



DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER  
2026 (1<sup>st</sup> 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 society, education serves as a focal point of the leadership's priorities at certain periods/epochs in our national journey as a race.

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

Year	Official Name of Department	Office Titular Head	Legal Bases
1898	Department of Secretaryship of Police and Internal Peace and Order, Justice, Education and Hygiene	Department Secretary	Decree of June 23, 1898 of President Emilio Aguinaldo
1901 – 1916	Department of Public Instruction	General Superintendent	Act. No. 74 of the Philippine Commission, Jan. 21, 1901
1916 – 1942	Department of Public Instruction	Secretary	Organic Act Law of 1916 (Jones Law)
1942 – 1944	Department of Education, Health and Public Welfare	Commissioner	Renamed by the Japanese Executive Commission, June 11, 1942
1944	Department of Education, Health and Public Welfare	Minister	Renamed by the 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. January 30, 1987
1994 –	Department of	Secretary	RA 7722 and RA 7796,

2001	Education, Culture and Sports		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.

## **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-à-vis the changing administrations and charters. The present-day Department of Education's mandate 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

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

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**REGIONAL OFFICE**

**EXTERNAL SERVICES**

## Administrative Service Division – Asset Management Section

### 1. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured with Logistics Services (DepEd Order 41 s. 2021)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

This service refers specifically to the re-inspection of items procured by the Central Office with the third-party service provider and delivered to the Regional Office, conduct pre-inspection prior to the signing of the Delivery Receipt and conduct of physical inspection by the Inspectorate Team.

<b>Office or Division:</b>	Administrative Service Division – Asset Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DepEd Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Transfer Manifest Outbound (TMO) – Three (3) copies (1 original, 2 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office (Asset Management Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver the Supplies/ Materials/ Equipment together with the TMO.	1.1 Verify the items delivered as to quantity and specifications in the TMO and PTR/ITR/RIS.	None	2 hours	Administrative Officer V, ASD-Asset Management Section
	1.2 Sign in the TMO and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.3 Forward the TMO to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.4 Inspect the items delivered as to physical form	None	1 hour	Inspectorate Team

	or condition and quantity.			
	1.5 Prepare and sign the Inspection Report (4) copies and recommend the acceptance of the items to the Supply Officer.  <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4) copies and the ITR/PTR/RIS.	None	1 hour	Administrative Officer V, ASD-Asset Management Section
	1.7 Give Client three (3) copies of each Inspection Report, Acceptance Report, and PTR/ITR, two (2) copies of RIS, and original copy of the DR.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
<b>TOTAL (Returning):</b>		<b>None</b>	<b>5 hours, 25 minutes</b>	

## 2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Central Office (CO)-Procured (DepEd Order 41 s. 2021)

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

This service refers specifically to the re-inspection of items procured by the Central Office and were delivered to the Regional Office, in order to conduct pre-inspection prior to the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

<b>Office or Division:</b>	Administrative Service Division – Asset Management Section
<b>Classification:</b>	Complex

<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	DepEd Central Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office (Asset Management Division)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR and PTR/ITR/RIS.	None	2 hours	Administrative Officer V, ASD-Asset Management Section
	1.2 Sign in the DR and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.3 Prepare the Inspection and Acceptance Report (IAR) in 4 copies	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.4 Forward the IAR with the DR to the Inspectorate Team for the actual physical inspection of the delivered items	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Inspect the items delivered as to physical form or condition and quantity	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Inspection Report (4) copies and recommend the acceptance of the items to the Supply Officer.  <i>Note: Rejected goods, if any, shall be briefly described in the said</i>	None	1 hour	Inspectorate Team

	<i>report and returned to the supplier for ratification and replacement.</i>			
	1.7 Sign the Inspection portion of the IAR while the Supply Officer shall sign the Acceptance portion of the IAR and ITR/PTR/RIS	None	30 minutes	Inspectorate Team / Administrative Officer V, ASD-Asset Management Section
	1.8 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR, two (2) copies of RIS, and original copy of the DR.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
<b>TOTAL:</b>		<b>None</b>	<b>5 hours, 5 minutes</b>	

### 3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/Materials/Equipment) – Regional Office-Procured

This service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment procured by the Regional Office meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

<b>Office or Division:</b>	Administrative Service Division – Asset Management Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	1 hour	Administrative Officer V, ASD-Asset Management Section

	1.2 Sign the DR and indicate the actual date of delivery.	None	10 minutes	Administrative Officer V, ASD-Asset Management Section
	1.3 Prepare Inspection and Acceptance Report (IAR) in 4 copies	None	1 hour	Administrative Officer V, ASD-Asset Management Section
	1.4 Forward the IAR with the DR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Inspect the items delivered as to physical form or condition and quantity	None	1 hour	Inspectorate Team
	1.6 Prepare and sign the Inspection Report in 4 copies and recommend the acceptance of the items to the Supply Officer <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>	None	15 minutes	Inspectorate Team
	1.7 Sign the Inspection portion of the IAR and the Supply Officer shall sign the Acceptance portion of the IAR and ITR/PTR/RIS.	None	30 minutes	Inspectorate Team / Administrative Officer V, ASD-Asset Management Section
	1.8 Release a copy of the signed DR to the Client.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
<b>TOTAL:</b>		<b>None</b>	<b>4 hours, 5 minutes</b>	

#### 4. Request for Certificate of Final Acceptance or Certificate of Completion

This form is requested by the supplier upon completion of the delivery.

<b>Office or Division:</b>	Administrative Service Division – Asset Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Regional Director (RD) – One (1) original copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to Office of the Regional Director (ORD).  <i>Note: "Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info."</i>	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.2 Receive submitted documents and forward to Regional Director for review.	None	10 minutes	Administrative Assistant V, ORD
	1.3 Review and endorse to AMS for appropriate action.	None	30 minutes	Regional Director
	1.4 Forward documents to AMS	None	10 minutes	Administrative Assistant V, ORD
	1.5 Receive request letter and check proper requirements for verification	None	30 minutes	Administrative Officer V, ASD-Asset Management Section

	including the filed accomplished IAR.			
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to ORD for signature.	None	15 minutes	Administrative Officer V, ASD-Asset Management Section
	1.7 Sign certificate and release to Records Section for releasing to client.	None	10 minutes	Regional Director
	1.8 Notify the AMS that the certificate is ready for release before forwarding to Records Section.	None	10 minutes	Administrative Assistant V, ORD
	1.9 Notify the client that the document is ready for pick-up at Records Section	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at Records Section	2.1 Release the approved Certificate to the Client with stamp "released"	None	5 minutes	Administrative Officer V, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>2 hours, 10 minutes</b>	

## 5. Request for Supplier's Performance Evaluation

The Performance Evaluation Form is requested upon completion of the delivery to assess and monitor a supplier's performance over a defined period.

<b>Office or Division:</b>	Administrative Service Division – Asset Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request addressed to the Regional Director (RD) - One (1) original copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp "Received" with date and signature and forward request to	None	5 minutes	Administrative Officer V, ASD-Records Section

	Office of the Regional Director (ORD).  <i>Note: "Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info."</i>			
	1.2 Review and endorse to Asset Management Section for appropriate action.	None	30 minutes	Regional Director
	1.3 Receive documents for proper verification.	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
	1.4 Prepare Supplier's Performance Evaluation Form in two (2) copies and forward to the Office of the Regional Director for signature	None	30 minutes	Administrative Officer V, ASD-Asset Management Section
	1.5 Sign the Supplier's Performance Evaluation Form and release one (1) copy to AMS for filing and one (1) copy to Records Section for release to the client.	None	10 minutes	Regional Director
	1.6 Notify the client that the document is ready for pick-up at record section	None	5 minutes	Administrative Officer V, ASD-Asset Management Section
2. Claim the signed Supplier's Performance Evaluation Form	2.1 Releases the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer V, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 35 minutes</b>	

## Administrative Service Division – Cash Section

### 1. Claiming of Checks for Payment of Obligation (made through Checks)

Payment of obligations of the Central Office is made either through checks or List of Due and Demandable Accounts Payable – Advice to Debit Account (LDDAP- ADA).

The Administrative Service – Cash Division issues checks to Clients for payments of obligations that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks under Administrative Service Division – Cash Section.

<b>Office or Division:</b>	Administrative Service Division – Cash Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen)			
<b>Who may avail:</b>	Any Client that DepEd has financial obligations to			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> (ID must have a signature). This may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Passport</li> <li>• PhilSys ID</li> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>		Client		
<b>For an authorized representative</b>				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Authorized Representative of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to AS-Cash Division and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer I, ASD-Cash Section
	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer I, ASD-Cash Section

2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer I, ASD-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer I, ASD-Cash Section
3. Receive check and validate correctness of data (name of payee and amount).  <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	4.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer I, ASD-Cash Section
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## Administrative Services Division – Personnel Section

### 1. Acceptance and Initial Evaluation of Employment Application

This service allows all interested applicants to vacant positions, whether internal or external to DepEd to submit their employment application to the Personnel Section through the Records Section of the Department of Education Regional Office. Applications are recorded and initially reviewed if the applicant meets the minimum qualification requirements for the position applied for.

All vacant positions that are authorized to be filled, together with their corresponding qualification standards and plantilla item numbers shall be published on the CSC website and posted in at least three conspicuous places for a period of at least 10 calendar days.

Individuals who failed to submit complete mandatory documents shall not be included in the pool of official applicants.

This service charter outlines the procedures regarding the submission of required documents by the applicant, and the initial evaluation of said documents by the Regional Office. The succeeding procedures will follow the DepEd Order No. 07, s.2023.

<b>Office or Division:</b>	Administrative Services Division – Personnel Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	Interested Applicants for RO Vacant Positions	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirement</b>		
1. Letter of intent addressed to the Head of Office or highest human resource officer (1 original copy)	Applicant	
2. Duly accomplished Personal Data Sheet (PDS) (CS Form No. 212, Revised 2025) and Work Experience Sheet, if applicable (1 original copy)	CSC website	
3. Valid and updated PRC License/ID, if applicable (1 photocopy)	PRC	
4. Certificate of Eligibility/Report of Rating, if applicable (1 photocopy)	CSC/ PRC	
5. Scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available (1 photocopy)	School/s Attended	
6. Certificate/s of Training, if applicable (1 photocopy)	Training Provider/s	
7. Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable (1 photocopy)	Previous/ Current Employer/s	
8. Latest appointment, if applicable (1 photocopy)	Previous/ Current Employer	

9. Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable (1 photocopy)	Previous/ Current Employer
10. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form (1 original copy)	DepEd Order 07, s. 2023
11. Other documents may be required for comparative assessment, such as but not limited to:  11.1 Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment (1 photocopy)  11.2 Performance Rating obtained from the relevant work experience, if performance rating in Item (i) is not relevant to the position to be filled (1 photocopy)	Previous/ Current Employer/s School/s Attended

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the applicant's qualifications vis-à-vis the CSC approved QS of the position to be filled, and assess whether the applicants meet the minimum qualifications in terms of Education, Experience, Training, Eligibility, and Competency (if applicable)	None	1 hour	Administrative Officer IV / Administrative Officer V, ASD-Personnel Section
	1.3 Prepare and sign the Initial Evaluation Results (IER), and submit to Administrative Officer V for validation.	None	1 day	Administrative Officer IV, ASD-Personnel Section
	1.4 Check the prepared Initial Evaluation Results, affix signature, and indicate the date of the deliberation.	None	4 hours	Administrative Officer V, ASD-Personnel Section

	1.6 Post the IER in three areas upon approval of HRMPSB Members			
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hour, 5 minutes</b>	

*\*Note: Upon approval of the members of the HRMPSB, the IER will be posted in three areas.*

## 2. Issuance of Certificate of Appearance

This service is a frontline service provided by the Personnel Section of the Regional Office to officials and employees who personally report or appear before the office for official transactions.

<b>Office or Division:</b>	Administrative Services Division – Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	Individuals who personally appeared in the Regional Office for official transactions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Travel Authority (TA) / Notice/ Referral – one (1) original copy		Office of the Client		
Any Valid Identification Card – one (1) original copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Personnel Section, show the requirements, and log in the visitors' logbook	1.1 Provide the visitors' logbook and assist the client if necessary.	None	5 minutes	Administrative Aide VI, ASD - Personnel Section
	1.2 Verify the TA, logbook entry, and purpose of visit	None	10 minutes	Administrative Aide VI, ASD - Personnel Section
	1.3 Prepare the Certificate of Appearance, and forward to Administrative Officer V for signature	None	10 minutes	Administrative Aide VI, ASD - Personnel Section
	1.4 Review and sign the Certificate of Appearance	None	10 minutes	Administrative Officer V, ASD - Personnel Section
	1.5 Release Certificate of	None	5 minutes	Administrative Aide VI, ASD -

	Appearance to the client			Personnel Section
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

### 3. Issuance of Certificate of Employment or Service Record (for Former DepEd RO Employees)

This service provides former employees of DepEd Regional Office who have resigned, retired, or transferred to other agencies. Certificate of employment is used to verify employment history of a former or current employee, while service record is a collection of material which provide a document history of a personnel's activities and accomplishments while serving as an employee of the Department.

<b>Office or Division:</b>	Administrative Services Division – Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Former Employees of DepEd RO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request for Issuance of Certificate of Employment/ Service Record – one (1) original copy		Applicant/Client		
Any Valid ID – one (1) original copy		Applicant/Client		
<b>For authorized representative</b>				
Authorization Letter – One (1) Original Copy Applicant / Client		Applicant/Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• Applicant / Client</li> </ul>		Applicant/Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>authorized person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>		Authorized Representative of the Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Check the records of the requestor and prepare the Certification or Service Record	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Approve and sign Certification and Service Record	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Release signed Certification and Service Record	None	5 minutes	Administrative Aide VI, ASD-Personnel Section
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 15 minutes</b>	

#### 4. Issuance of Certificate of Last Payment (CLP)

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

<b>Office or Division:</b>		Administrative Services Division – Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (Government to Citizen)		
<b>Who may avail:</b>		Retirees, Transferees, Resigned Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request – one (1) original copy		Client		
Approved Retirement – one (1) original copy		Regional Office or Schools Division Office		
Updated Service Record – one (1) original copy		Regional Office or Schools Division Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Without salary overpayment</b>				
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD – Records Section

	1.2 Evaluate the submitted documents	None	20 minutes	Administrative Officer II, ASD- Personnel Section-Payroll Services
	1.3 Prepare the Certificate of Last Payment	None	30 minutes	Administrative Officer II, ASD- Personnel Section-Payroll Services
	1.4 Review the Certificate of Last Payment, and forward to CAO for approval and signature	None	30 minutes	Supervising Administrative Officer, ASD
	1.5 Approve and sign the Certificate of Last Payment, and forward to Records Section for release	None	30 minutes	Chief Administrative Officer, ASD
	1.6 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
<b>With salary overpayment</b>				
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD – Records Section
	1.2 Evaluate the submitted documents, provide order of payment and inform Client to proceed to Cashier Section.	None	20 minutes	Administrative Aide VI, ASD- Personnel Section-Payroll Services
2. Proceed to the Cashier Section and pay for the overpaid salary	2.1 Receive payment and issue an official receipt (OR)	None	10 minutes	Administrative Officer I, ASD- Cash Section
3. Submit OR to the Personnel Section	3.1 Prepare Certificate of Last Payment	None	30 minutes	Administrative Aide VI, ASD- Personnel Section-Payroll Services
	3.2 Review the Certificate of Last Payment	None	30 minutes	Administrative Officer IV, ASD- Personnel Section

	3.3 Approve/sign the Certificate of Last Payment	None	30 minutes	Administrative Officer V, ASD- Personnel Section
	3.4 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
<b>TOTAL (without salary overpayment):</b>		<b>None</b>	<b>2 hours and 5 minutes</b>	
<b>TOTAL (with salary overpayment):</b>		<b>None</b>	<b>2 hours and 15 minutes</b>	

## 5. Issuance of Foreign Travel Authority (Official)

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 purposes and undertaken without cost to the government.
  - Official or Personal Travel may be further categorized into foreign (trips outside the Philippines) or local (trips outside the permanent official station).

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

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

## Issuance of Foreign Official Travel Authority

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

- a. International conferences/ meetings to which the Philippine government has commitments or to undertake official missions/assignments which cannot be assigned to government officials posted abroad;
- b. Scholarships, fellowships, trainings, and studies abroad which are grant-funded or undertaken at minimal cost; and

- c. Invitations for speaking engagements or receiving of awards from foreign governments/ institutions or international agencies/organizations as defined under international law, whether fully or partially funded by the government, upon endorsement to the Department of Foreign Affairs.

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

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

<b>Office or Division:</b>	Administrative Service Division – Personnel Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G (Government to Government)		
<b>Who may avail:</b>	DepEd Teaching and Non-teaching Employees under a School and Schools Division Office within the Region		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>			
Endorsement Letter – one (1) original copy	Schools Division Office		
Letter request to travel specifying the destination, purpose of travel, and period of travel – one (1) original copy	Applicant/Client		
Travel Authority for Official Travel Form with supporting documents – one (1) original copy	Annex A, DepEd Order No. 043, s. 2022		
Signed invitation addressed to the requesting party – one (1) original copy	Inviting a foreign government/ institution or an international agency/ organization		
Itinerary of Travel – one (1) original copy	Applicant/Client		
Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority, explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ video conferencing, submission of briefs/ position papers) are insufficient for this purpose – one (1) original copy	Applicant/Client		
Certificate of No Pending Case – one (1) original copy	<ul style="list-style-type: none"> <li>• Legal Unit, Regional Office – for teaching and related-teaching positions</li> <li>• Legal Unit, Schools Division Office – for non-teaching positions</li> </ul>		
Approved Completed Staff Work (CSW) – one (1) original copy	International Cooperation Office / Client		
Estimated Travel Cost – one (1) original copy	Applicant/Client		
Work and Financial Plan – one (1) photocopy	Applicant/Client’s Office		
<b>For applying for Cash Advance</b>			
Certification that previous CA has been liquidated – one (1) original copy	Accounting unit with jurisdiction over the client		

<b>For Division Chiefs and higher</b>				
Draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy		Signing authority for OO designated by the Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Check the documents received, process for release to the Personnel Section  <i>Note: Inform the Client once the document is ready for release.</i>	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Receive documents and prepare TA, then forward to Administrative Officer V for checking	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Check documents for completeness and accuracy	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Countersign Form and TA and forward documents to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.5 Review and sign the form and TA	None	1 day	Regional Director
	1.6 Return the documents to the Records Section for release	None	10 minutes	Administrative Assistant II, Office of the Regional Director
	1.7 Receive signed TA and other documents, then forward to the Central Office	None	1 day	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 2 hours, 20 minutes</b>	

## 6. Issuance of Foreign Travel Authority (Personal)

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 purposes and undertaken without cost to the government.
  - Official or Personal Travel may be further categorized into foreign (trips outside the Philippines) or local (trips outside the permanent official station).

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

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

### Issuance of Foreign Personal Travel Authority

DepEd officials and employees may apply for travel authority (TA) for private trips purely for personal purposes 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 / noncompliance to reportorial requirement for any previous travel shall not be granted foreign personal travel authority.

<b>Office or Division:</b>	Administrative Service Division – Personnel Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G (Government to Government)	
<b>Who may avail:</b>	DepEd Teaching and Non-teaching Employees through the SDO	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirement</b>		
Endorsement Letter – one (1) original copy	Schools Division Office	

Travel Authority for Personal Travel Form with supporting documents – one (1) original copy	Annex A, DepEd Order No. 043, s. 2022			
Letter request to travel specifying the destination, purpose of travel, and period of travel – one (1) original copy	Applicant/Client			
Civil Service Commission Form 6	Civil Service Commission			
Certificate of No Pending Case – one (1) original copy	<ul style="list-style-type: none"> <li>• Legal Unit, Regional Office – for teaching and related-teaching positions</li> <li>• Legal Unit, Schools Division Office – for non-teaching positions</li> </ul>			
Duly signed Certificate of Alternate – one (1) original copy	Schools Division Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Check the documents received, process for release to the Personnel Section  <i>Note: Inform the Client once the document is ready for release.</i>	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Receive documents and prepare TA, then forward to Administrative Officer V for checking	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Check documents for completeness and accuracy	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Countersign Form and TA and forward documents to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.5 Review and sign the form and TA	None	1 day	Regional Director
	1.6 Return the documents to the Records Section for release	None	10 minutes	Administrative Assistant II, Office of the Regional Director
	1.7 Receive signed TA and other documents,	None	1 day	Administrative Aide VI, ASD-

	then forward to the Central Office			Records Section
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 2 hours, 20 minutes</b>	

## 7. Issuance of Regional Clearance for Exchange Visitor Program

Exchange Visitor Program refers to the international exchange program administered by the United States to implement the Mutual Education and Cultural Exchange Act of 1961, as amended, Public Law 87-256, 22 USC 2451, et seq. (1988). The purpose of the Act is to increase mutual understanding between the people of the United States and the people of other countries by means of educational and cultural exchanges. Educational and cultural exchanges assist in furthering the United States' foreign policy objectives.

This service covers the request for the Regional Clearance of the former teaching personnel who are applying for the Exchange Visitor Program.

<b>Office or Division:</b>	Administrative Services Division – Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	Former Teaching Personnel/ Personnel with Approved Leave who are applying for Exchange Visitors Program through the SDO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Endorsement from SDO – one (1) original copy		Schools Division Office		
Request Letter addressed to Regional Director – one (1) original copy		Applicant/Client		
Duly signed Contract/ Job Offer – one (1) original copy		US Employer		
SDO Clearance – one (1) original copy		Schools Division Office		
Special Order of Separation – one (1) original copy		Schools Division Office		
Email Address and Contact Number		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Records Section	1.1 Receive complete documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate completeness, authenticity, and accuracy of documents	None	30 minutes	Administrative Aide VI, ASD-Personnel Section
	1.3 Prepare Regional Clearance and Endorsement Letter	None	30 minutes	Administrative Aide VI, ASD-Personnel Section

	1.4 Review the Documents and affix initial/signature in the Endorsement Letter	None	30 minutes	Administrative Officer V, ASD- Personnel Section
	1.5 Check the records of the client and affix initial/signature in the Regional Clearance and forward to Chief Administrative Officer for signature	None	30 minutes	Legal Officer, ORD
	1.6 Review the Documents and affix initial/signature in the Endorsement Letter	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.7 Sign the Regional Clearance and Endorsement Letter	None	1 day	Regional Director
	1.8 Email documents to the Internal Cooperation Office, Central Office, and copy furnish the client	None	30 minutes	Administrative Aide VI, ASD- Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 3 hours, 40 minutes</b>	

## 8. Reclassification of Positions for Teachers and School Heads

This service covers the processing of requests for the reclassification of positions for teachers and school heads in all Elementary, Secondary, including Senior High School, for evaluation, review, and approval.

<b>Office or Division:</b>	Administrative Services Division – Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	Teachers and Schools Heads through the SDO
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>	
Endorsement Letter duly signed by the SDS – one (1) original copy	Schools Division Office
Duly accomplished Reclassification Form for Teaching Positions (RFTP)/ Reclassification Form for School Principal Positions (RFSP) of Qualified Applicants – three (3) original copies	Schools Division Office
Duly signed CAReER – one (1) photocopy	Schools Division Office
Duly signed Plantilla Allocation List (PAL) – three (3) original copies	Schools Division Office

ePSIPOP printout reflecting the name of the applicant for reclassification – one (1) certified copy	Schools Division Office			
CSC Form 212 Personal Data Sheet with Work Experience Sheet – one (1) original copy	Civil Service Commission			
Scholastic/ academic record (i.e. Special Orders, Transcript of Records (TOR), and Diploma, including completion of graduate and post-graduate units/ degreed, if available – one (1) photocopy	School/s Attended			
Duly signed Service Records – one (1) original copy	Schools Division Office			
Certificate/s of completion of NEAP-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy	National Educator’s Academy of the Philippines			
Certification of Rating (COR) in the NQESH, Principal’s Test, or Applicable School Head Assessment ( <i>for School Principal</i> ) – one (1) photocopy	Schools Division Office			
Report on the Number of Teachers and Master Teachers ( <i>for Master Teacher Applicants only</i> ) ( <i>Annex S-1</i> ) – one (1) photocopy	Schools Division Office			
Report on the Number of School Principal Position within the Division ( <i>Annex S-2</i> ) – one (1) photocopy	Schools Division Office			
Special Transfer Order duly signed by the Schools Division Superintendent ( <i>In-case of Transfer of Positions is deemed necessary</i> ) – one (1) original or certified copy	Schools Division Office			
Quantum Leap justification ( <i>if applicable</i> ) – one (1) original or certified copy	Schools Division Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit required documents	1.1 Receive the documents and forward to the Personnel Section.	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the reclassification documents based on the CSC-approved QS and performance requirements as stipulated in Section D	None	30 minutes	Teacher Credential Evaluator, ASD-Personnel Section

	of DepEd Order 24, s.2025			
	1.3 Review the evaluated RFTP/ RFSP and countersign, if found in order, below the name of the CAO, AD	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.4 Review the PAL	None	30 minutes	Administrative Officer V, ASD-Personnel Section
	1.5 Certify the correctness of the RFTP/ RFSP by affixing his/ her signature.	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review PAL and transmittal to DBM RO; countersign if found in order, below the name of the RD, and endorse for approval	None	1 hour	Chief Administrative Officer, Administrative Division
	1.7 Approve the RFTP/ RFSP, PAL, Report on the Number of Teachers and Master Teachers, and Transmittal Letter	None	1 day	Regional Director
	1.8 Inform Client that Certification is ready for release	None	15 minutes	Administrative Officer V, ASD-Personnel Section
2. Claim signed Certification	2.1 Release signed Certification	None	5 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 4 hours</b>	

## 9. Request for Transfer of Teaching and Non-Teaching Employees to Another Region

This service covers the steps on the preparation of indorsement on the request for the transfer of workstation of DepEd teaching and non-teaching employees to another region.

This service charter outlines the procedures from the Client's submission of request to the Schools Division Office, to the SDO's processing of the request, then to the SDO's endorsement to the Regional Office. The Regional Office then endorses the approved request to the receiving region.

<b>Office or Division:</b>	Administrative Service Division – Personnel Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Active DepEd Teaching and Non-teaching Employees from other Regions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request for transfer – one (1) original copy		From the concerned employee		
<b>For teaching and non-teaching employees coming from the School</b>				
Endorsement of the School Principal – one (1) original copy		School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Schools Division Office through the Records Section	1.1 Receive and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, OSDS-Records Section
	1.2 Check completeness of documents and prepare endorsement from the Schools Division Superintendent	None	1 hour	Administrative Aide VI, OSDS-Personnel Section
	1.3. Review and sign the Endorsement, then release the signed Endorsement to Records Section	None	1 day	Schools Division Superintendent
	1.4 Release the Endorsement to the Regional Office	None	1 day	Administrative Aide VI, OSDS-Records Section
	1.5 Receive the documents from the SDO and forward to the Personnel Section for appropriate action	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.6 Check completeness of	None	30 minutes	Administrative Aide VI, ASD-

	documents and prepare endorsement addressed to the concerned Region			Personnel Section
	1.7 Review the Endorsement	None	1 hour	Chief Administrative Officer, ASD
	1.8 Approve and sign Endorsement, then forward to the Records Section for release to the receiving Region	None	1 day	Regional Director
	1.9 Release the Endorsement to the receiving region	None	5 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>3 days, 3 hours</b>	

### 10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requested by teaching/ non-teaching personnel who were fully paid or approved for GSIS Financial Assistance Loan (GFAL). The Personnel-in-Charge for Private Loan Institution (PLI) will prepare a communication addressed to respective banks.

<b>Office or Division:</b>	Administrative Service Division – Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	DepEd Teaching and Non-teaching Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>	
Request Form for stoppage deletion of loans with valid/ justifiable reason/s – one (1) original copy	Regional Payroll Services Unit
Certificate of No Obligations from PLIs or Original Copy of Official Receipt – one (1) original or certified copy	Applicant / Client
<b>For authorized representative</b>	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the	Authorized Representative of the Applicant / Client

<p><b>authorized person</b>, which may include, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Assess and evaluate the documents and take appropriate action	None	30 minutes	Administrative Aide VI, ASD-Payroll Section
	1.3 Review documents and affix initial/signature on the Request Form	None	1 hour	Administrative Officer V, ASD-Personnel Section or Supervising Administrative Officer / Chief Administrative Officer, ASD
	1.4 Release the signed document	None	5 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 45 minutes</b>	

## Administrative Service Division – Records Section

### 1. Certification, Authentication, and Verification (CAV) of Basic Education Academic School Records

This service refers to the official and formal processes and acts of checking, reviewing, and certifying the authenticity and veracity of available academic school records issued by public and private schools to former and current earners under the Department of Education (DepEd) for use abroad.

<b>Office or Division:</b>	Administrative Service Division – Records Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C (Government to Citizen)	
<b>Who may avail:</b>	Former and current learners	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirement</b>		
CAV Application Form	Records Section	
Birth Certificate* - One (1) photocopy <i>*for validation purposes only</i>	Philippine Statistics Authority (PSA)	
Passport* – One (1) photocopy <i>*for validation purposes only</i>	Department of Foreign Affairs	
Latest passport-size picture – Two (2) pieces	Applicant/Client	
Long Brown Envelope – One (1) piece	Applicant/Client	
<b>Public/Private School Elementary and Secondary Graduates</b>		
Diploma – One (1) original copy and two (2) certified true copies	School attended	
Form 137/SF 10 – Two (2) certified true copies	School attended	
Certificate of Graduation	School attended	
School Transmittal Letter – One (1) original copy	School attended	
<b>Additional Requirement for Private School Secondary Graduates</b>		
Special Order of Graduation – One (1) certified true copy	Client	
<b>Public/Private School Elementary and Secondary Undergraduates</b>		
Form 137/SF 10 – Two (2) certified true copies	School attended	
Certificate of Completion – One (1) original copy	School attended	
School Transmittal Letter – One (1) original copy	School attended	
<b>Alternative Learning System (ALS) Accreditation and Equivalency (A&amp;E) Completers / Passers</b>		
Certificate of Rating (COR) – One (1) original copy and two (2) certified true copy, or ALS Learner’s Permanent Record (AF-5) – One (1) original copy and two (2) certified true copy	Bureau of Educational Assessment (BEA)/EPS- ALS	

Diploma – One (1) original copy and two (2) certified true copies	Bureau of Educational Assessment (BEA)/EPS- ALS			
Certification from the Schools Division Office – One (1) original copy	Schools Division Office (SDO)			
SDO Transmittal Letter – One (1) original copy	Schools Division Office (SDO)			
<b>Philippine Educational Placement Test (PEPT) Passers</b>				
Certificate of Rating (COR) – One (1) original copy and two (2) certified true copy	Bureau of Educational Assessment (BEA)			
Certification from the Schools Division Office – One (1) original copy	Schools Division Office (SDO)			
SDO Transmittal Letter – One (1) original copy	Schools Division Office (SDO)			
<b>For an authorized representative but not an immediate family member</b>				
Special Power of Attorney (SPA) – One (1) Original Copy	Law Office / Public Attorney’s Office			
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• PhilHealth ID</li> <li>• TIN ID</li> </ul>	Applicant/Client			
Identification Card - One (1) original of any government-issued valid ID of the <b>authorized person</b>	Authorized Representative			
<b>For authorized representative or immediate family member (mother, father, siblings, spouse and children)</b>				
Authorization Letter – One (1) Original Copy	Applicant/Client			
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person.</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• PhilHealth ID</li> <li>• TIN ID</li> </ul>	Applicant/Client			
Identification Card - One (1) original of any government-issued valid ID of the <b>authorized person</b>	Authorized Representative			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit filled-out CAV Application Form and the required documents to the Records Section	1.1 Receive and check the filled-out CAV Application Form and all supporting documents of the client, review the completeness, correctness, and verify authenticity of the school records  <i>Note: If incomplete documents, inform the client that the process will not proceed until the lacking document/s is/are submitted</i>	None	1 hour	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	1.2 Assign specific CAV number and prepare two copies of CAV certificates	None	15 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	1.3 Present draft CAV to client for verification of accuracy	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
2. Verify the accuracy of the data encoded in the CAV certificate then return to the processor	2.1 Attach picture and present it to the client for final verification  <i>Note: Inform client that s/he will be notified once document is available for release</i>	None	20 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.2 Forward printed CAV to Records Officer for review and initial	None	5 minutes	Administrative Aide VI, Administrative Service Division – Records Section
	2.3 Review correctness of the printed CAV, affix initial if in order and forward to Regional Director for signature	None	10 minutes	Administrative Officer V, Administrative Service Division – Records Section

	2.4 Sign the CAV and forward to Records Section for release	None	1 hour	Regional Director, ORD
	2.5 Stamp “released” and dry seal the signed CAV.	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.7 Seal signed CAV certificate and supporting documents in a brown envelope, affix signatures on the opening and paste the DFA Authentication Section addresses at the back of the envelope.	None	10 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
	2.8 Inform client that document is ready for release	None	5 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
3. Claim completed CAV documents in a sealed brown envelope	3.1 Request applicant to sign in the logbook to acknowledge receipt of the sealed envelope and inform him/her NOT TO OPEN and bring the sealed envelope to DFA for Apostille	None	5 minutes	Administrative Aide VI/ Administrative Officer V, Administrative Service Division – Records Section
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 30 minutes</b>	

## 2. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Regional Office through walk-in or email.

<b>Office or Division:</b>	Administrative Service Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Communications addressed to the Regional Director – Two (2) copies		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Thru Walk-in</b>				
1. Submit the communication to the Records Section	1.1 Receive and check completeness of communications as to: <ul style="list-style-type: none"> <li>• Addressee</li> <li>• Date of document</li> <li>• Subject Matter</li> <li>• Sender/ Signatory</li> </ul>	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Return the receiving copy to the Client	None	5 minutes	Administrative Aide VI, ASD-Records Section
<b>Thru Email</b>				
1. Send communication to the Record Section’s official email address	1.1 Open and read the communication	None	10 minutes	Administrative Officer V, ASD-Records Section
	1.2 Print the emailed communication	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.3 Stamp “Received”, affix date, time, name and signature.	None	5 minutes	Administrative Officer V, ASD-Records Section
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Officer V, ASD-

			Records Section
<b>TOTAL (through Walk-in):</b>	<b>None</b>	<b>25 minutes</b>	
<b>TOTAL (through Email):</b>	<b>None</b>	<b>25 minutes</b>	

### 3. Issuance of Requested Documents (Online)

This service provides clients with photocopies of documents in custody of the Records Section, upon receipt of a valid request through/via official email, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

<b>Office or Division:</b>	Administrative Service Division – Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
1. Request Letter – One (1) copy indicating the following: <ul style="list-style-type: none"> <li>Document being requested</li> <li>Full name of requesting person</li> <li>Purpose for request</li> </ul>		Applicant/Client		
2. Valid Identification Card – One (1) scanned copy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>Philippine ID</li> <li>Passport</li> <li>Driver's License</li> <li>Professional Regulation Commission (PRC) ID</li> <li>Philippine Postal ID</li> <li>PhilHealth ID</li> <li>TIN ID</li> </ul>		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter request through email to the Regional Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI / Administrative Officer V, ASD-Records Section
	1.2 Search the document being requested and forward to AO V for review and approval	None	4 hours	Administrative Aide VI, ASD-Records Section

	<i>Note: Inform the Client in case the document being requested is not available.</i>			
	1.3 Approve the release of the requested document	None	2 hours	Chief Administrative Officer, ASD
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI / Administrative Officer V, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>6 hours, 20 minutes</b>	

#### 4. Issuance of Requested Documents – Walk-in

This service provides walk-in clients with certified true copies or photocopies of documents in the custody of the Records Division, upon receipt of a valid request, subject to verification in accordance with applicable guidelines on access to records and disclosure of information.

<b>Office or Division:</b>	Administrative Service Division – Records Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Standard Requirement</b>		
Requisition Slip - One (1) original copy	Records Section	
Identification Card - One (1) original copy and one (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to, the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> <li>• Driver's License</li> <li>• Professional Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• PhilHealth ID</li> <li>• TIN ID</li> </ul>	Applicant/Client	
<b>For an authorized representative</b>		
Authorization Letter – One (1) original copy	Applicant/Client	
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , which may include, but is not limited to the following: <ul style="list-style-type: none"> <li>• Philippine ID</li> <li>• Passport</li> </ul>	Applicant/Client	

<ul style="list-style-type: none"> <li>• Driver's License</li> <li>• Philippine Regulation Commission (PRC) ID</li> <li>• Philippine Postal ID</li> <li>• PhilHealth ID</li> <li>• TIN ID</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along with the accomplished Requisition Slip	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Search for the document being requested and print/ photocopy the requested document  <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, ASD-Records Section
	1.3 Forward to Administrative Officer V or Chief Administrative Officer for certification or authentication	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Certify true copy the requested document	None	2 hours	Chief Administrative Officer, ASD
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>6 hours, 30 minutes</b>	

## Curriculum and Learning Management Division

### 1. Approval of Learning Resources to be Uploaded in the LRMS Portal / Regional Learning Resource Portal

This service involves systematic review, evaluation, and approval of learning resources submitted by schools, divisions, and partner NGOs / INGOs to ensure they meet DepEd standards on content quality, curriculum alignment, accuracy, and usability. Only approved learning resources are authorized for uploading and publication in the LRMS Portal and the Regional Localized Learning Resources Portal or for distribution (hard copy) of offline for use by teachers, learners, and other education stakeholders.

<b>Office or Division:</b>	Curriculum and Learning Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	School, CID, INGOs, and Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter Request of Approval – One (1) original copy		Applicant/Client		
Actual Learning Resources: electronic copy with shortened link (tinyurl.com, bit.ly, and etc.)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send Letter Request to DepEd Regional Office – Regional Director Attention: Chief, CLMD and EPS-LR.	1.1 Receive submitted documents and forward to CLMD for appropriate action	None	30 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Review completeness of documents	None	2 hours	Education Program Supervisor, CLMD-LRMD Section
	1.2 Conduct workshop on the evaluation or quality assurance of Learning Resources	None	4 days	Education Program Supervisor, CLMD-LRMD Section
	1.3 Transmit evaluation findings to the Client  <i>Note to Client: If revisions to the submitted Learning Resource (LR) are required, the client will</i>	None	2 hours	Education Program Supervisor, CLMD-LRMD Section

	<i>be notified accordingly. Approval will be granted only after all evaluators' comments and recommendations have been fully addressed, and the material is verified to be compliant with Department of Education standards.</i>			
	1.4 Prepare Certifications or Approval to the clients of the finalized LRs, and forward to the Regional Director for signature	None	30 minutes	Education Program Supervisor, CLMD-LRMD Section
	1.5 Sign Certification or Approval to the Clients of the Finalized LRs	None	2 days	Regional Director
	1.6 Transmit signed Certifications or Approval to the Clients of the Finalized LRs through email	None	1 hour	Education Program Supervisor, CLMD-LRMD Section
<b>TOTAL:</b>		<b>None</b>	<b>6 days, 6 hours</b>	

## Human Resource Development Division – NEAP-R

### 1. Recognition of Professional Development Programs/Courses (NEAP-R)

The National Educators Academy of the Philippines (NEAP) Recognition ensures that Professional Development (PD) programs and courses align with the Philippine Professional Standards for Teachers (PPST), Philippine Professional Standards for School Heads (PPSSH), and Philippine Professional Standards for Supervisors (PPSS). It guarantees that the design and delivery of PD programs meet the quality standards set by the Department.

This service charter outlines the steps in the application for recognition of professional development programs/courses in the regional NEAP.

<b>Office or Division:</b>	Human Resource Development Division – NEAP-R
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	Schools Division Offices  <i>Note: If there are non-DepEd Learning Service Providers (LSPs), they must present a valid authorization from the National Educators Academy of the Philippines (NEAP) of the DepEd Central Office</i>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>	
Professional Development Program Recognition Application Form duly accomplished and signed by the proponent (Schools Division Superintendent or Division’s Authorized Representative) – One (1) original copy	NEAP Regional Office
Professional Development Program Design – One (1) original copy  <i>Note: The PD Program Design must articulate the objectives/outcomes aligned with PPST/PPSSH/PPSS, and must include the breakdown of expenses/Budget Estimate.</i>	Applicant/Client
Learning Resource Materials (e.g., Session Guides, Slide Decks, Modules, Activity Sheets, etc.) – one (1) original copy	Applicant/Client
Assessment Tools (e.g., Formative and Summative assessments, Rubrics, Pre/Post-tests) – one (1) original copy	Applicant/Client
Monitoring and Evaluation (M&E) Plan – one (1) original copy  <i>Note: The M&amp;E Plan must include mechanisms to determine if Intended Learning Outcomes (ILOs) are met.</i>	Applicant/Client

Curriculum Vitae (CV) of Resource Speakers/ Subject Matter Experts – one (1) original copy  <i>Note: Must demonstrate expertise/credentials relevant to the topic.</i>		Applicant/Client		
<b>For Non-DepEd Learning Service Providers (LSPs)</b>				
Valid Authorization issued by the National Educators Academy of the Philippines (NEAP) of the DepEd Central Office – one (1) original copy		DepEd Central Office - NEAP		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished PD Program Recognition Application Form together with complete supporting documents to the NEAP Regional Office through the official email or designated online portal.	1.1 Receive and acknowledge the application, and forward to the Senior Education Program Specialist for review	None	30 minutes	Education Program Specialist II, HRDD
	1.2 Verify/Assess completeness of submitted documents.  <i>Note: If there are lacking documents, inform the client via a written notice/checklist indicating the lacking requirements, and that the application will only be processed once required documents are complete.</i>	None	1 day	Senior Education Program Specialist, HRDD
	1.3 Forward the complete application to the Recognition Evaluation Committee (REC) for review	None	1 hour	Senior Education Program Specialist, HRDD
	1.4 Review and evaluate the program content, alignment with standards (PPST/PPSSH/PPSS) , assessment tools, and resource materials	None	5 days	Recognition Evaluation Committee (REC)
	1.5. Deliberate on the results of the review and evaluation	None	1 day	Recognition Evaluation Committee (REC)

	1.6 Prepare Certificate of Recognition or Notice of Deferment and forward to the Regional Director for signature	None	4 hours	Education Program Specialist II / Senior Education Program Specialist, HRDD
	1.7 Review and sign the Certificate or Notice	None	1 day	Regional Director
	1.8 Release the signed Certificate or Notice to the client via email	None	5 minutes	Education Program Specialist II, HRDD
<b>TOTAL:</b>		<b>None</b>	<b>8 days, 5 hours, 35 minutes</b>	

## Office of the Regional Director – Legal Unit

### 1. Correction of Entries in School Records

#### *RO-Level Processing*

This process applies to graduates requesting major corrections in their school records. These are changes that are not simple spelling errors, require legal review, or do not match official birth records, such as the Certificate of Live Birth. Requests involving a complete change of identity may no longer be processed administratively and may require a court order.

*Note: Corrections for currently enrolled learners may be processed through the school using the Learner Reference Number (LRN). The school shall validate the request and initiate the necessary correction following prescribed DepEd procedures.*

<b>Office or Division:</b>	Office of the Regional Director – Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	Graduates of Public or Private School, including ALS graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Request Letter – One (1) original copy		Client		
School records to be corrected: Diploma and Form 137/SF 10, <i>whichever is applicable</i> – One (1) original copy		Client		
Certification or Endorsement from the School Head – One (1) photocopy		School		
PSA Birth Certificate – One (1) original copy		Philippine Statistics Authority (PSA)		
Affidavit of Discrepancy – One (1) original copy		Client		
Affidavit of Two Disinterested Persons – One (1) original copy		Affiants		
<b>For graduate/s of private school</b>				
Special Order of Graduation – One (1) original copy		Applicant / Client		
<b>For an authorized representative</b>				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , showing photo and signature		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the <b>requesting person</b> , showing photo and signature		Authorized Representative of the Client		
Authorized Data Privacy Consent Form		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit the required documents to the Regional Office (RO) through the Administrative Service Division (ASD)-Records Section	1.1 Receive the submitted documents and then forward to the Office of the Regional Director (ORD)-Legal Unit	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate documents for completeness and legal sufficiency  <i>Note: Inform Client that should the submission be incomplete, the Client must fulfill all requirements before the request can be processed.</i>	None	1 hour	Legal Assistant II / Special Investigator III, ORD-Legal Unit
	1.3 Draft a Resolution/Order and forward to Attorney III / Attorney IV for review	None	30 minutes	Legal Assistant II / Special Investigator III, ORD-Legal Unit
	1.4 Review the draft Resolution/Order and forward to the Regional Director for signature	None	1 hour	Attorney III / Attorney IV, ORD-Legal Unit
	1.4 Review and sign the Resolution/Order and forward to Records Section for release	None	15 minutes	Regional Director
	1.5 Release the signed Resolution / Order to Client	None	5 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>3 hours</b>	

## Office of the Regional Director – Public Affairs Unit

### 1. Public Assistance through Email

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

Client must be provided with the response/actions taken by the concerned personnel or office to update the status of the complaint in the same email thread within 72 hours upon receipt of referred/indorsed concerns/complaints.

<b>Office or Division:</b>		Office of the Regional Director – Public Affairs Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Letter of concerns/query/complaint, Referral Letter or Request for Action Form (RFA)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For simple queries/concerns</b>				
1. Send query or concern through the official RO email address	1.1 Acknowledge receipt of email, and review/evaluate the concern	None	30 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 For simple queries and concerns with information readily available, provide a direct response	None	20 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
<b>For referred/indorsed concerns/complaints</b>				
1. Send query or concern through the official RO email address	1.1 Acknowledge receipt of email, and review/evaluate the concern	None	30 minutes	Administrative Officer V, ORD-Public Affairs Unit
	1.2 Forward to the Office of the Regional Director	None	20 minutes	Administrative Officer V, ORD-

	for referral to the concerned personnel or RO/ SDO			Public Affairs Unit
<b>TOTAL (for simple queries/concerns):</b>	<b>None</b>	<b>50 minutes</b>		
<b>TOTAL (for referred/indorsed concerns/complaints):</b>	<b>None</b>	<b>50 minutes</b>		

## 2. Public Assistance (Hotline)

The Department recognizes the queries, concerns and complaints of its clients for the improvement of its services. These can be submitted through the Regional Office's official hotline/s (landline or mobile phones) of the Agency.

<b>Office or Division:</b>	Office of the Regional Director – Public Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Details of the complaint which must include the following information: 1. Name, address and other contact details of the Client (email/Viber, etc. other than the number registering during the call) 2. Details of the concerned school/person/office (name, and address/location) 3. Specific DepEd programs, projects, and/or activities (if programs/projects are involved)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Discuss the concern/s	1.1 Note the details of the concern/s	None	30 minutes	Administrative Assistant I / Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 Review the concern and issue a Request for Action (RFA) for endorsement of the Regional Director to	None	1 hour	Administrative Officer V / Project Development Officer II,, ORD-Public Affairs Unit

	the concerned office/personnel			
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 30 minutes</b>	

### 3. Public Assistance (Walk-in)

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

<b>Office or Division:</b>	Office of the Regional Director – Public Affairs Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Details of the complaint which must include the following information: 1. Name, address and other contact details (phone number, email, Viber, etc) of the Client 2. Details of the concerned school/ person/ office (name, and address/location) 3. Specific DepEd programs, projects, and/or activities (if programs/projects are involved)		Client		
<b>For authorized representative</b>				
Authorization Letter – one (1) original copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Public Affairs Unit and discuss the concern/s	1.1 Note the details of the concern/s in the logbook or database	None	30 minutes	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.2 Issue a Request for Action (RFA) for endorsement of the Regional Director to the concerned office/personnel	None	1 hour	Administrative Officer V / Project Development Officer II, ORD-Public Affairs Unit
	1.3 Inform Client of the action taken on his/her concern of the concerned office/	None	15 minutes	Administrative Officer V / Project Development

	personnel, or the status of complaint, (if applicable) upon receipt through the contact details provided			Officer II, ORD-Public Affairs Unit
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 45 minutes</b>	

#### 4. Standard Freedom of Information (FOI) Request through Walk-in Facility and Mail (Approval)

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

<b>Office or Division:</b>	Office of the Regional Director/PPRD			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Request with <b>the DepEd FOI Form</b> stamped "RECEIVED" by the Receiving Officer and the Request for Action (RFA)		FOI Receiving Officer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submitted the complete requirements for FOI Request	1.1 Assess and clarify the request if necessary to grant or deny	None	30 minutes	Decision Maker (RD/PPRD Chief)
	1.2 If the request is approved/granted, DM forward the request to concerned FD/Section/Unit who will provide the requested information  If the request is disapproved/denied, DM provide the Receiving Officer	None	15 minutes  30minutes	Decision Maker (RD/PPRD Chief)

	(RO) with a letter of Denial for the Client  If the information requested requires intensive search of government records and facilities, DM informs the RO how many days it would approximately take to provide the information  If information contains information of interest to another office DM consults with the Data Privacy Compliance Officer or disclosure or non-disclosure		20 minutes  24 hours	
	1.3 Sign the prepared document with the approved request information from the concerned FD/Section/Unit for release to the Client/Requester	None	5 minutes	Decision Maker (RD/PPRD Chief)
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hour &amp; 45 minutes</b>	

### 5. Standard Freedom of Information (FOI) Request through Walk-in Facility and Mail (Preparation of Requested Document)

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

<b>Office or Division:</b>	Concerned Functional Division/Section/Unit
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>	

Request with <b>the DepEd FOI Form</b> stamped "RECEIVED" by the Receiving Officer and the Request for Action (RFA)		Decision Maker (DM)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted the complete requirements	1.1 Assess and clarify the request if necessary to grant or deny	None	30 minutes	FD/Section/Unit Concerned
	1.2 If the request is approved/granted, DM forward the request to concerned FD/Section/Unit who can provide the requested information	None	15 minutes	
	If the request is disapproved/denied, provide the Receiving Officer (RO) with a letter of Denial for the Client		30minutes	
	If the information requested requires intensive search of government records and facilities, the DM informs the RO how many days it would approximately take to provide the information		20 minutes	
If information contains information of interest to another office DM consults with the Data Privacy Compliance Officer or the concerned Office/Personnel for consent of disclosure or non-disclosure		24 hours		

	1.3 Sign the prepared document with the approved request information from the concerned FD/Section/Unit for release to the Client/Requester	None	5 minutes	Decision Maker (RD/PPRD Chief)
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 1 hour &amp; 45 minutes</b>	

## Policy, Planning, and Research Division

### 1. Request for Education-Related Data

Requesting data for reference or official use involves formally contacting the office that holds the data to seek permission to access specific information needed for a particular purpose. This service allows any interested party to request access to available, accurate, and validated education-related data.

This service charter outlines the steps in requesting education-related data through walk-in or email.

<b>Office or Division:</b>	Policy, Planning and Research Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Request letter addressed to the Regional Director – One (1) original copy		Client		
<b>If request is for research or other studies</b>				
Proof of enrollment (e.g. ID with current academic year, current class schedule, certificate of matriculation) – One (1) copy Approved research proposal – One (1) copy Curriculum Vitae – One (1) copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For Walk-in Requests</b>				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp “received”  <i>Note: Inform Client that data request will be sent through email</i>	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-RD
	1.3 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.4 Check documents and	None	10 minutes	Administrative Assistant I, PPRD

	endorse to person-in-charge			
	1.5 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, Policy, PPRD
	1.6 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD
	1.7 Approve the prepared data response	None	15 minutes	Chief Education Supervisor, PPRD
	1.8 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
<b>For Research-Related Walk-in Requests</b>				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp "received" <i>Note: Inform Client that data request will be sent through email</i>	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-RD
	1.3 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.4 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.5 Review the submitted documents to determine the data requested complies with Data Privacy Act of 2012 (RA 10173) and Research Management Guidelines (DepEd Order 16, s. 2017)	None	15 minutes	Education Program Specialist II, PPRD
	1.6 Forward the documents to the Statistician I	None	5 minutes	Education Program

				Specialist II, PPRD
	1.7 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.8 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Approve the prepared data response	None	15 minutes	Chief Education Supervisor, PPRD
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
<b>For requests submitted via Email</b>				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents and stamp received	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.5 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.6 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.7 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD

	1.8 Review and approve the prepared data response	None	15 minutes	Chief Education Supervisor, PPRD
	1.9 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
<b>For Research-Related requests submitted via Email</b>				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents and stamp received	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Forward documents to the Office of the Regional Director	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.4 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.5 Review the submitted documents to determine the data requested complies with Data Privacy Act of 2012 (RA 10173) and Research Management Guidelines (DepEd Order 16, s. 2017)	None	15 minutes	Education Program Specialist II, PPRD
	1.6 Forward the documents to the Statistician I	None	5 minutes	Education Program Specialist II, PPRD
	1.7 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, PPRD
	1.8 Review the prepared data response and forward to Chief, PPRD for review	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Review and approve the	None	15 minutes	Chief Education Supervisor, PPRD

	prepared data response			
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
<b>TOTAL (for Walk-in Requests):</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	
<b>TOTAL (For Research-Related Walk-in Requests):</b>		<b>None</b>	<b>2 hours, 50 minutes</b>	
<b>TOTAL (for Requests from Email):</b>		<b>None</b>	<b>2 hours, 40 minutes</b>	
<b>TOTAL (for Research-Related Requests from Email):</b>		<b>None</b>	<b>2 hours, 50 minutes</b>	

## 2. Request for Reversion in the Enhanced Basic Education Information System (EBEIS)

Even after the end of the school year, updates to learner enrollment in a class or section may still be made through the Enhanced Basic Education Information System (EBEIS), provided that school-level finalization has not yet been completed.

To reopen a finalized class, the School Head or authorized School Representative should click the lock icon and select “Reopen Updating.” This will allow changes to the enrollment status of learners under that class or section.

<b>Office or Division:</b>	Policy, Planning and Research Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	Schools Division Offices (SDOs) and Private Schools through SDOs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Reversion request submitted by the SDO (through EBEIS System)		Enhanced Basic Education Information System (EBEIS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit online request for reversion through the EBEIS	1.1 Review the request and validate the reason	None	25 minutes	Personnel-in-charge of EBEIS, PPRD
	1.2 Determine whether the request is approved or disapproved	None	10 minutes	Personnel-in-charge of EBEIS, PPRD
	1.3 Process the approved request for reversion in EBEIS and report status to Chief, PPRD	None	15 minutes	Personnel-in-charge of EBEIS, PPRD
	1.4 Inform SDO of the approval or disapproval via official email	None	10 minutes	Chief Education Supervisor, PPRD
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	

### 3. Request to Conduct Research Study

Researchers and other stakeholders involving teachers, teaching-related, non-teaching personnel, or learners in any or two or more Schools Division Offices (SDOs) as their respondents/participants should inform the Regional Office of their intent to conduct a research study.

The approved permit from the Regional Office is required before SDOs allow the conduct of data gathering. This service provides the process for requesting a research permit prior to data gathering.

<b>Office or Division:</b>	Policy, Planning, and Research Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Request letter addressed to the Regional Director – One (1) original copy		Client		
First three (3) chapters of the manuscript which includes a specific DepEd policy implication and alignment to a specific key outcome of the Department's Five-Point Reform Agenda – One (1) copy		Client		
References, research tool/questionnaires, assent and/or consent form – One (1) copy		Client		
Curriculum vitae – One (1) copy		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>For request received via walk-in</b>				
1. Submit hard copy of complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp "received"	None	10 minutes	Administrative Aide VI, ASD-Records Section
	<i>Note: Inform the client that they will receive an email with the claiming date and the scanned copy of the approved permit.</i>			
	1.2 Forward documents to the Office of the Regional Director	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Receive the documents and attach blank referral slip	None	5 minutes	Administrative Assistant II, ORD
	1.4 Determine the responsible office, issues a referral slip for	None	30 minutes	Regional Director

	appropriate action, and forward to the Administrative Assistant II, Office of the Regional Director			
	1.5 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.6 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.7 Review submitted documents and prepare permit to conduct study or response letter indicating corrections required, then submit to Education Program Supervisor for review	None	2 hours	Education Program Specialist II, PPRD
	1.8 Review the permit/drafted response letter and forward to Chief, PPRD for signature	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Review the permit/response letter and forward to Assistant Regional Director for review	None	15 minutes	Chief Education Supervisor, PPRD
	1.10 Review permit/response letter and recommends approval of the Regional Director	None	30 minutes	Assistant Regional Director
	1.11 Approve and sign permit/response letter and forward to Administrative Assistant II, Office of the Regional Director	None	1 day	Regional Director
	1.12 Forward to Records Section for document releasing	None	5 minutes	Administrative Assistant II, ORD
	1.13 Notify the client through email on the availability of the permit/response letter, with PPRD furnished a copy.	None	10 minutes	Administrative Aide VI, ASD-Records Section
2. Claim permit to conduct study or response letter	2.1 Release the permit/response letter to the Client	None	15 minutes	Administrative Aide VI, ASD-Records Section

<b>For request received via email</b>				
1. Submit the complete requirements through the official address of PPRD at the Regional Office	1.1 Check and acknowledge receipt of email then forward to Records Section for receiving	None	10 minutes	Administrative Assistant I, PPRD
	1.2 Check documents, stamp received, and Forward documents to the Office of the Regional Director	None	5 minutes	Administrative Aide VI, ASD-Records Section
	1.3 Receive the documents and attach blank referral slip	None	5 minutes	Administrative Assistant II, ORD
	1.4 Determine the responsible office, issues a referral slip for appropriate action, and forward to the Administrative Assistant II, Office of the Regional Director	None	30 minutes	Regional Director
	1.5 Route the document to PPRD	None	10 minutes	Administrative Assistant II, ORD
	1.6 Check documents and endorse to person-in-charge	None	10 minutes	Administrative Assistant I, PPRD
	1.7 Review submitted documents and prepare permit to conduct study or response letter indicating corrections required, then submit to Education Program Supervisor for review	None	2 hours	Education Program Specialist II, PPRD
	1.8 Review the permit/drafted response letter and forward to Chief, PPRD for signature	None	30 minutes	Education Program Supervisor, PPRD
	1.9 Review the permit/response letter and forward to Assistant Regional Director for review	None	15 minutes	Chief Education Supervisor, PPRD
	1.10 Review permit/response letter and recommends approval of the Regional Director	None	30 minutes	Assistant Regional Director

	1.11 Approve and sign permit/response letter and forward to Administrative Assistant II, Office of the Regional Director	None	1 day	Regional Director
	1.12 Forward to Records Section for document releasing/sending email	None	5 minutes	Administrative Assistant II, ORD
	1.13 Email the approved permit/response letter to the concerned client, with PPRD furnished a copy.	None	10 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL (for Walk-in Requests):</b>		<b>None</b>	<b>1 day, 4 hours, 55 minutes</b>	
<b>TOTAL (for Requests from Email):</b>		<b>None</b>	<b>1 day, 4 hours, 40 minutes</b>	

#### 4. Review and Confirmation of School Division Office (SDO) Submitted Work and Financial Plans (WFPs)

This process involves the systematic evaluation of Work and Financial Plans (WFPs) submitted by Schools Division Offices (SDOs) to ensure compliance with budgeting guidelines and the accuracy of programmed activities and expenditures.

The Regional Office validates the completeness and coherence of the submissions—specifically the consistency between the total obligation amount and the total disbursement amount, ensuring no variance—provides necessary clarifications or feedback regarding the vertical and horizontal alignment of activities, outputs, and performance indicators, and formally confirms the SDO WFPs through the Program Management Information System (PMIS) as the basis for resource programming, implementation, and monitoring.

<b>Office or Division:</b>		Policy, Planning, and Research Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who may avail:</b>		Division Planning Officers (DPOs)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Duly signed SDO WFP – One (1) original copy		Program Management Information System		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit scanned copy of the duly signed SDO WFP via online to the Regional Office through the Policy,	1.1 Review submitted scanned copy of WFP	None	45 minutes	Personnel In-Charge of PMIS, PPRD
	1.2 Confirm the WFP in the PMIS and report	None	3 minutes	Personnel In-Charge of PMIS, PPRD

Planning and Research Division	the confirmation status to Chief, PPRD			
	1.3 Inform the DPO on the status of WFP via email	None	5 minutes	Chief Education Supervisor, PPRD
<b>TOTAL:</b>		<b>None</b>	<b>53 minutes</b>	

## Quality Assurance Division

### 1. Acknowledgement of Voluntary (Temporary/Permanent) Closure of Private Schools

This service involves the acknowledgement by the Department of Education of the voluntary (temporary/permanent) closure of private schools, subject to submission of required documents and compliance with prescribed policies to ensure the protection of learners, personnel, and school records.

Once the closure is approved, government permits or recognition are also automatically revoked.

*Note: This is connected to the Schools Division Office's service charter on "Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools".*

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	Schools Division Office within the Region			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Indorsement Letter – one (1) original copy		SDO		
Certification of Compliance – one (1) original copy		SDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the necessary documents through walk-in or online (via the SDO's official email address to RO official email address)	1.1 Receive the documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Prepare the Indorsement with the acknowledgment and confirmation of Voluntary (temporary/permanent) Closure, and forward the document to the Office of the Regional Director (RD) for approval	None	1 hour	Education Program Supervisor / Chief Education Supervisor, QAD
	1.3 Approve the Indorsement with acknowledgement and confirmation of	None	1 day	Regional Director

Voluntary (Permanent/ Temporary) Closure			
1.4 Forward the approved documents to the Records Section	None	15 minutes	Admin Assistant III, ORD
1.5 Forward the approved documents to the SDO-Records Section, and provide QAD a copy (stamped “released”) of the released document	None	10 minutes	Administrative Aide VI, ASD-Records Section
1.6 Update the Masterlist of Private Schools and notify RO-PPRD of the Voluntary Closure of the School and request the closure of the account of the concerned Private School in the Learner Information System (LIS).	None	1 hour	Education Program Supervisor / Chief Education Supervisor, QAD
<b>TOTAL:</b>	<b>None</b>	<b>1 day, 2 hours, 35 minutes</b>	

## 2. Approval of Tuition and Other Fees Increase, No Increase, With Increase, and Proposed New Fees of Private Schools

This service covers the application of private schools for the approval or acknowledgment of Tuition and Other School Fees (TOSF), including cases with no increase, with increase, and proposed new fees of private schools, in accordance with existing DepEd policies and guidelines.

This is a continuation of the service at the Schools Division Office on “*Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools*”.

<b>Office or Division:</b>	Quality Assurance Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Schools Division Office within the Region
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>With NO increase</b>	
Indorsement Letter from SDO indicating among others, the School’s Securities and	Schools Division Office

Exchange Commission (SEC/DTI) – one (1) original copy	
Comparative Schedule of Tuition and Other School Fees (TOSF) for current School Year (SY) with that of the previous School Year indicating in both in Peso (Php) and Percentage (%) the forms of increase. This should be done <i>both</i> by the school <i>With increase</i> and <i>No increase</i> . ( <i>Other School Fees</i> must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD. – one (1) original copy	Schools Division Office
Required documents ( <i>see checklist of requirements of the service at the SDO on “Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools”</i> )	Applicant-Private School
<b>With Increase</b>	
Indorsement Letter from SDO indicating among others, the School’s Securities and Exchange Commission (SEC/ DTI/ CHED/ TESDA) registered name and address.(Mayor’s Permit for LUC/SUC) – one (1) original copy	Schools Division Office
Notarized Certificate of Authenticity and Veracity of Documents – one (1) original copy	Schools Division Office
Comparative Schedule of Tuition and Other School Fees (TOSF) for current School Year (SY) with that of the previous SY indicating in both in Peso (Php) and Percentage (%) the forms of increase. This should be done <i>both</i> by the school <i>With increase</i> and <i>With No increase</i> . ( <i>Other School Fees</i> must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD – one (1) original copy	Schools Division Office
Required documents ( <i>see checklist of requirements of the service at the SDO on “Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools”</i> )	Applicant-Private School
<b>Schedule of Fees</b>	

Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC) registered name and Address – one (1) original copy		Schools Division Office		
Tabular presentation of Schedule of Tuition and Other School Fees (TOSF) in Pesos (Php) per grade or year level. (Other School Fees must be itemized & should be attached to the computed schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD – one (1) original copy		Schools Division Office		
Required documents ( <i>see checklist of requirements of the service at the SDO on "Approval for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools"</i> )		Applicant-Private School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents to the Regional Office through the Records Section	1.1 Receive the application documents from SDOs and forward to the Quality Assurance Division	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirements  <i>Note: Inform the School Administrator through the SDO should there be any deficiencies for compliance</i>	None	10 days	Education Program Supervisor, QAD
	1.3 Prepare TOSF and Endorsement and submit to the Chief Education Supervisor for signature	None	1 day	Education Program Supervisor, QAD
	1.4 Review and countersign details and computation	None	1 day	Chief Program Supervisor, QAD
	1.5 Forward the documents to the Office of the Regional Director for approval	None	10 minutes	Administrative Assistant I, QAD
	1.6 Review and approve the TOSF and endorsement	None	1 day	Regional Director

	1.7 Forward the approved documents to the Records Section for release	None	15 minutes	Administrative Assistant III, ORD
	1.8 Notify the Client that approved TOSF is ready for release	None	10 minutes	Administrative Assistant I, QAD
2. Receive approved TOSF	2.1 Release and record the approved documents and provide QAD a copy (stamped "released") of the released document	None	10 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>13 days, 1 hour</b>	

### 3. Verification and Signing of Billing Statements for Government Assistance Subsidy

Government Assistance Subsidy (GAS)-participating schools (ESC, SHS VP, and TSS) requests payment to the Private Education Assistance Committee (PEAC) Regional Secretariat through the PEAC Data Information System. Subsequently, the PEAC Regional Secretariat prepares and submits the billing statement to DepEd Regional Office.

This service charter outlines the procedure of the Regional Office in verifying the billing statements forwarded by the PEAC Regional Secretariat through the PEAC Data Information System, which will then be signed by the Regional Director.

<b>Office or Division:</b>	Quality Assurance Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Private Education Assistance Committee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Standard Requirement</b>				
Electronic Billing Statement		PEAC Information System		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward electronic billing Statements to RO via PEAC Data Information System	1.1 Receives electronic billing statements through the PEAC Data Information System.	None	1 day	Regional Director / Chief Education Supervisor, QAD
	1.2 Verifies billing statements vis-a-vis the RO's list of grantees and recipients, and forwards to Regional	None	3 days	Chief Education Supervisor, QAD

Director for signature.			
1.3 Affix signature and submit through the PEAC Data Information System	None	1 hour	Regional Director
<b>TOTAL:</b>	<b>None</b>	<b>4 days, 1 hour</b>	

#### 4. Grant of Government Permits to Operate and Recognitions (Kindergarten, Elementary, and Junior High School levels)

This service involves the grant of Government Permits to Operate and Recognition by the Department of Education to private schools (Kindergarten, Elementary, and Junior High School levels upon satisfactory operation during the school year and full compliance with prescribed requirements.

*Note: This is connected to the Schools Division Office’s service charters on applications for issuance of government permits to operate and recognitions.*

<b>Office or Division:</b>	Quality Assurance Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	Schools Division Offices within the Region
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Standard Requirements</b>	
Indorsement Letter from SDO indicating among others, the School’s Securities and Exchange Commission (SEC) registered name and address – one (1) original copy	Schools Division Office
Ocular/Site Inspection and Document Evaluation Report prepared by the Division Supervisor and/or SEPS-M&E In-Charge of Private School signed by the Chief of the School Governance and Operation Division (SGOD) using the Processing Sheet. (Accomplished Processing Sheet must be included in the Documents submitted to be reviewed by the QAD EPS In-Charge) – one (1) original copy	Schools Division Office
Ocular Inspection Report – one (1) original copy	Schools Division Office
Accomplished Evaluation/Processing Sheets – one (1) original copy	Schools Division Office
Certification of Veracity and Authenticity – one (1) original copy	Schools Division Office

Required documents (see checklist of requirements of the service at the SDO on application )		Applicant-Private School		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the Schools Division Office to the Regional Office	1.1 Receive the application documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirements  <i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied</i>	None	5 days	Education Program Supervisor, QAD
	1.3 Conduct Onsite Inspection/Validation of facilities	Application/ Inspection Fee - Php 2,035.00 (per program/course) – <i>fee must already be paid at the SDO</i>	5 days	Regional Inspection Team
	1.4 Prepare inspection/validation report and recommendation based on the findings of the onsite inspection/ validation  <i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied within one month upon receipt of notification.</i>	None	4 days	Regional Inspection Team

1.5 Submit the findings to the Chief Education Supervisor	None	10 minutes	Education Program Supervisor, QAD
1.6 Review and check the findings, and affix signature on the inspection/ validation report	None	4 hours	Chief Education Supervisor, QAD
1.7 Prepare the Government Recognition Certificate, and submit to the Chief Education Supervisor	None	4 hours	Education Program Supervisor, QAD
1.8 Review and countersign, then forward to the Office of the Regional Director (RD) for approval	None	1 hour	Chief Education Supervisor, QAD
1.9 Approve and sign the government permit	None	1 day	Regional Director
1.10 Forward the approved documents to the Administrative Division-Records Section	None	15 minutes	Administrative Assistant III, ORD
1.11 Forward the approved documents to the Schools Division Office through the Records Section, and provide QAD a copy (stamped "released") of the released document	None	30 minutes	Administrative Aide VI, ASD-Records Section
1.12 Update the Masterlist of Private Schools and notify RO-PPRD of the Private Schools with Government Recognition/ Government Permit to Operate for course/ program for	None	1 hour	Education Program Supervisor, QAD

	assigning school ID for newly granted permit to operate a program/ course Private School in the Learner Information System (LIS).		
	<b>TOTAL:</b>	Application/ Inspection Fee - Php 2,035.00 (per program/ course) – <i>fee must already be paid at the SDO</i>	<b>17 days, 3 hours, 5 minutes</b>

### 5. Issuance of Special Orders (SO) for Graduation of Private School Learners

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

*Note: This is connected to the Schools Division Office’s service charter on “Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners”.*

<b>Office or Division:</b>	Quality Assurance Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who may avail:</b>	Schools Division Offices within the Region
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Standard Requirement</b>	
Endorsement from the Schools Division Superintendent – one (1) original copy	Schools Division Office
Generated SO Form from the SO creator software with correct pagination – four (4) original copies	Schools Division Office
Evaluation/Processing Sheets – one (1) original copy	Schools Division Office
Certification of Veracity and Authenticity – one (1) original copy	Schools Division Office
Required documents ( <i>see checklist of requirements of the service at the SDO on application</i> )	Applicant-Private School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the SDO through the RO-Administrative Division-Records Section (AD-RS)	1.1 Receive the application documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirement  <i>Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied.</i>	None	10 days	Education Program Supervisor, QAD
	1.3 Prepare the Special Order (SO), and submit to Chief Education Supervisor for signature	None	1 day	Education Program Supervisor, QAD
	1.4 Review the details and affix initial	None	30 minutes	Chief Education Supervisor, QAD
	1.5 Forward the document to the Office of the Regional Director (RD) for approval	None	30 minutes	Administrative Assistant I, QAD
	1.6 Approve and sign the Special Order	None	1 day	Regional Director
	1.7 Forward the approved documents to the Administrative Division-Records Section for release	None	15 minutes	Administrative Assistant III, ORD
2. Receive the approved Special Order	2.1 Release and record the approved documents and provide QAD a copy (stamped "released") of the released document	None	30 minutes	Administrative Aide VI, ASD-Records Section
<b>TOTAL:</b>		<b>None</b>	<b>12 days, 1 hour, 55 minutes</b>	

**REGIONAL OFFICE**

**INTERNAL SERVICES**

## Administrative Division – Cash Section

### 1. Handling of Cash Advances

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

<b>Office or Division:</b>	Cash Section			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authority to Cash Advance (1 Original Copy)		Accounting Office		
2. Certification of No Unliquidated CAs from Accountant (1 Original Copy)		respective office/bureau/service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Request Authority to Cash Advance	None	10 minutes	Cashier
	1.1. Forward the request to Head of Office for approval	None	5 minutes	Cash Personnel
	1.2. Receive the approved request and complete the documentary requirements needed for Cash Advances	None	10 minutes	Cash Personnel
	1.3. Prepare ORS/DV	None	10 minutes	Cash Personnel
	1.4. Forward the ORS/DV to	None	10 minutes	Cash Personnel

	signatories			
	1.5. Receive complete, accurate and approved DV, ORS, ADA and supporting documents from Head of Office and Certificate of	None	10 minutes	Cash Personnel
	1.6. Prepare check/ACIC	None	10 minutes	Cash Personnel
	1.7. Review and sign the check/ADA and ACIC	None	10 minutes	Cashier
	1.8. Forward check and ACIC to the Head of Office for signature	None	10 minutes	Cash Personnel
	1.9. Sign the check/ADA and ACIC	None	2 days	Head of Office
	1.10. Cash Section receive the signed check and ACIC	None	10 minutes	Cash Personnel
	1.11. Submit the ACIC to the bank/encode details to EMDS (on-line banking facility)	None	1 hour	Cash Personnel
	1.12. Encash for disbursement	None	1 hour	Cashier
2. Receive and sign the payroll/ disbursement voucher and Official Receipts/ RER if applicable	2.1. Disburse the cash to the payees from the approved activity design	None	10 minutes	Cashier

	2.2. Segregate and prepare the cash for each payee (payroll account)	None	1 hour	Cashier
<b>TOTAL</b>		<b>None</b>	<b>2 days, 4 hours, 45 minutes</b>	

## Administrative Division – Personnel Section

### 1. Application for Leave

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

<b>Office or Division:</b>	Personnel Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Government (G2G)		
<b>Who may avail:</b>	DepEd Personnel (for 3rd level officials and RO Employees)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Vacation Leave</b> 1. Form 6 (3 original copies) 2. Clearance Form (3 original copies) 3. Letter request, if needed (1 original copy)		Personnel Unit Personnel Unit Client	
<b>Sick Leave</b> 1. Form 6 (3 original copies) 2. Medical Certificate (1 Copy) 3. Letter request, if needed (1 original copy)		Personnel Unit Client Client	
<b>Paternity Leave</b> 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy)  <i>Additional Requirements:</i> ● Marriage Contract (1 photocopy) ● Birth Certificate of Child or Medical Certificate of Wife if Miscarriage (1 photocopy)		Personnel Unit Client  Client	

<b>Maternity Leave</b> 1. Form 6 (3 original copies) 2. Letter request, if needed (1 original copy)  <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order Form (3 original copies)</li> <li>• Medical Certificate (1 Copy)</li> <li>• Clearance (3 original copies)</li> </ul>		Personnel UnitClient  Front/ Information desk		
<b>Solo Parent Leave</b>		CSC website/ Front/ Information desk		
1. <b>CSC Form No. 6 (Revised 1995) Application for Leave (3 original copies)</b> 2. Letter request, if needed (1 original copy)  <b>Additional Requirements:</b> <ul style="list-style-type: none"> <li>• Birth Certificate of Child (1 photocopy)</li> <li>• Photocopy of Solo Parent ID (1 photocopy)</li> </ul>		DepEd employee DepEd employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents to the Personnel Section	1.1. Receive and forward the acted CSC Form 6 for initial of the AO V	None	30 minutes	Adm. Aide IV/ Authorized Employee
	1.2. Forward the CSC Form 6 to the CAO for Administrative Division for signature under 7.a	None	10 minutes	AO V
	1.3. Approve and sign the CSC form 6	None	15 minutes	CAO
2. Receive a copy of approved form 6	2.1. Release documents through the Records Section	None	30 minutes	AO V (Records Officer) / Authorized Employee
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 25 minutes</b>	

## 2. Application for Retirement/Survivorship/Disability Benefit

Processing of Retirement/Survivorship/Disability Benefit for DepEd Personnel Reaching the Age of 65 and Above. This is also the process which covers the steps on the preparation of indorsement to Government Service Insurance System (GSIS) for DepEd employees who intend to apply for optional or mandatory retirement. It may also include the application for Resignation/Separation, Disability and Survivorship Benefits Claim.

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	Retirees
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1st Indorsement from SDO (1 Copy)	DepEd Schools Division Office
1. Duly-Accomplished GSIS Application Form for Retirement/Separation (1 Copy)	
2. Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)	
3. Updated Service Record (1 Original Copy)	
4. CSC prescribed clearance template from School/District/Division/Region (2 Original Copies)	
5. Certificate of Last Payment (2 Original Copies)	
6. Clearance from Money Accountability or Overpayment of Salary (1 Original Copy)	
7. Certificate of no pending administrative case (SDO) (1 Original Copy)	Office of the Ombudsman
8. Ombudsman Clearance – <i>date of issuance must not later than 6 mos.</i> (1 Original & 1 Photocopy)	
9. SALN (1 Original Copy)	Client
10. In case of deceased retiree, the legal heir/beneficiaries must submit the following (Authenticated Copy): <ul style="list-style-type: none"> <li>● PSA Death Certificate</li> <li>● PSA Marriage Certificate</li> <li>● PSA Birth Certificate of children</li> <li>● Judicial or Extra Judicial Settlement of Estate (duly notarized):</li> </ul>	

11. In case of Disability Benefit: • Doctor's Certificate				
12. Endorsement from the Regional Office (1 Original Copy)		DepEd Regional Office		
13. 2nd Endorsement with enclosed complete required documents for GSIS Application for Retirement (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1. Receive complete documents	None	15 minutes	ASD/ Personnel
	1.2. Review and check the requirements needed for retirement/separation from the Government Service	None		
	1.3. Prepare 2nd endorsement intended to the GSIS	None	5 minutes	ASD/ Personnel
	1.4. Approve/Sign prepared indorsement by the authorized representative of the Regional Director	None	5 minutes	ASD Chief and/or the authorized signatory of the GSIS
	1.5. Release the duly signed 2nd Endorsement intended for GSIS	None	5 minutes	ASD- Personnel/ Records
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

### 3. Issuance of Certificate of Employment and/or Service Record

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

<b>Office or Division:</b>		Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		DepEd RO Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original Copy)		Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request/Fill up request form	1.1. Prepare the requested Service Record/ Certification of Employment	None	1 hour	Adm. Aide IV/ Authorized Employee
	1.2. Approval of the RD / Authorized Representative	None	1 hour	RD/Authorized Representative
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	

### 4. Issuance of Certificate for Remittances

This document is needed as requirement for the loans of teaching and non-teaching personnel particularly the updated remittances of the agency.

<b>Office or Division:</b>		Personnel Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Government		
<b>Who may avail:</b>		Active DepEd Teaching and Non-Teaching personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request on the Certificate of Remittances (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit letter- request to the Records Section	1.1 Stamp/ Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate the submitted document and prepare 3 copies of Certificate of Remittances, affix initial	None	10 minutes	ADAS/A OV/SAO
	1.3 Forward to the Cashier Section for signature	None	10 minutes	Head of Cashier Section
2. Receive 2 copies of Certificate of Remittances	2.1 Release the signed document	None	5 minutes	ADAS/ Record Section Staff
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## 5. Issuance of Foreign Travel Authority

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

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

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

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

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

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

### Issuance of Foreign Official Travel Authority

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

- 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;
- Scholarships, fellowships, trainings, and studies abroad, which are grant-funded or undertaken at minimal cost; and
- 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:

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

<b>Office or Division:</b>	Office of the Regional Director (ORD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd officials and employees meeting the conditions for foreign personal travel as stated on DOs 043 and 046, s. 2022, specifically <ul style="list-style-type: none"> <li>• Schools Division Superintendents (SDS), Assistant Schools Division Superintendents (ASDS), Assistant Regional Directors (ARD)</li> <li>• Division Chiefs and below in Regional Offices (RO)</li> </ul>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) original copy of filled out Travel Authority for Official Travel Form with supporting documents (see below)		Annex A, DO 043, s. 2022 <a href="https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf">https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf</a>		
2. One (1) original copy of the signed invitation addressed to the requesting party		Inviting foreign government/institution or international agency/organization		
3. One (1) original copy of Itinerary of Travel				
4. One (1) original copy of Written justification, addressed to the Approving Authority, to be noted by the Recommending Authority <sup>5</sup> , explaining the minimum conditions for authorized official travel stated above and why alternatives to travel such as all forms of communication, (e.g. teleconferencing/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose.		Client		
5. One (1) original Certificate of No Pending Case		Legal unit with jurisdiction over the client		
6. One (1) copy of approved Completed Staff Work (CSW)		International Cooperation Office / Client		
7. One (1) copy of Estimated Travel Cost				
8. One (1) copy of Work and Financial Plan		Client's office		
Optional requirements:				
- If applying for Cash Advance (CA): Original certification that previous CA has been liquidated		Accounting unit with jurisdiction over the client		
- For Teachers in the Exchange Visitor Program of the US Government: a. TA signed by the Secretary b. Clearance Certificate c. Copy of the Registration Sticker		Office of the Secretary Regional Office Commission on Filipino Overseas		
- For Division Chiefs and higher, a draft Office Order (SO) designating an OIC, if applicable, so as not to hamper the day-to-day operations of the office		Signing authority for OO designated by the Secretary		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<sup>5</sup> Refer to the Table of Recommending and Approving Authorities for Foreign Travel based on DO 046, s. 2022.

1. Submit complete requirements to the Regional Office	1.1 Check the documents received, process for release to the Personnel Section	None	10 minutes	Admin Aide, Records Section
	1.2 Receive documents and prepare TA for signature	None	5 minutes	Admin Assistant, Personnel
	1.3 Check documents for completeness and accuracy	None	3 hours	Admin Officer, Personnel Section
	1.4 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.5 Review and sign the Form and TA	None	4 hours	RD
	1.5 Return the documents to the Records Section	None	10 minutes	ORD
	1.5 Receive signed TA and other documents, forward to the Central Office	None	1 day	Admin Officer V, Records Section
	1.6 Receive and process request; return documents to ORD	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	Administrative Assistant / Officer, Records Division
3. Submit post-travel report addressed to the Office of the Secretary <sup>6</sup>	3.1 Receive the post-travel report.	None	(One calendar month after returning to the permanent official station)	Administrative Assistant / Officer, Records Division
<b>TOTAL</b>		<b>None</b>	<b>7 days</b>	

<sup>6</sup> For the format and specifics of the required post-travel report, refer to DO 043, s. 2022 at [https://www.deped.gov.ph/wp-content/uploads/2022/10/DO\\_s2022\\_043-corrected-copy.pdf](https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf).

## 6. Issuance of Foreign Personal Travel Authority

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

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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the Regional Office  a. SDS, ASDS, ARD  b. OSDS – for Teaching and Non-Teaching Personnel in Schools, School Heads, and Division Chiefs and below and Public Schools District Supervisors in Schools Division Offices  c. ARD – for RO Division Chief and below	1.1 Receive the documents and log on the database	None	10 minutes	Admin Aide, Records Section
	1.2 Check documents for completeness and accuracy.  If there is no discrepancy in the documents submitted, forward to the Legal Unit. Otherwise, inform the client of discrepancies and wait for reply.	None	2 hours	Admin Assistant, Personnel Section
	1.3 Check if client has pending case, sign clearance as applicable, and return to Personnel	None	2 hours	Attorney IV, Legal Unit
	1.4 Receive documents and prepare TA for signature	None	1 hour	Admin Assistant, Personnel Section
	1.5 Review documents for signature	None	2 hours	Admin Officer V / SAO, Personnel
	1.6 Countersign Form and TA and forward documents	None	15 minutes	CAO, Personnel Section
	1.7 Review and sign the Form and TA	None	1 day	RD

	1.8 Return the documents to the Records Section	None	10 minutes	ORD
	*For requests from the SDS, ASDS, and ARD: Check documents and forward to Central Office	None	*3 days	Admin Officer V, Records Section
	*Receive and process request; return documents to OSDS	None	*5 days	Central Office
2. Receive requested document from the Records Section	2.1 Check documents received and process for release; release TA to intended recipient.	None	25 minutes	Admin Officer V, Records Section
<b>TOTAL</b>		<b>None</b>	<b>2 days / *10 days for SDS, ASDS, ARD</b>	

## 7. Processing of Equivalent Record Form (ERF)

Equivalent Record Form is a document indicating educational preparation, training, teaching experience and extra-curricular activities for professional growth undertaken by teacher. It is one of the ways for the upgrading of positions of Teachers and for Head Teachers when there is no available position due to retirement or natural vacancy.

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Teaching Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Indorsement from the SDS (1 Original Copy)	SDO
1. Performance rating for one (1) rating period (1 original copy)	
2. Updated Service Record (1 Original Copy)	Client
3. Letter of the requesting personnel (1 Original Copy)	
4. Transcript of Records – TOR (1 Original Copy and 2 certified true copies)	

5. Certificate of training from seminars attended (1 Original copy each)				
6. Sworn statement of the teacher in accordance with the provision of DepEd Order No. 2, s. 1962 (1 Original Copy)				
7. Latest Appointment (1 Original Copy)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documents through courier or by SDO liaison officers to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	ADAS/ Personnel Section Staff
	1.3 Forward to SAO, Admin Division for approval of ERF and initial on the transmittal letter	None	10 minutes	ADAS/SAO
	1.4 Forward the transmittal letter of the ERF to be signed by CAO	None	10 minutes	CAO
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	ADAS/ Records Section Staff
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	

## 8. Processing of Study Leave

### Teaching Personnel

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

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

### Non- Teaching Personnel

Study Leave is a privilege enjoyed by Officials and employees with a permanent position and rendered at least two (2) years of service with at least satisfactory performance for the last two (2) rating periods immediately preceding the application.

If opt to avail this leave, they are entitled to the following:

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

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Teaching and Non-Teaching Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Indorsement from the SDS (1 Original Copy)		SDO		
2. Duly filled-up and signed CSCform 6 (1 Original Copy)		Client		
3. Schedule of study leave (1 Original Copy)		Client		
4. Study Leave Agreement/MOA (1Original Copy)		Client		
5. For teachers - Certification without substitution (1 OriginalCopy)		SDO		
6. Certificate of bonafide employee (1 Original copy)		SDO		
7. Permit to Study (1 Original copy)		SDO		
8. Performance Ratings (1 Originalcopy)		SDO		
9. Medical Certificate – PhysicallyFit (1 Original copy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submit complete documents to the Records Section	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and Evaluate as to completeness correctness of requirements and take appropriate action	None	20 minutes	ADAS/ Record Section Staff
	1.3 Forward to Chief Administrative Officer, Admin. Division for initial	None	10 minutes	CAO
	1.4 Forward the documents to RD/ARD for approval or disapproval	None	10 minutes	RD/ARD
	1.5 Forward the signed documents to Records Section for release	None	5 minutes	ADAS/ Records Section Staff
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	

### 9. Processing of Terminal Leave Benefits

This process covers the steps on the preparation of indorsement to be transmitted to the Department of Budget and Management (DBM) for request of funding (SARO and NCA) to DepEd Non-teaching and Teaching-related personnel who apply for monetization of leave credits and terminal leave benefits claim from the Schools Division Offices (SDOs).

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Personnel (Teaching, Non-Teaching, Related-Teaching) Permanent & Coterminous Appointments
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Endorsement of the Schools Division Superintendent (1 Copy)	DepEd Schools Division Office/ DepEd Regional Office
2. GSIS Application for Retirement (1 Copy)	
3. Letter of Intent to retire approved by the SDS/RO/Division Clearance (1 Copy)	

4. Updated Service Record (1 Original Copy)				
5. Certification of Sick and Vacation Leave Credits (1 Original Copy)				
6. GSIS Clearance (1 Original Copy)				
7. NOSI/NOSA (1 Copy)				
8. Employees leave card (1 Original and CTC)				
9. Terminal Leave computation (1 Copy)				
10. Latest Appointment (1 Original and CTC)				
11. CSC prescribed clearance template from School/District/Division/Region (2 Original Copies)				
12. Certificate of Last Payment (2 Original Copies)				
13. Certificate of no pending administrative case (SDO) (2 Original Copies)				
14. In case of deceased retiree, the legal heir/beneficiaries must submit the following (1 Authenticated Copy):				
<ul style="list-style-type: none"> <li>● PSA Death Certificate</li> <li>● PSA Marriage Certificate</li> <li>● PSA Birth Certificate of children</li> <li>● Judicial or Extra Judicial Settlement of Estate (duly notarized)</li> </ul>				
15. Certificate of Last day of Service				
16. Endorsement from the Regional Office (1 Copy)			DepEd Regional Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required complete documents	1.1. Receive the complete documents	None		
	1.2. Review the submitted documents	None		

	1.3. Compute/ Assess the requirements needed for terminal leave benefits	None	1 hour	ASD/Personnel
	1.4. Prepare Memo, certification of highest salary received and terminal leave computation to Finance Division for payment	None	15 minutes	ASD/Personnel
	1.5. Forward to Finance Division the necessary documents	None	2 minutes	ASD/Personnel
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 17 minutes</b>	

### 10. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requested by teaching/ non-teaching personnel who was fully paid or approved for GFAL. The Personnel-in-Charge for PLI will prepare a communication addressed to respective banks.

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	DepEd Teaching and Non-Teaching Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-request for stoppage deletion of loans with valid/ justifiable reason/s (1 original copy)	Client
2. Photocopy of DepEd ID (3 copies)	Client
3. Latest Pay slip (1 Original and 2 photocopies)	Client
4. Filled out deletion form with original stamp from PLIs (1 Original and 2 photocopies)	Personnel Section

5. Certificate of No Obligations from PLIs or Original Copy of Official Receipt (1 Original and 2 photocopies)	Client
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*Note: All Documents should be submitted on or before the 22<sup>nd</sup> of every month to be reflected in the next month payroll*

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents to Records	1.1 Stamp/Receive the documents and forward to the Personnel Section	None	5 minutes	ADAS/ Record Section Staff
	1.2 Assess and evaluate the documents and take appropriate action	None	10 minutes	ADAS/ Personnel Section Staff
	1.3 Forward for initial/signature <i>Note: Signatory varies depending on the gravity of request.</i>	None	10 minutes	ADAS/ CAO/RD
	1.4 Release the signed document through the Records Section	None	5 minutes	ADAS/ Records Section Staff
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

## Finance Division – Accounting Section

### 1. Certification as to Availability of Funds

Certificate as to Availability of Funds (CAF) refers to the certification made by the proper accounting official of the agency concerned that funds have been duly appropriated/allotted for the purpose of entering into a contract involving expenditure of public funds and that the amount necessary to cover the proposed contract for the current fiscal year is available for expenditure on account thereof, as verified by the Auditor concerned, pursuant to Section 86 of PD 1445.

<b>Office or Division:</b>	Finance Division - Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Purchase Order (PO)</b> 1. Accomplished Purchase Order 2. Approved WFP 3. Approved PR 4. Approved SupplementalPPMP/PPMP 5. Other supporting documents validated by the Accounting Section 6. AR/ATC or AC 7. Approved Memo		Requesting Office/Unit and External Client		
<b>Notice of Award/Contracts(Bidding)</b> 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC		BAC Secretariat, Requesting Office/Unit and External Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete documents	1.1 Receive the documents	None	5 minutes	Receiving Clerk/ ADAS
	1.2 Review and evaluate requirements	None	3 hours	Accounting Officer In-charge
	1.3 Forward to Budget for the preparation of Obligation Request and Status (ORS)/ Budget Utilization Request and Status (BURS)	None	30 minutes	Budget Officer in-charge
	1.4 Receive request with certified ORS/BURS	None	10 minutes	Accounting Officer

	1.5 Certify request as to availability of funds	None	10 minutes	In-charge
	1.6 Forward request, ORS/ BURS and supporting documents to BAC	None	10 minutes	Receiving Clerk/ ADAS
<b>TOTAL:</b>		<b>None</b>	<b>4 hours, 5 minutes</b>	

## 2. Endorsement of Request for Cash Allocation from SDOs

<b>Office or Division:</b>	Finance Division – Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Schools Division Offices and Implementing Secondary Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement Letter from the Schools Division Office – for Implementing Secondary Schools			SDO	
2. Letter Request for Cash Allocation			Client	
3. Monthly Disbursement Program (BED no. 3)				
4. Sub-ARO for current year accounts payable (certified true copy)				
5. Financial Accountability Report No. 3 for Prior Years Accounts Payable				
6. Financial Accountability Report No. 1 for continuing appropriations – unobligated allotment				
7. Journal Entry Voucher for Stale checks				
8. Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM				
9. Computation for Cash Deficiency				
10. Bank Certification for lapsed NCA				
11. Other requirements as determined by the DBM				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documents	1.1 Receive and review completeness of documents	None	35 minutes	Receiving Clerk/ ADAS
	1.2 Prepare endorsement letter	None	10 minutes	Budget Officer In-charge
	1.3 Review endorsement letter and supporting documents	None	10 minutes	AO V/ SAO
	1.4 Forward documents to Office of the Chief of Finance for initial on letter	None	10 minutes	ADAS CAO
	1.5 Forward documents to Office of ARD for initial	None	10 minutes	ADAS ARD
	1.6 Forward documents to	None	10 minutes	ADAS

	ORD for approval and signature			RD
2. Receive letter	2.1 Release endorsement letter through Records	None	5 minutes	ADAS/ Records Section Staff
<b>TOTAL:</b>		None	<b>1 hour, 30 minutes</b>	

## Finance Division – Budget Section

### 1. Disbursement Updating

Process of Updating the Status of Disbursement

<b>Office or Division:</b>	Finance Division - Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)			
<b>Who may avail:</b>	Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Report of Checks Issued (RCI)		DepEd Cashiers Section		
2.Report of Advice to Debit Account Issued (RADAI)		DepEd Cashier Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Prepare and Submit RCI and RADAI to Finance Division	1.1.Receive RCI and RADAI from Cashier Section	None	3 minutes	Budget Officer I
	1.2.Post/Update payment on disbursement details in the BMS	None	5 minutes	Budget Officer I
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	

### 2. Downloading/ Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units

This refers to issuance of Sub-Allotment Release Order to Schools Division Offices (SDO) and Implementing Units (IU) for program support funds or for the implementation of Programs/Projects/Activities that Central Office (CO) have downloaded to the Regional Office (RO) for the SDOs and IUs.

<b>Office or Division:</b>	Finance Division - Budget Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	Schools Division Offices and Schools

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Cash Allowance</b> 1. Signed indorsement letter from SDS (1 original and 1 photocopy) 2. Computation as to the amount requested (1 original and 1 photocopy)		Requesting SDOs and Records Section		
<b>Master Teacher, Reclassification of Positions, Step-Increments, ERF</b> 1) Signed indorsement letters from the SDS (1 original and 1 photocopy) 2) Certified true copy of Appointments (1 original and 1 photocopy) 3) Appointment details (1 original and 1 photocopy) 4) Computation as to the amount requested (1 original and 1 photocopy)		Requesting SDOs and Records Section		
<b>Other Sub-AROs issued by DepEd-CO for Downloading to SDOs</b> 1. Memorandum (1 original and 1 photocopy) 2. Approved Request to download (1 original and 1 photocopy) 3. Breakdown/ Distribution List (1 original and 1 photocopy) 4. Work and Financial Plan (WFP) (2 photocopies) 5. Sub – ARO from Central Office (1 original and 1 photocopy)		Requesting Office/ Program Focal Person /DepEd Regional Website		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request to download funds with complete attachmentsto Finance Division	1.1 Received and record documents	None	3 minutes	Receiving Clerk/ ADAS
	1.2. Review completeness of documents and verify availability	None	30 minutes	AO V/ Budget Officer III
	1.3. Prepare Sub-ARO	None	1 hour per SARO	Budget Officer I In-charge
	1.4. Prepare ORS, assign number, indicate fund source, fund code, and object code	None	20 minutes	Budget Officer II In-charge

	1.5. Post to RAO thru BMS and initial in the Box B of ORS	None	10 minutes	Budget Officer II In-charge
	1.6. Sign allotment available in ORS and recommending of SARO issued	None	5 minutes	AO V/ Budget Officer III/ CAO of Finance Division
	1.7. Release to the Office of the Regional Director for approval of SARO	None	5 minutes	Releasing Clerk
	1.8 Sign and approval of SARO	None	5 minutes	Director IV/ Director III
	1.9 Release signed SARO to SDO/IUs via email or for pick up by Liaison Officers	None	5 minutes	Budget Officer II In-charge
<b>TOTAL:</b>		<b>None</b>	<b>2 hours, 23 minutes</b>	

### 3. Letter of Acceptance for Downloaded Funds

Letter of Acceptance is issued as a proof that the concerned office is willing to accept sub-allotment release order from Central/Region/Schools Division Offices.

<b>Office or Division:</b>	Finance Division - Budget Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	DepEd Schools Division Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Memorandum		Requesting Office/Unit		
2. Letter Request of acceptance of the Functional Divisions				
3. List of Participants				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Submits Letter request for acceptance with the Memorandum and list of participants	1.1 Receive and review the request and its supporting documents	None	10 minutes	Receiving Clerk/ADAS
	1.2 Prepare Letter of Acceptance	None	30 minutes	Budget Officer In-charge
	1.3 Forward to SAO and CAO for initial and signature	None	10 minutes	Budget Officer In-charge/ SAO and CAO
	1.4 Return to the requesting office	None	5 minutes	Receiving Clerk/ ADAS
<b>TOTAL:</b>		<b>None</b>	<b>55 minutes</b>	

#### 4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority)

It is the fundamental law of budgeting and accounting that no disbursement shall be made without proper authorization. All claims chargeable against government funds need to be obligated first before payment and/or Purchase Order/contract can be done or entered into. This is to make sure that an amount is allotted for the payment of such expense and/or contract.

<b>Office or Division:</b>	Finance Division - Budget Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Business (G2B)
<b>Who may avail:</b>	Internal and External Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Purchase Order (PO)</b> 1. Accomplished Purchase Order 2. Approved PR 3. Approved Supplemental PPMP/PPMP 4. Other supporting documents validated by the accounting section 5. AR/ATC or AC 6. Approved Memo	DepEd Asset Management Section, Requesting Office/Unit and External Client

<b>Notice of Award (Bidding)</b> 1.Signed Contract		BAC Secretariat		
<b>Various Claims (TEV, Supplies, Trainings with ORS and DV)</b> 1. ORS and Accomplished DV/Payroll 2. Supporting documents such as: Billing, Statement of Account, etc. 3. AR/ATC or AC 4. Approved Memo 5. Other supporting documents validated by the accounting section		DepEd Asset Management Section, Requesting Office/Unit, End User or ExternalClient		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Requesting unit will submit the Obligation Request Status (ORS)with the complete attachments to Finance Division	1.1. Receive and record the documents	None	5 minutes per ORS	Receiving Clerk/ ADAS
	1.2. Review and verify documents and identify fund source and allotment availability of PPA	None	30 minutes per ORS	Budget Officer In-charge
	1.3. Assign ORS number, indicate fund source, and Object of Expense Code	None	30 minutes per ORS	Budget Officer In-charge
	1.4. Encode in the Registry of Allotment (RAO) thru BMS	None	20 minutes per ORS	Budget Officer In-charge
	1.5. Initial on the processed ORS box B	None	1 minute per ORS	Budget Officer In-charge
	1.6. Review and sign box B of ORS	None	10 minutes per ORS	AO V – Head of Budget Unit/ Chief Administrative

				Officer for Finance Division
	1.7. Forward to Accounting Section	None	2 minutes	Releasing Clerk/ ADAS
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 38minutes</b>	

## 5. Processing of Budget Utilization Request & Status (BURS)

The incurrence of budget utilization shall be made through the issuance of Budget Utilization Request and Status (BURS). The BURS shall be prepared by the Requesting/Originating Office supported by valid claim documents like DV, payroll, purchase/job order, itinerary of travel, etc.

<b>Office or Division:</b>	Finance Division - Budget Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Government (G2G) and Government to Business (G2B)		
<b>Who may avail:</b>	Internal and External Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>Purchase Order (PO)</b> 1. BURS 2. Accomplished Purchase Order 3. Approved WFP 4. Approved PR 5. Approved Supplemental PPMP/PPMP 6. Other supporting documents validated by the accounting section 7. AR/ATC or AC 8. Approved Memo		Requesting Office/Unit and External Client	
<b>Notice of Award/Contracts (Bidding)</b> 1. Signed Contract 2. ORS 3. Approved WFP 4. AR/ATC or AC		BAC Secretariat, Requesting Office/Unit and External Client	
<b>Various Claims (TEV, Supplies, Trainings with ORS and DV)</b> 1. BURS and Accomplished DV/Payroll 2. Approved WFP 3. Supporting documents such as: Billing, Statement of Account, etc. 4. AR/ATC or AC 5. Approved Memo Other supporting documents validated by the accounting section		Requesting Office/Unit and External Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Vouchers with complete supporting documents	1.1 Receive the pre-audited documents from the Accounting Section	None	5 minutes per BURS	Receiving Clerk/ ADAS
	1.2 Check as to availability of budget	None	10 minutes per BURS	Budget Officer In-charge
	1.3 Prepare Budget Utilization Requests and Status (BURS)	None	10 minutes per BURS	Budget Officer In-charge
	1.4 Record and assign serial number to BURS	None	10 minutes per BURS	Budget Officer In-charge
	1.5 Forward to the CAO and certify charges to appropriation/allotment are necessary/lawful under his direct supervision and supporting documents valid, proper, and legal.	None	5 minutes per BURS	Chief Administrative Officer for Finance Division
	1.6 Receives BURS from CAO and certifies as to allotment available and obligate for the purpose/adjustment necessary as indicated	None	5 minutes per BURS	Budget Officer In-charge
	1.7 Retain original copies of BURS for recording in RBUD	None	10 minutes per BURS	Budget Officer In-charge
	1.8 Encode signed BURS to RBUD	None	10 minutes per BURS	Budget Officer In-charge
	1.9 Forward to Accounting Section	None	5 minutes	Releasing Clerk/ ADAS
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	

## Human Resource and Development Division

### 1. Rewards and Recognition

Granting of Rewards and Recognition to Qualified Teaching and Non-Teaching Personnel of DepEd.

<b>Office or Division:</b>	Human Resource and Development Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Guidelines and Criteria		PRAISE Committee		
2. Nomination Form		PRAISE/HRDD		
3. Profile of the Applicant		Applicant		
4. Indorsement of the Regional Director / SDS/School Principal		Principal/SDS/RD		
5. Other Required Documents		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application	1.1 Accept and check the completeness of all the documents submitted for the different categories and transmit to PRAISE Secretariat	None	2 hours	Records
	1.2 Validate and evaluate applications	None	1 day	PRAISE Committee
2. Receive notice and undergo the interview	2.1 Conduct field validation	None	2 days	PRAISE Committee
	2.2 Convene and deliberate the results	None	1 day	PRAISE Committee
3. Receive memo on the results of the Search and notice for the awarding ceremony	3.1 Prepare and issue memorandum for the awarding	None	1 hour	HRDD
	3.2 Prepare logistics for the awarding	None	2 days	HRDD
4. Receive the award	4.1 Conduct the awarding	None	4 hours	HRDD
<b>TOTAL:</b>		<b>None</b>	<b>7 days</b>	

## Office of the Regional Director – Legal Unit

### 1. Processing of communication received through the Public Assistance Action Center (PAAC)

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

<b>Office or Division:</b>		Legal Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)		
<b>Who may avail:</b>		Anyone		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Email address		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email concern to the Office of the Regional Director	1.1 Received and records incoming communication and forward to the Legal Unit	None	10 minutes	ADAS/ Office of the Regional Director
	1.2 Review the document/assign to LU staff to prepare/draft the necessary correspondence or document needed	None	5 hours	Atty. IV, SI, LA, ADAS
	1.3 Review and affix initial on the draft correspondence/document	None	1 hour	Attorney IV
	1.4 Forward to the Office of the Regional Director for review and signature	None	10 minutes	ADAS/LU Staff
	1.5 Approve/sign the correspondence/document	None	30 minutes	RD/ARD
	1.6 Release the signed document through the Records Section	None	10 minutes	ADAS/Records Unit Staff
<b>TOTAL:</b>		<b>None</b>	<b>7 hours</b>	

## 2. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case

This process intends to establish an issuance of a Certificate as to the pendency or non-pendency of an administrative case of teaching, teaching-related employees including the employees in the Regional Office.

<b>Office or Division:</b>	Legal Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Teaching and Teaching-Related Personnel, Regional Office Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) Copy of Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of letter request via email or google link	1.1. Receive the request and forward for appropriate action	None	5 minutes	Receiving Clerk at Records Section
	1.2. Verify the name of the requestor from the database of pending cases	None	10 minutes	Legal Unit Staff
	1.3. Prepare certificate and countersign and forward to the head of Legal Unit	None	15 minutes	Legal Unit Staff
	1.4. Sign the certificate	None	5 minutes	Attorney IV
1. Receive the certificate	2.1 Certificate to be officially released from the Records Section	None	5 minutes	Records Staff
<b>TOTAL:</b>		<b>None</b>	<b>50 minutes</b>	

## Quality Assurance Division

### 1. Application for Establishment, Merging, Conversion, and Naming/ Renaming of Public Schools and Separation of Public Schools

Official Recognition for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools. This is open to Public Schools applying for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public-School Annexes in Basic Education.

<b>Office or Division:</b>	Quality Assurance Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	Government to Government (G2G)	
<b>Who may avail:</b>	Public Schools within the Region	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. Establishment of Public Elementary/Secondary Schools</b>		
1.Action slip (1 original copy)	DepEd SDO	
2.Evaluation slip (1 original copy)	DepEd SDO	

## FEEDBACK AND COMPLAINTS MECHANISM

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).

	<b>Central Office</b>	<b>Regional Office</b>	<b>Schools Division Office</b>
How to send feedback	Walk-in: Fill out the Walk-in Client Form at the Public Assistance Action Center (PAAC)	Walk-in: Visit the (specify office if PAU or RPAC) to record your feedback.	Walk-in: Visit the (specify office if OSDS or DPAC) to record your feedback.
	Online: Email the PAAC at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>	Online: Email ( <u>insert email address</u> ) or fill out the RO online feedback form at ( <u>insert CSM link or QR code</u> )	Online: Email ( <u>insert email address</u> ) or fill out the SDO online feedback form at ( <u>insert CSM link or QR code</u> )
	Phone: Call the PAAC at (+63 2) 8636-1663   8633-1942	Phone: Call the (specify office if PAU or RPAC) at ( <u>insert phone no. here</u> )	Phone: Call the (specify office if OSDS or DPAC) at ( <u>insert phone no. here</u> )
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart)   0995-921-8461 (Globe)	SMS: Send a text message to (specify if PAU or RPAC) at ( <u>insert phone no. here</u> )	SMS: Send a text message to (specify if OSDS or DPAC) at ( <u>insert phone no. here</u> )
How feedback is processed	For feedback coursed through PAAC: Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if PAU or RPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.	For feedback coursed through (specify if OSDS or DPAC): Feedback shall be recorded and referred to the concerned office/s with a request to address the feedback. Any action undertaken shall be communicated by the concerned office/s directly to client, CC: PAAC.
	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>	<i>For feedback sent directly to the concerned office: Feedback shall be recorded and addressed directly</i>

	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>	<i>by the concerned office and communicated to the client.</i>
How to file a complaint	Walk-in: Fill out the Walk-in Client Form at the PAAC.	Walk-in: Visit the (insert name of office in RO in charge of receiving complaints) for assistance.	Walk-in: Visit the (insert name of office in SDO in charge of receiving complaints) for assistance.
	Online: Email the PAAC at <a href="mailto:depedactioncenter@deped.gov.ph">depedactioncenter@deped.gov.ph</a>	Online: Email the (insert name of office in RO in charge of complaints) at (insert email address) or fill out the online complaint form at (insert link).	Online: Email the (insert name of office in SDO in charge of complaints) at (insert email address) or fill out the online feedback form at (insert link).
	Phone: Call the PAAC at (+63 2) 8636-1663   8633-1942	Phone: Call the (insert name of office) at (insert phone no. here)	Phone: Call the (insert name of office) at (insert phone no. here)
	SMS: Send a text message to PAAC at 0919-456-0027 (Smart)   0995-921-8461 (Globe)	SMS: Send a text message to (insert name of office) at (insert phone no. here)	SMS: Send a text message to (insert name of office) at (insert phone no. here)
	Upon receipt of complete information and/or documentation, the office personnel designated to receive the complaint shall record the concern on the database and inform the client of the next steps to be undertaken to resolve the issue and how the resolution shall be communicated to the client.		
Contact Information of 8888, ARTA, and CSC-CCB	8888: Call 8888   Text 8888   Visit <a href="https://8888.gov.ph/">https://8888.gov.ph/</a> ARTA: Call 0969-257-7242 or 0928-690-4080   Email <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> Civil Service Commission-Contact Center ng Bayan (CSC-CCB): Call 1-6565   Text 0908-881-6565   Visit <a href="https://contactcenterngbayan.gov.ph/contact-us">https://contactcenterngbayan.gov.ph/contact-us</a>		

## LIST OF OFFICES

### Central Office

Office	Address	Contact Information
Administrative Service – Cash Division	1F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-2408/ 8633-7220/ <a href="mailto:as.cd@deped.gov.ph">as.cd@deped.gov.ph</a>
Administrative Service - Records Division (AS-RD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	<a href="tel:8633-7218">8633-7218</a> / <a href="tel:8687-1449">8687-1449</a> <a href="mailto:as.rd@deped.gov.ph">as.rd@deped.gov.ph</a>
Bureau of Curriculum Development – Special Curricular Programs Division	18 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8632-7586/ 8632-0170
Bureau of Education Assessment - Education Assessment Division (BEA-EAD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-2589/ 8631-2571
Bureau of Human Resource and Organizational Development – Personnel Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8633-9345/ 8633-6682/ <a href="mailto:bhrod.pd@deped.gov.ph">bhrod.pd@deped.gov.ph</a>
Education Facilities Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8638-7110/ <a href="mailto:efd.od@deped.gov.ph">efd.od@deped.gov.ph</a> / <a href="mailto:efd@deped.gov.ph">efd@deped.gov.ph</a>
Finance Service – Accounting Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7961/ 8633-7233/ 8633-7201/ <a href="mailto:fs.ad@deped.gov.ph">fs.ad@deped.gov.ph</a>
Finance Service – Budget Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-4214/ 8637-6203/ <a href="mailto:fs.bd@deped.gov.ph">fs.bd@deped.gov.ph</a>
Finance Service – Employee Account Management Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8633-7248/ 8638-8640/ <a href="mailto:fs.eamd@deped.gov.ph">fs.eamd@deped.gov.ph</a>
Information and Communications Technology Service – Technology Infrastructure Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8633-2363/ <a href="mailto:icts.tid@deped.gov.ph">icts.tid@deped.gov.ph</a>
Information and Communications Technology Service – Solutions Development Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8633-2092/ <a href="mailto:icts.sdd@deped.gov.ph">icts.sdd@deped.gov.ph</a>

Information and Communications Technology Service – User Support Division	17 <sup>th</sup> Floor TechZone, Gil Puyat Avenue, Makati City	8635-7369/ <a href="mailto:icts.usd@deped.gov.ph">icts.usd@deped.gov.ph</a>
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Region III	Matalino St., D.M. Government Center, Maimpis, City of San Fernando	(045) 598-8580 to 89; 402-7003 to 05 <a href="mailto:region3@deped.gov.ph">region3@deped.gov.ph</a>
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 <a href="mailto:region4a@deped.gov.ph">region4a@deped.gov.ph</a>
Region IV-B	Meralco Ave. corner St. Paul Road, Pasig City	(02) 631-4070 <a href="mailto:mimaropa.region@deped.gov.ph">mimaropa.region@deped.gov.ph</a>
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Region VII	Sudlon, Lahug, Cebu City	(032) 231-13-09; 414-73-99 255-45-42; 255-13-13*; 414-73-26* <a href="mailto:region7@deped.gov.ph">region7@deped.gov.ph</a>
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Cordillera Administrative Region	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 <a href="mailto:car@deped.gov.ph">car@deped.gov.ph</a>
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Negros Island Region	Dumaguete City, Negros Oriental	<a href="mailto:nir@deped.gov.ph">nir@deped.gov.ph</a>