – Office of the Director	**ROBERT M. AGUSTIN** Director IV	8633-7223/ 8635-0552/ 8637-421 as.od@deped.gov.ph
	ELLA CECILIA G. NALIPONGUIT Director III	8633-7223/ 8635-0552/ 8637-4213 as.od@deped.gov.ph
Asset Management Division (AS-AMD)	**ALBERT C. ALANO** Chief Administrative Officer	8635-0551/ 8633-7217/ 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)	**ROSE MARIE D. MOSCOSO** (OIC) Supervising Administrative Officer	8633-7218/ 8687-1449 as.rd@deped.gov.ph
Planning Service (PS) – Office of the Director	**ROGER B. MASAPOL** Director IV	8687-2744/ ps.od@deped.gov.ph
Educational Management Information System Division (PS-EMISD)	**MARIETTA C. ATIENZA** Project Development Officer V	8638-2251/ 8635-3958/ 8635-3986 ps.emisd@deped.gov.ph
Planning and Programming Division (PS-PPD)	**MARY JANE B. FELICIANO** Planning Officer V	8633-7216/ 8638-8634/ ps.pdd@deped.gov.ph
Policy Research and Development Division (PS-PRDD)	**MARIA KATRINA L. GREGORIO** (OIC) Senior Education Program Specialist	8633-7257/ 8635-3976
Information and Communications Technology Service (ICTS) – Office of the Director	**FERDINAND B. PITAGAN** Director IV	8633-6548/ 8631-9636/ icts.od@deped.gov.ph
Solutions Development Division (ICTS-SDD)	**MARIA CLARISSE T. LIGUNAS** Information Technology Officer III	8633-2092/ icts.sdd@deped.gov.ph
Technology Infrastructure Division (ICTS-TID)	**OFELIA L. ALGO** Information Technology Officer III	8633-2363/ icts.tid@deped.gov.ph
User Support Division (ICTS-USD)	**ENCARNACION T. ESCUADRO** Information Technology Officer III	8633-7264/ 8636-4878/ 8635-7369 icts.usd@deped.gov.ph
Baguio Teachers Camp (BTC)	**ELISEO B. RAYMUNDO** (OIC) Chief Education Supervisor, OIC-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 Curriculum Development (BCD) – Office of the Director	**JOCELYN D.R. ANDAYA** Director IV	8636-5096/ 8633-7267/ bcd.od@deped.gov.ph
	SAMUEL R. SOLIVEN Director III	
Curriculum Standards Development Division (BCD-CSDD)	**ISABEL A. VICTORINO** Chief Education Program Specialist	8632-7746/ 8635-9822/ bcd.csdd@deped.gov.ph
Special Curricular Programs Division (BCD-SCPD)	**AILEEN V. SUPNAD** Chief Education Program Specialist	8632-7586/ 8636-5173/ bcd.scpd@deped.gov.ph
Bureau of Learning Resources (BLR) – Office of the Director	**ARIZ DELSON ACAY D. CAWILAN** Director IV	8633-7237/ 8634-1072/ 8631-6922 blr.od@deped.gov.ph
	EDWARD C. JIMENEZ Director III	
	RAUL C. LA ROSA Director III	
Learning Resources Production Division (BLR-LRPD)	**BESY C. AGAMATA** Chief Education Program Specialist	8634-0901/ 8631-4985/ 8631-3690 blr.lrpd@deped.gov.ph
Learning Resources Quality Assurance Division (BLR-LRQAD)	**DAISY ASUNCION O. SANTOS** Chief Education Program Specialist	8634-1054/ 8631-9294/ blr.lrqad@deped.gov.ph
Bureau of Learning Delivery (BLD) – Office of the Director	**LEILA P. AREOLA** Director IV	8636-6540/ 8637-4347/ bld.od@deped.gov.ph
	MARILYN B. SIAO Director III	
Teaching and Learning Division (BLD-TLD)	**ROSALINA J. VILLANEZA** Chief Education Program Specialist	8687-2948/ bld.tld@deped.gov.ph
Student Inclusion Division (BLD-SID)	**JOSE D. TUGUINAYO JR.** Chief Education Program Specialist	8637-4346/ bld.sid@deped.gov.ph
Bureau of Education Assessment (BEA) – Office of the Director	**NELIA V. BENITO** Director IV	8655-2145/ 8631-6921/ 8631-2588 bea.od@deped.gov.ph
	MARIVIC R. LEANO Director III	
Education Assessment Division (BEA-EAD)	**DANILYN JOY L. PANGILINAN** Chief Education Program Specialist	8631-2589/ 8631-2571/ bea.ead@deped.gov.ph
Education Research Division (BEA-ERD)	**GRETCHEN G. CORDERO** Chief Education Program Specialist	8631-2591/ bea.erd@deped.gov.ph
Bureau of Alternative Education (BAE) – Office of the Director	**MARILETTE R. ALMAYDA** Director IV	8636-3603/
	LYNN Z. PADILLO Director III	
Policy and Quality Assurance Division (BAE-PQAD)	**RODERICK P. CORPUZ** Chief Education Program Specialist	
Program Management and System Development Division (BAE-PMSDD)	**ANDREW A. VILLARBA** Chief Education Program Specialist	
Literacy Coordinating Council Secretariat	**ENRICO R. MENDOZA** Project Development Officer V	lcc@deped.gov.ph

PROCUREMENT		
Office	**Name / Position**	**Contact Information**
Procurement Management Service (ProcMS) – Office of the Director	**Atty. RHOAN L. OREBIA** Director IV	8633-7232/ procms.od@deped.gov.ph
Contract Management Division (ProcMS-CMD)	**ADONIS R. BARRAQUIAS** Chief Administrative Officer	8635-3762/
Procurement Planning and Management Division (ProcMS-PPMD)	**MA. TERESA S. FULGAR** Chief Administrative Officer	8633-7961/ 8638-4392/ 8636-6543/
BAC Secretariat Division	**JAMES RONALD G. YBIERNAS** (OIC) Supervising Administrative Officer	8633-9343/ 8636-6542/ 8631-9640/

OPERATIONS		
Office	**Name / Position**	**Contact Information**
Learner Rights and Protection Office	**ATTY. SUZETTE T. GANNABAN-MEDINA (OIC)** Chief Administrative Officer	8638-1782
Learners Telesafe Contact Center Helpline		8632-1372; 0945-175-9777 weprotectlearners@deped.gov.ph
Disaster Risk Reduction and Management Service (DRRMS) – Office of the Director	**CHRISTIAN E. RIVERO** Director IV	8635-3764/ 8637-4933/ drrmo@deped.gov.ph
Private Education Office (PEO)		private.education@deped.gov.pjh
Palarong Pambansa Secretariat	**MARIVIC B. TOLITOL** Supervising Education Program Specialist	8638-1790
Bureau of Learner Support Services (BLSS) – Office of the Director	**NENNETH E. ALAMA** Director IV	8632-9935/ 8635-3763/ 8636-3602 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)	**ROVIN JAMES F. CANJA** (OIC) Project Development Officer IV	8637-9814/ blss.yfd@deped.gov.ph

LEGAL AND LEGISLATIVE AFFAIRS		
Office	**Name / Position**	**Contact Information**
Legal Service (LS) – Office of the Director	**DIANA MAY V. CABRALES** Director IV	8636-6550 ls.od@deped.gov.ph
Investigation Division (LS-ID)	**Atty. CORNELIO A. PACALA** Attorney V	8631-5773/ 8631-7242/ ls.id@deped.gov.ph
Legal Division (LS-LD)	**Atty. RODEL JAMES R. PULMA** Attorney V	8637-6206/ 8633-7247/ ls.ld@deped.gov.ph
Legal Helpdesk		8633-5444/ 8706-4573/ 8633-7205 leahd@deped.gov.ph
Sites Titling Office (STO)		8637-3743 sto@deped.gov.ph
Legislative Liaison Office (LS-LLO)		legis@deped.gov.ph
Alternative Dispute Resolution Office		

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT (HROD)		
Office	**Name / Position**	**Contact Information**
Bureau of Human Resource and Organizational Development (BHROD) – Office of the Director	**RESTY C. OSIAS** Director IV **MARIO M. BERMUDEZ** Director III	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)	**CHARLES CEDRICK C. MAGHIRANG** (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)	**ANNA MARIE B. SAN DIEGO** (OIC) Senior Education Program Specialist	8633-9455 neap.pdd@deped.gov.ph
Quality Assurance Division (NEAP-QAD)	**EDWARD D. GARCIA** Project Development Officer V	8633-7207; 8635-4796 edward.garcia@deped.gov.ph
Teacher Education Council Secretariat (TECS) – Office of the Director	**RUNVI V. MANGUERRA** Executive Director II	8638-6170; 8638-6172 tec@deped.gov.ph

FINANCE		
Office	**Name / Position**	**Contact Information**
Finance Service (FS) – Office of the Director	**ANA MARIE C. CALAPIT** Director IV	8633-7231/ fs.od@deped.gov.ph
Accounting Division (FS-AD)	**MA. RHUNNA L. CATALAN** Chief Accountant	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Budget Division (FS-BD)	**CHOLITA F. TIONG** Chief Administrative Officer	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Employee Account Management Division (FS-EAMD)	**LOUISA S. ROBERTO** Chief Administrative Officer	8633-7248/ fs.eamd@deped.gov.ph
Project Management Service (PMS) – Office of the Director	**SUSANA S. SANTIAGO** Director IV	8631-6926/ pms.od@deped.gov.ph
Project Development Division (PMS-PDD)	**AHNEE LAE M. ABUTIN** (OIC) Senior Education Program Specialist	8635-3983/ 8633-7256/
Project Management Division (PMS-PMD)	**ERWIN R. YUMPING** Project Development Officer V	8633-7961/ 8631-2579/ 8631-0595/ 8637-5584/
Education Program Management Office		epmo@deped.gov.ph
Voucher Program Management Office		vpmo@deped.gov.ph

B. Regional Offices

Office	Address	Contact Information
Region I	Flores St., Catbangen, San Fernando City, LaUnion	(072) 607-8137 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) 961-7825, 455-2309 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114, 682-1223 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) 820-8404 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) 231-1309, 414-7399, 255-4542 region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 832-5738, 323-6075 region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-3753; 215-3751 region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	(088) 880-7071 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-9342 region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825 region12@deped.gov.ph
Region XIII – CARAGA	JP Rosales Avenue, Butuan City, Agusan del Norte	(085) 342-6267 region12@deped.gov.ph
CAR	Wangal, La Trinidad, Benguet	(074) 422-1314 car@deped.gov.ph
NCR	Misamis St., Bago Bantay, Quezon City	(02) 920-5824 ncr@deped.gov.ph

C. Schools Division Offices

Region I

Office	Address	Contact Information
SDO Ilocos Norte	Brgy. 7B, Giron St., Laoag City	(077) 7715253; 7721993 ilocos.norte@deped.gov.ph
SDO Ilocos Sur	Quirino Blvd., Zone V, Bantay Ilocos Sur	(077) 7222055 ilocos.sur@deped.gov.ph
SDO La Union	Flores St. Catbangen, San Fernando City, La Union	(072) 2424464; 2423570 la.union@deped.gov.ph
SDO Pangasinan I	Alviar St., East Capitol Grounds,Lingayen, Pangasinan	(075) 5425965; 5426132 pangasinan1@deped.gov.ph
SDO Pangasinan II	Canarvacanan, Binalonan, Pangasinan	(075) 5134281; 5133411 pangasinan2@deped.gov.ph
SDO Alaminos City	San Jose Drive, Alaminos City	(075) 6540212 alaminos.city@deped.gov.ph
SDO Batac City	Asuncion St. Brgy. No. 16-S, Quiling Sur, Batac, Ilocos Norte	(077) 7923554 batac.city@deped.gov.phg
SDO Candon City	Candon II Central School, San Isidro, Candon City	(077) 7426065 candon.city@deped.gov.ph
SDO Dagupan City	Burgos St., Dagupan City	(075) 5156009; 5234742 dagupan.city@deped.gov.ph
SDO Laoag City	Brgy. 14, Nolasco St., Laoag City	(077) 7711526; 7713678 laoag.city@deped.gov.ph
SDO San Carlos City	Rizal St., San Carlos City	(075) 5325343; 5312062 sancarlos.city1@deped.gov.ph
SDO San Fernando City	San Fernando City	(072) 8886925; 8684161 depedcsfp@gmail.com
SDO Urdaneta City	San Vicente Drive, Urdaneta City	(075) 5683056; 5683055 urdaneta.city@deped.gov.ph
SDO Vigan City	Mena Crisologo St. cor. Rivero St. Barangay 9, Vigan City	(077) 6320523; 6320533 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 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) 3212169; 8051047; nuevavizcaya.depedro2@gmail.com
SDO Quirino	Gundaway, Cabarroguis	(078) 374 6571; 692 5019 quirino.depedro2@gmail.com
SDO Cauayan City	Turayong Street, Cauayan City	(078) 6521614 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) 3052016 santiago.city@deped.gov.ph
SDO Tuguegarao City	Regional Government Center, Carig Sur, Tuguegarao City	(078) 255-1618; 255-1602 tuguegarao@deped.gov.ph

Region III

Office	Address	Contact Information
SDO Aurora	Sitio Hiwalayan, Brgy. Bacong, San Luis, Aurora	(042) 2094254; 2099212 aurora@deped.gov.ph
SDO Bataan	Provincial Capitol Compound, Balanga	(047) 2373303; 2372102 bataan@deped.gov.ph
SDO Bulacan	Provincial Capitol Compound, Brgy. Guinhawa, Malolos	(044) 7906586; 7961361 bulacan@deped.gov.ph
SDO Nueva Ecija	Brgy. Rizal, Santa Rosa, Nueva Ecija	(044) 4631586; 4631707; nueva.ecija@deped.gov.ph
SDO Pampanga	High School Blvd., Brgy. Lourdes, City of San Fernando	(045) 9612148; 9613010; pampanga@deped.gov.ph
SDO Tarlac	Macabulos Drive, Brgy. San Roque, Tarlac City	(045) 9820374; 9824286; tarlac@deped.gov.ph
SDO Zambales	Zone VI, Iba, Zambales	(047) 8111421; 8113578; zambales@deped.gov.ph
SDO Angeles City	Jesus Street, Brgy. Pulungbulu, Angeles	(045) 8880582; 3225722 angeles.city@deped.gov.ph
SDO Balanga City	DFS Phase 3, Talisay, Balanga City	(047) 7911077; 6627562 balanga.city@deped.gov.ph
SDO Cabanatuan City	Maharlika Highway, Cabanatuan City	(044) 4637334; 4631627 cabanatuan.city@deped.gov.ph
SDO Gapan City	Don Simeon St, Gapan City	(044) 4866524; 4867910 gapan.city@deped.gov.ph
SDO Mabalacat City	P. Burgos St., Poblacion, Mabalacat	(045) 4027534 mabalacat.city@deped.gov.ph
SDO Malolos City	MacArthur Highway, Malolos, Bulacan	(044) 7916429; 6623034 malolos.city@deped.gov.ph
SDO Meycauayan City	Pag-asa St., Meycauayan City	(044) 234-0121 meycauayan.city@deped.gov.ph
SDO Olongapo City	Gordon Avenue, New Asinan, Olongapo City	(047) 2226569; 2222568 olongapo.city@deped.gov.ph
SDO San Fernando City	Civic Center, San Isidro, City of San Fernando	(045) 6364233; 6364209 sanfernando.city3@deped.gov.ph
SDO San Jose City	Sto. Niño 1st, 3121, Lupao - San Jose Rd.	(045) 9824439 sanjose.city@deped.gov.ph
SDO San Jose Del Monte	Eco Park Muzon, City of San Jose del Monte	(044) (045) 9824439 sanjosedelmonte.city@deped.gov.ph
SDO Science City of Muñoz	Linglingay Rd., ScienceCity of Muñoz	(044) 4565534; 4565895 munozscience.city@deped.gov.ph
SDO Tarlac City	Juan Luna Street, Brgy. Sto. Cristo, Tarlac City	(045) 9824439; 9824514 tarlac.city@deped.gov.ph

Region IV-A

Office	Address	Contact Information
SDO Batangas	DepEd Bldg., Provincial Sports Complex, Bolbok	(043) 7221840 loc 212 deped.batangas@deped.gov.ph
SDO Cavite	Capitol Compound, Luciano, Trece Martires	(046) 4191286 deped.cavite@deped.gov.ph
SDO Laguna	Provincial Capitol Cmpd., Brgy. Poblacion, Sta.Cruz	(049) 5665013 laguna@deped.gov.ph
SDO Quezon	Sitio Fori, Brgy. Talipan, Pagbilao	(042) 7840366 loc101/105 quezon@deped.gov.ph
SDO Rizal	Cabrera Rs., Hilltop, Taytay, Rizal	(02) 85395140-42 loc1002 rizal@deped.gov.ph
SDO Antipolo City	Sen. L. Sumulong Circle., San Isidro	(02) 6303110 loc 104 antipolo.city@deped.gov.ph
SDO Bacoor City	Bacoor Blvd., Brgy. Bayanan	(046) 4356100 bacoor.city@deped.gov.ph
SDO Batangas City	P. Herrera St., Batangas City	(043) 7860296 division.batangascity@deped.gov.ph
SDO Biñan City	102 P. Burgos St., Brgy. Sto. Domingo	(049) 5470105 loc 105/112 deped.binancity@deped.gov.ph
SDO Cabuyao City	Brgy. Banay Banay, City of Cabuyao	(049) 4701994 division.cabuyao@deped.gov.ph
SDO Calamba City	City Hall Compound, Brgy. Real, Calamba	(049) 5549830-34 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) 4329355 dasmarinas.city@deped.gov.ph
SDO Imus City	General Satorre St., Imus City, Cavite	(046) 4198450-53 loc 202 imus.city@deped.gov.ph
SDO Lipa City	J.P. Laurel Highway, Brgy. Marawoy	(043) 7575496 deped.lipacity@deped.gov.ph
SDO Lucena City	Brgy. Ilayang Iyam, Lucena City	(042) 6604471 lucena.city@deped.gov.ph
SDO San Pablo City	Rizal Avenue, San Pablo City, Laguna	(049) 5210645; 5035963 sanpablo.city@deped.gov.ph
SDO Sta. Rosa City	Tatlonghari St., Brgy. Market Area	(049) 5442202 santarosa.city@deped.gov.ph
SDO Tanauan City	Pob 1, Tanauan City	(043) 4050927; 7239015 tanauan.city@deped.gov.ph
SDO Tayabas City	Brgy. Potol, Tayabas City	(042) 7100329 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 division.sanpedro@deped.gov.ph
SDO Sto. Tomas City	Poblacion IV, Sto. Tomas City	(046) 419-8720 sdo.santotomas@deped.gov.ph

Region IV-B

Office	Address	Contact Information
SDO Marinduque	T. Roque St., Malusak, Boac, Marinduque	(042) 3321009; 3321611 records.sdomarinduque@deped.gov.ph
SDO Occidental Mindoro	San Jose St., Mamburao	(043) 7111126; 7115290 occidental.mindoro@deped.gov.ph
SDO Oriental Mindoro	Sta. Isabel, Calapan, Oriental Mindoro	(043) 4410160; 2882270 oriental.mindoro@deped.gov.ph
SDO Palawan	Bgy. Bancao-Bancao, Puerto Princesa City	(048) 4336391; 4339941 deped.palawan2@gmail.com
SDO Romblon	Fetalvero Avenue, Romblon, Romblon	(054) 4728218 loc 2055 romblon@deped.gov.ph
SDO Calapan City	Hilltop Calero, Calapan City	(043) 2881581; 2881542 calapan.city@deped.gov.ph
SDO Puerto Princesa City	DepEd Building, Rafols Road, Government Center, Brgy. Sta. Monica	(048) 4338458; 4349438 puertoprincesa@deped.gov.ph

Region V

Office	Address	Contact Information
SDO Albay	Lignon Hill, Bogtong, Legazpi City	(052) 7425380; 2048535 albay@deped.gov.ph
SDO Camarines Norte	F. Pimentel Ave, Daet	(054) 440-1772 camarines.norte@deped.gov.ph
SDO Camarines Sur	Freedom Sports Complex, San Jose, Pili	(054) 8840423; 8813660 camarines.sur@deped.gov.ph
SDO Catanduanes	San Roque Street, Virac	(052) 8112193 catanduanes@deped.gov.ph
SDO Masbate	Rodeo Road, Masbate City	(056) 5782544 masbate@deped.gov.ph
SDO Sorsogon	Balogo Sports Complex, Balogo	(056) 2116461 sorsogon@deped.gov.ph
SDO Iriga City	San Nicolas, Iriga City	(054) 8845118 iriga.city@deped.gov.ph
SDO Legazpi City	Purok 3, Rawis, Legazpi City, Albay	(052) 8217921; 8205949 legazpi.city@deped.gov.ph
SDO Ligao City	95 National Highway, Ligao City, Albay	(052) 4852496; 4851336 ligao.city@deped.gov.ph
SDO Masbate City	Jolly T. Fernandez Ave., Masbate City	(056) 3336815 masbate.city@deped.gov.ph
SDO Naga City	Roxas Avenue, Brgy. Triangulo, Naga City	(054) 4738211; 4736079 naga.city@deped.gov.ph
SDO Sorsogon City	City Hall Compound, Cabid-An, East District	(056) 4215516 sorsogon.city@deped.gov.ph
SDO Tabaco City	San Lorenzo, Tabaco City	(052) 8206013 tabaco.city@deped.gov.ph

Region VI

Office	Address	Contact Information
SDO Aklan	Arch. Reyes St., Kalibo, Aklan	(036) 265-3740 aklan@deped.gov.ph
SDO Antique	Binirayan Hills, San Jose, Antique	(036) 5409837 antique@deped.gov.ph
SDO Capiz	Banica, Roxas City	(036) 6210974; 6210059 capiz@deped.gov.ph
SDO Guimaras	San Miguel, Jordan, Guimaras	(034) 5812970 guimaras@deped.gov.ph
SDO Iloilo	Luna St., La Paz, Iloilo City	(033) 3272252; 3200719 iloilo@deped.gov.ph
SDO Negros Occidental	Cottage Road, Bacolod City, Negros Occidental	(034) 7070126 negros.occidental@deped.gov.ph
SDO Bacolod City	Rosario-San Juan Sts., Bacolod City	(034) 4662313 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) 4450456 deped.cadizcitydivision@deped.gov.ph
SDO Escalante City	Escalante City, Negros Occidental	(034) 4550738; 4540746 escalante.city001@deped.gov.ph
SDO Iloilo City	Gen. Luna St, Iloilo City	(033) 3369273; 3276268 iloilocitydivision@gmail.com
SDO Kabankalan City	Kabankalan City, Negros Occidental	(034) 4712454; 4712003 kabankalan.city@deped.gov.ph
SDO La Carlota City	La Carlota City, Negros Occidental	(034) 7039203 lacarlota.city@deped.gov.ph
SDO Passi City	Simeon Aguilar St., Passi City, Iloilo	(033) 3115843 passi.city@deped.gov.ph
SDO Roxas City	Brgy. Banica, Roxas City, Capiz	(036) 5201737 deped.roxascity@deped.gov.ph
SDO Sagay City	Sitio Chloe, Brgy. Rizal, Sagay City	(034) 4880216; 7229141 sagay.city@deped.gov.ph
SDO San Carlos City	Azcona St., Brgy. II, San Carlos City	(034) 3125953; 3125332 sancarlos.city6@deped.gov.ph
SDO Silay City	Silay City, Negros Occidental	(034) 7147017 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, SipalayCity	(034) 469-2526 deped.sipalaycity@deped.gov.ph
SDO Victorias City	Quezon St., Brgy. V, Victorias City	(034) 4693944; 7064336 victorias.city@deped.gov.ph

Region VII

Office	Address	Contact Information
SDO Bohol	Lino Chatto Dr., Brgy. Cogon, Tagbilaran City	(038) 4112720; 5017537 deped.bohol@deped.gov.ph
SDO Cebu	BAEX Bldg., Capitol, Cebu City	(032) 2556405; 2555208 cebu@deped.gov.ph
SDO Negros Oriental	Capitol Area, Dumaguete City	(035) 2250667; 2252838 negros.oriental@deped.gov.ph
SDO Siquijor	Helen, Larena, Siquijor	(035) 3772034; 4841175 siquijor@deped.gov.ph
SDO Bais City	Laurel St., Barangay I, Bais City	(035) 4029468 bais.city@deped.gov.ph
SDO Bayawan City	National Highway, Brgy. Villareal, Bayawan City	(035) 2283089 bayawan.city@deped.gov.ph
SDO Bogo City	Buac, Cayang, Bogo City	(032) 4349133 bogo.city@deped.gov.ph
SDO Carcar City	P. Nellas St., Poblacion III, Carcar City	(032) 4878495 carcarcitydivision@yahoo.com.ph
SDO Cebu City	New Imus Street, Day-as, Cebu City	(032) 2551516 cebu.city@deped.gov.ph
SDO Danao City	Sitio Upland, National Road, Danao City	(032) 2004460 danao.city@deped.gov.ph
SDO Dumaguete City	Taclobo, Dumaguete City	(035) 2252838; 4220267 dumaguete.city@deped.gov.ph
SDO Guihulngan City	Paterno Street, Poblacion, Guihulngan	(035) 2313297 guihulngan.city@deped.gov.ph
SDO Lapu-Lapu City	B. M. Dimataga St., Poblacion	**Direct Line**; (032) 3407887; 3401141 deped.lapulapu@deped.gov.ph
SDO Mandaue City	Plaridel St., Centro, Mandaue City	(032) 3451553; 3450545 mandaue.city001@deped.gov.ph
SDO City of Naga	Ecology Center, City of Naga, Cebu	(032) 4898673 city.naga@deped.gov.ph
SDO Tagbilaran City	Division of City Schools-Tagbilaran City Bldg., Tagbilaran City	(038) 2356239; 5019449 tagbilarancity.division@deped.gov.ph
SDO Talisay City	Rizal St., Poblacion, City of Talisay, Cebu	(032) 2724635; 4913398 talisaycity.division@deped.gov.ph
SDO Tanjay City	Opao, Brgy IX, Tanjay City, Negros Oriental	(035) 4159360; 4158991 depedtanjaycity@yahoo.com
SDO Toledo City	D. Macapagal Highway, Poblacion, Toledo City	(032) 4678284; 4678448 toledo.city@deped.gov.ph
SDO Canlaon City	Lopez-Jaena St., Brgy. Mabigo, Canlaon City	canlaon.city@deped.gov.ph

Region VIII

Office	Address	Contact Information
SDO Biliran	Naval, Biliran, Leyte	(053) 5004060 depedbiliran@gmail.com
SDO Eastern Samar	Borongan City, Samar	(055) 5608859 eastern.samar@deped.gov.ph
SDO Leyte	Government Center, Candahug, Palo, Leyte	(053) 888-3527 leyte@deped.gov.ph
SDO Northern Samar	Mabini St. Brgy. Acacia, Catarman	(055) 500 9037; 500 9038 northern.samar@deped.gov.ph
SDO Samar (Western)	Arteche Blvd., Catbalogan, Samar	(055) 2512595 western.samar@deped.gov.ph
SDO Southern Leyte	R. Kangleon St., Brgy. Mantahan, Maasin City	(053) 3813855; 5702916 southern.samar@deped.gov.ph
SDO Baybay City	Diversion Road, Brgy. Gaas, Baybay City	(053) 5637615 baybay.city@deped.gov.ph
SDO Borongan City	San Fernando St., Brgy. G, Borongan City	(055) 5609198 borongancity.region8@deped.gov.ph
SDO Calbayog City	Brgy. Hamorawon, Calbayog City	(055) 2091467 calbayogcity@deped.gov.ph
SDO Catbalogan City	Maharlika Highway, Catbalogan City	(055) 251 6089; 2512595 depedcatbalogancitydivision15@gmail.com
SDO Maasin City	R. Kangleon Street, Maasin City	(053) 3813835; 5708933 maasin.city@deped.gov.ph
SDO Ormoc City	C.S. Mendola St., Ormoc, Leyte	(053) 2552554 ormoc.city@deped.gov.ph
SDO Tacloban City	Real Street, San Fernando Compound	(053) 8322989; 8322904 tacloban.city@deped.gov.ph

Region IX

Office	Address	Contact Information
SDO Zamboanga del Norte	Capitol Drive, Estaka, Dipolog City	(065) 9171127; 9171116 depedzanortedivision@yahoo.com
SDO Zamboanga del Sur	Pres. Corazon C. Aquino, Regional Government Center, Pagadian City	(062) 2141991; 2143575 depedzambosur@gmail.com
SDO Zamboanga Sibugay	Pangi, Ipil, Zamboanga Sibugay	(062) 3335492; 3335534 zamboanga.sibugay@deped.gov.ph
SDO Dapitan City	Sunset Boulevard, Dawo, Dapitan City	(065) 9175113; 9088242 dapitan.city@deped.gov.ph
SDO Dipolog City	Purok Farmers, Olingan, Dipolog City	(065) 9082583 dipolog.city@deped.gov.ph
SDO Isabela City	Ulbert Ulama St., Isabela City, Basilan	(062) 2003871; 2003967 isabela.city@deped.gov.ph
SDO Pagadian City	San Jose Heights, San Jose, Pagadian City	(062) 2144143; 2153060 pagadian.city@deped.gov.ph
SDO Zamboanga City	Baliwasan Chico Rd., Zamboanga City	(062) 9931514 zamboanga.city@deped.gov.ph

Region X

Office	Address	Contact Information
SDO Bukidnon	Fortich St., Sumpong, Malaybalay City	(088) 2212452; 8133634 bukidnon@deped.gov.ph
SDO Camiguin	Lakas, Mambajao, Camiguin	(088) 3870094 depedcamiguin@gmail.com
SDO Lanao del Norte	Pigcarangan, Tobod, Lanao del Norte	(063) 3415655; 3415244 lanao.norte@deped.gov.ph
SDO Misamis Occidental	Osilao St. Poblacion 1, Oroquieta City	(088) 5311145; 5311872 misamis.occidental@deped.gov.ph
SDO Misamis Oriental	Del Pilar cor. Velez St., Cagayan de Oro City	(088) 8564524; 8564454 misamis.oriental@deped.gov.ph
SDO Cagayan de Oro City	Fr. Masterson Ave., Upper Balulang	(08822) 722633; 711762 cagayandeoro.city@deped.gov.ph
SDO El Salvador City	Zone 3, Poblacion, El Salvador City	(088) 5310831 elsalvador.city@deped.gov.ph
SDO Gingoog City	National Highway, Brgy 22, Gingoog City	(088) 8611446 gingoog.city@deped.gov.ph
SDO Iligan City	Aguinaldo St., Poblacion, Iligan City	(063) 2213815; 2216069; iligan.city@deped.gov.ph
SDO Malaybalay City	Sayre Hway, Casisang, Malaybalay City	(088) 8133634 malaybalay.city@deped.gov.ph
SDO Oroquieta City	Osilao St, Oroquieta City	(085) 5310035 depedoroquieta@gmail.com
SDO Ozamis City	Mayor Benjamin Alinas Fuentes Ave., Ozamiz	(088) 5213317; 5211105 deped1miz@gmail.com
SDO Tangub City	Anecito Siete St., Mantic, Tangub City	(088) 3953372 tangub.city@deped.gov.ph
SDO Valencia City	Lapu-Lapu St., Poblacion,Valencia City	(0916) 2641608 depedvalencia21@gmail.com

Region XI

Office	Address	Contact Information
SDO Davao de Oro	Nabunturan, Davao de Oro	(084) 3760140 compostela.valley@deped.gov.ph
SDO Davao del Norte	Provincial Government Center, Mankilam, Tagum	(084) 2173197 tagum.city@deped.gov.ph
SDO Davao del Sur	Padada Memorial Valley, Padada	(082) 5534288; 5532496 deped.davsur@gmail.com
SDO Davao Occidental	Fisherman's Village, Fishing Vill. Rd, Malita	division.davaooccidental@deped.gov.ph
SDO Davao Oriental	Government Complex, Brgy. Dahican, Mati	(082) 3883370 davao.oriental@deped.gov.ph
SDO Davao City	Palma Gil St., DavaoCity	(082) 2243274; 2240100 davao.city@deped.gov.ph
SDO Digos City	Roxas St, Digos City, Davao del Sur	(082) 5538376; 5538375; digos.city@deped.gov.ph
SDO Mati City	Government Complex, Brgy. Dahican, Mati	(087) 3883372; 3883370 mati.city@deped.gov.ph
SDO Panabo City	Pan-Philippine Hwy, Panabo, Davao del Sur	(084) 6284161 panabo.city@deped.gov.ph
SDO Island Garden City of Samal (IGACOS)	Babak - Samal - Kaputian Rd, Samal	(084) 3014121 samalcity@deped.gov.ph
SDO Tagum City	E-park, Apokon, Tagum City	(084) 2172326 tagum.city@deped.gov.ph

Region XII

Office	Address	Contact Information
SDO Cotabato	Brgy. Amas, Kidapawan City	(064) 2881799; 2787017 northcotabato.division@deped.gov.ph
SDO Sarangani	AIsla Jardin del Mar, Glan, Sarangani	(083) 5082029 sarangani@deped.gov.ph
SDO South Cotabato	Alunan Ave., Koronadal City	(083) 2283801 south.cotabato@deped.gov.ph
SDO Sultan Kudarat	Barangay Kenram, Isulan, Sultan Kudarat	(064) 2003672 sultan.kudarat@deped.gov.ph
SDO General Santos City	Tiongson Street, Lagao, General Santos City	(083) 5528909; 5528907 generalsantos.city@deped.gov.ph
SDO Kidapawan City	JP Laurel cor. Quirino St., Kidapawan City	(064) 2784144 kidapawan.city@deped.gov.ph
SDO Koronadal City	Rizal Street, Koronadal City	(083) 2289705; 2282437 koronadal.city@deped.gov.ph
SDO Tacurong City	Alunan Highway, Poblacion, Tacurong	(064) 2006093 tacurong.city@deped.gov.ph

Region XIII - CARAGA

Office	Address	Contact Information
SDO Agusan del Norte	JP Rosales Avenue, Butuan City	(085) 3426822 agusan.delnorte@deped.gov.ph
SDO Agusan del Sur	Prosperidad, Agusan del Sur	(085) 3437114 depedagusandelsur@deped.gov.ph
SDO Dinagat Islands	White Beach, Dinagat, Surigao Del Norte	personnel.dinagatdivision@gmail.com
SDO Surigao del Norte	Rizal St., Surigao City	(086) 8268216 surigao.delnorte@deped.gov.ph
SDO Surigao del Sur	Balilahan, Mabua, Surigao del Sur	(086) 2113225 surigaodelsur.division@deped.gov.ph
SDO Bayugan City	Lanzones St., Poblacion,	(085) 3030766 deped.bayugan@gmail.com
SDO Bislig City	Government Complex, Poblacion, Bislig City	(086) 8532004 bislig.city@deped.gov.ph
SDO Butuan City	R. Palma St., Butuan City	(085) 3416830 butuan.city@deped.gov.ph
SDO Cabadbaran City	Km. #1 Hinagdanan Comagascas	(085) 3431882 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) 8263075 surigao.city@deped.gov.ph
SDO Tandag City	Tandag, Surigao del Sur	(086) 2115730 tandag.city@deped.gov.ph

CAR – Cordillera Administrative Region

Office	Address	Contact Information
SDO Abra	Santiago St., Bangued	(074) 7528039; 7528675 abra@deped.gov.ph
SDO Apayao	Capagaypayan, Luna, Apayao	(0920) 4050108 apayao@deped.gov.ph
SDO Benguet	Wangal, La Trinidad, Benguet	(074) 3092047; 4222001 benguet@deped.gov.ph
SDO Ifugao	Rizal Ave., Poblacion South, Lagawe, Ifugao	(074) 3822102; 3822140 ifugao@deped.gov.ph
SDO Kalinga	Kalinga Sports Complex, Bulanao	09183711176 kalinga@deped.gov.ph
SDO Mountain Province	Bontoc, Mt. Province	(074) 4624135 mt.province@deped.gov.ph
SDO Baguio City	Upper Session Road, Baguio City	(074) 4427819; 4460275 baguio.city@deped.gov.ph
SDO Tabuk City	City Hall Compound, Dagupan Centro	tabuk.city@deped.gov.ph

NCR – National Capital Region

Office	Address	Contact Information
SDO Caloocan City	10th Ave., KalookanHS, Caloocan City	(02) 88781975 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) 8825862; 8825861 makati.city@deped.gov.ph
SDO Malabon City	Maya-maya St. Kaunlaran Vill., Longos	(02) 2851605 malabon.city@deped.gov.ph
SDO Mandaluyong City	H-way Hills ES, Calbayog St.	(02) 79555921; 79562476 sdo.mandaluyong@deped.gov.ph
SDO Manila	Manila Education Center, Arroceros Forest Park, Villegas St, Ermita	(02) 5275180; 5274969 manila@deped.gov.ph
SDO Marikina City	Shoe Ave., Sta. Elena, Marikina City	(02) 87423122 sdo.marikina@deped.gov.ph
SDO Muntinlupa City	Laguerta St. Tensuan Site, Poblacion	(02) 88292308; 84782846 sdo.muntinlupa@gmail.com
SDO Navotas City	Bagumbayan, Navotas City	(02) 82755239 navotas.city@deped.gov.ph
SDO Parañaque City	Kabihasnan St., Brgy. San Dionisio	(02) 8267937; 8268648 paranaque.city@deped.gov.ph
SDO Pasay City	P. Zamora St., Pasay City	(02) 8831-7948 depedpasaycity@yahoo.com
SDO Pasig City	Pasig ES, CarunchoAve., Pasig City	(02) 6418885; 6411883 pasig.city@deped.gov.ph
SDO Quezon City	Nueva Ecija St. Sitio Bago Bantay, Brgy. Pagasa,	(02) 352-6809; 920-3229 quezon.city@deped.gov.ph
SDO San Juan City	Pinaglabanan St., San Juan City	(02) 88913148; 84778988 depedsanjuan@gmail.com
SDO Taguig City-Pateros (TAPAT)	Gen. Santos Ave., Central Bicutan	(02) 8384251; 8392103 taguig.pateros@deped.gov.ph
SDO Valenzuela City	P. Valenzuela St., Marulas, Valenzuela	(02) 2923247; 2934507 valenzuela.city@deped.gov.ph