DEPARTMENT OF EDUCATION

CITIZEN'S CHARTER

2026 (2nd 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.

LIST OF SERVICES

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.

Office or Division:	Administrative Service Division – Asset Management Section
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Central Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 or	None	1 hour	Inspectorate Team

	condition and quantity.			
	1.5 Prepare and sign the Inspection Report (4) copies and recommend the acceptance of the items to the Supply Officer. *Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.*	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
TOTAL (Returning):		**None**	**5 hours, 25 minutes**	

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.

Office or Division:	Administrative Service Division – Asset Management Section
Classification:	Complex

Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Central Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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. *Note: Rejected goods, if any, shall be briefly described in the said*	None	1 hour	Inspectorate Team

	report and returned to the supplier for ratification and replacement.			
	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
	TOTAL:	**None**	**5 hours, 5 minutes**	

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.

Office or Division:	Administrative Service Division – Asset Management Section			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Applicant/Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 *Note: Rejected goods shall be returned to the supplier for rectification or replacement.*	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
	TOTAL:	**None**	**4 hours, 5 minutes**	

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

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

Office or Division:	Administrative Service Division – Asset Management Section
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Supplier

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Signed Delivery Receipt/s – One (1) duplicate copy	Client
Letter Request addressed to the Regional Director (RD) – One (1) original copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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). *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.*	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 III, 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 III, 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 III, 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
	TOTAL:	**None**	**2 hours, 10 minutes**	

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.

Office or Division:	Administrative Service Division – Asset Management Section
Classification:	Simple
Type of Transaction:	G2B (Government to Business)
Who may avail:	Supplier
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter Request addressed to the Regional Director (RD) - One (1) original copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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). *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.*			
	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
	TOTAL:	**None**	**1 hour, 30 minutes**	

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person*** (ID must have a signature). This may include, but is not limited to, the following: • Passport • PhilSys ID • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID	Client
For an authorized representative	
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 authorized representative's valid ID (ID must have a signature)	Authorized Representative of the Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to AD-Cash Section 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). *Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.*	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer I, ASD-Cash Section
	TOTAL:	**None**	**30 minutes**	

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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Interested Applicants for RO Vacant Positions
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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)	Civil Service Commission
3. Valid and updated PRC License/ID, if applicable (1 photocopy)	Professional Regulation Commission
4. Certificate of Eligibility/Report of Rating, if applicable (1 photocopy)	Civil Service Commission
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 (1photocopy)	Previous/ Current Employer/s
8. Latest appointment, if applicable (1photocopy)	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

	1.5 Post the IER in three areas upon approval of HRMPSB Members	None	1 day	Administrative Officer IV, ASD-Personnel Section
	TOTAL:	**None**	**2 days, 5 hours, 5 minutes**	

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

2. Application for the Issuance of Foreign Travel Authority (Official Travel)

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.

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:

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

This service outlines the process from the submission of application to endorsement of the documents to the Central Office.

Office or Division:	Administrative Service Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Teaching and Non-teaching Employees under a School and Schools Division Office within the Region

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
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	Invitation from 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	• Legal Unit, Regional Office – for teaching and related-teaching positions • Legal Unit, Schools Division Office – for non-teaching positions
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
Additional Requirements if applying for Cash Advance	
Certification that previous CA has been liquidated – one (1) original copy	Accounting unit with jurisdiction over the client
Additional Requirements for Division Chiefs and higher	

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

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 *Note: Inform the Client that s/he will be notified once the document is ready for release.*	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
	TOTAL:	**None**	**2 days, 2 hours, 20 minutes**	

3. Application for the Issuance of Foreign Travel Authority (Personal Travel)

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).

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.

This service outlines the process from the submission of application to endorsement of the documents to the Central Office.

Office or Division:	Administrative Service Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Teaching and Non-teaching Employees through the SDO
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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 – two (2) original copies	Civil Service Commission

Certificate of No Pending Case – one (1) original copy	• Legal Unit, Regional Office – for teaching and related-teaching positions • Legal Unit, Schools Division Office – for non-teaching positions
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 *Note: Inform the Client that s/he will be notified once the document is ready for release.*	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
	TOTAL:	**None**	**2 days, 2 hours, 20 minutes**	

4. Application for Retirement, Survivorship, Disability, or Separation Benefits

This involves the processing of retirement claims of personnel separated from the government service regardless of its nature, survivorship benefits of surviving legal heirs, and disability benefits.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any Retirees, Beneficiaries, or Separated Personnel of the Regional Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter of Intent to retire/resign duly accepted by the Head of the Agency – three (3) original copies	Applicant / Client
Updated Service Record – four (4) original copies	AD – Personnel Section
Certification of Leave without pay – four (4) original copies	AD – Personnel Section
Certification of last day of service – four (4) original copies	AD – Personnel Section
Clearance from Money and Property Accountabilities (CSC Form 7) – two (2) original copies	AD – Asset Management Section
Certificate of no pending administrative case – one (1) original copy	ORD – Legal Unit
Statement of Assets, Liabilities, and Net Worth (SALN) as of the last day of service – one (1) original copy	Applicant / Client
In case of a deceased employee, the legal heir/beneficiaries	
PSA Death Certificate – three (3) original or authenticated copies	Philippine Statistics Authority
PSA Marriage Certificate – three (3) original or authenticated copies, if applicable	Philippine Statistics Authority
PSA Birth Certificate of children – three (3) original or authenticated copies	Philippine Statistics Authority
Judicial or Extra Judicial Settlement of Estate (duly notarized) – three (3) original or authenticated copies	Applicant / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents to the Administrative Division – Personnel Section	1.1 Receive complete documents	None	5 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and check the requirements needed for	None	30 minutes	Administrative Officer IV, AD-Personnel Section

	retirement/ separation from the Government Service			
	1.3 Draft the Endorsement Letter and forward to Administrative Officer V for review	None	30 minutes	Administrative Officer IV, AD-Personnel Section
	1.4 Review and affix initial on the Endorsement Letter, then forward to Chief Administrative Officer for approval	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Review and sign the Endorsement Letter, then forward to AD-Personnel Section for the securing of 201 file copy	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Forward the documents to the ORD-Legal Unit	None	5 minutes	Administrative Assistant I, Administrative Division
	1.7 Verify the documents submitted and accomplish the portion regarding pendency or non-pendency of any administrative or criminal case	None	1 hour	Attorney IV / Attorney III / Legal Assistant II, ORD-Legal Unit
	1.8 Forward the documents to the Regional Director for approval	None	5 minutes	Administrative Assistant I, ORD-Legal Unit
	1.9 Review and sign the Endorsement Letter	None	4 hours	Regional Director
	1.10 Forward to the Records Section for release	None	5 minutes	Administrative Assistant III, ORD
	1.11 Release the signed Endorsement Letter for	None	10 minutes	Administrative Aide VI, AD-Records Section

	application for retirement			
	TOTAL:	**None**	**1 day, 30 minutes**	

5. 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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Individuals who personally appeared in the Regional Office for official transactions

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Travel Authority (TA) / Notice/ Referral – one (1) photocopy	Office of the Client
Any Valid Identification Card	Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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 Appearance to the client	None	5 minutes	Administrative Aide VI, ASD - Personnel Section
	TOTAL:	**None**	**40 minutes**	

6. 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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	Former Employees of DepEd RO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter Request for Issuance of Certificate of Employment/ Service Record – one (1) original copy	Applicant/Client
Any Valid ID	Applicant/Client
For authorized representative	
Authorization Letter – One (1) Original Copy Applicant / Client	Applicant/Client
Any valid ID of the ***requesting person***	Applicant/Client
Any valid ID of the ***authorized person***	Authorized Representative of the Applicant/Client

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	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Check the records of the requestor and prepare the Certification or Service Record	None	1 hour	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
	TOTAL:	**None**	**1 hour and 45 minutes**	

7. 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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Citizen) G2G (Government to Government)
Who may avail:	Retirees, Transferees, Resigned Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Without salary overpayment				
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, and forward to Supervising Administrative Officer for review	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	None	1 day	Chief Administrative Officer, ASD

	forward to Records Section for release			
	1.6 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
With salary overpayment				
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 Provide Client with order of payment and inform Client to proceed to Cashier Section	None	10 minutes	Administrative Officer II, 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, and forward to Supervising Administrative Officer for review	None	30 minutes	Administrative Officer II, ASD-Personnel Section-Payroll Services
	3.2 Review the Certificate of Last Payment, and forward to CAO for approval and signature	None	30 minutes	Supervising Administrative Officer, ASD
	3.3 Approve and sign the Certificate of Last Payment, and forward to Records Section for release	None	1 day	Chief Administrative Officer, ASD
	3.4 Release the signed Certificate of Last Payment	None	5 minutes	Administrative Aide VI, ASD - Records Section
TOTAL (without salary overpayment):		**None**	**1 day, 1 hour, 35 minutes**	

TOTAL (with salary overpayment):	None	1 day, 1 hour, 55 minutes

8. 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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Former Teaching Personnel/ Personnel with Approved Leave who are applying for Exchange Visitors Program through the SDO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
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	Employer from the Exchange Visitor Program
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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, then forward to Head of Personnel Section for review	None	30 minutes	Administrative Officer IV, ASD-Personnel Section

	1.4 Review the documents, affix initial/signature in the Endorsement Letter, then forward to Legal Unit for review	None	1 hour	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 Head of Administrative Division for signature	None	1 hour	Legal Officer, ORD
	1.6 Review the Documents and affix initial/signature in the Endorsement Letter, then forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Service Division
	1.7 Sign the Regional Clearance and Endorsement Letter, and forward to Records Section for release	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
	TOTAL:	**None**	**1 day, 4 hours, 40 minutes**	

9. 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.

Office or Division:	Administrative Services Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Teachers and Schools Heads through the SDO
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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 (RFSPP)	Schools Division Office

of Qualified Applicants – three (3) original copies	
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 od 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 *(for School Principal)* – one (1) photocopy	Schools Division Office
Report on the Number of Teachers and Master Teachers *(for Master Teacher Applicants only) (Annex S-1)* – one (1) photocopy	Schools Division Office
Report on the Number of School Principal Position within the Division (Annex S-2) – one (1) photocopy	Schools Division Office
Special Transfer Order duly signed by the Schools Division Superintendent *(In-case of Transfer of Positions is deemed necessary)* – one (1) original or certified copy	Schools Division Office
Quantum Leap justification *(if applicable)* – one (1) original or certified copy	Schools Division Office

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	10 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the reclassification documents based on	None	30 minutes	Teacher Credential Evaluator,

	the CSC-approved QS and performance requirements as stipulated in Section D of DepEd Order 24, s.2025			ASD-Personnel Section
	1.3 Review the evaluated RFTP/ RFSPP and countersign, if found in order, below the name of the Chief Administrative Officer	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/ RFSPP 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/ RFSPP, 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
	TOTAL:	**None**	**1 day, 4 hours**	

10. 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.

Office or Division:	Administrative Service Division – Personnel Section
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Active DepEd Teaching and Non-teaching Employees from other Regions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter Request for transfer – one (1) original copy	From the concerned employee
For teaching and non-teaching employees coming from the School	
Endorsement of the School Principal – one (1) original copy	School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	**None**	**3 days, 3 hours**	

11. 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.

Office or Division:	Administrative Service Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Teaching and Non-teaching Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the	Authorized Representative of the Applicant / Client

authorized person, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID	

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
	TOTAL:	**None**	**1 hour and 45 minutes**	

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.

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

Learner's Permanent Record (AF-5) – One (1) original copy and two (2) certified true copy	
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)
Additional Requirement for Philippine Educational Placement Test (PEPT) Passers	
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)
For an authorized representative but not an immediate family member	
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 ***requesting person,*** which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client
Identification Card - One (1) original of any government-issued valid ID of the ***authorized person***	Authorized Representative
For authorized representative or immediate family member (mother, father, siblings, spouse and children)	
Authorization Letter – One (1) Original Copy	Applicant/Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person.***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client
Identification Card - One (1) original of any government-issued valid ID of the ***authorized person***	Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 *Note: If incomplete documents, inform the client that the process will not proceed until the lacking document/s is/are submitted*	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 *Note: Inform client that s/he will be notified once document is available for release*	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	None	10 minutes	Administrative Officer V, Administrative Service Division

	forward to Regional Director for signature			– 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
	TOTAL:	**None**	**3 hours, 30 minutes**	

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.

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Communications addressed to the Regional Director – Two (2) copies	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Thru Walk-in				
1. Submit the communication to the Records Section	1.1 Receive and check completeness of communications as to: • Addressee • Date of document • Subject Matter • Sender/ Signatory	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
Thru Email				
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
TOTAL (through Walk-in):		**None**	**25 minutes**	
TOTAL (through Email):		**None**	**25 minutes**	

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.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
1. Request Letter – One (1) copy indicating the following: • Document being requested • Full name of requesting person • Purpose for request	Applicant/Client
2. Valid Identification Card – One (1) scanned copy of any government-issued valid ID of the **requesting person**, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client

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

	Note: Inform the Client in case the document being requested is not available.			
	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
	TOTAL:	**None**	**6 hours, 20 minutes**	

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.

Office or Division:	Administrative Service Division – Records Section
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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 ***requesting person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID	Applicant/Client
For an authorized representative	
Authorization Letter – One (1) original copy	Applicant/Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to the following: • Philippine ID • Passport	Applicant/Client

• Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID				
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 Note: *Inform the Client in case the document being requested is not available.*	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
	TOTAL:	**None**	**6 hours, 30 minutes**	

Curriculum and Learning Management Division

1. Approval of Learning Resources to be Uploaded in the LRMDS 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 LRMDS Portal and the Regional Localized Learning Resources Portal or for distribution (hard copy) of offline for use by teachers, learners, and other education stakeholders.

Office or Division:	Curriculum and Learning Management Division
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	School, CID, INGOs, and Other Government Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter Request of Approval – One (1) original copy	Applicant/Client
Actual Learning Resources: electronic copy with shortened link (tinyurl.com, bit.ly, and etc.)	Applicant/Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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
	1.3 Conduct workshop on the evaluation or quality assurance of Learning Resources	None	4 days	Education Program Supervisor, CLMD-LRMD Section
	1.4 Transmit evaluation findings to the Client *Note to Client:* *If revisions to the submitted Learning Resource (LR) are required, the client will be notified*	None	2 hours	Education Program Supervisor, CLMD-LRMD Section

	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.			
	1.5 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
	1.6 Sign Certification or Approval to the Clients of the Finalized LRs	None	2 days	Regional Director
	1.7 Transmit signed Certifications or Approval to the Clients of the Finalized LRs through email	None	1 hour	Education Program Supervisor, CLMD-LRMD Section
	TOTAL:	**None**	**6 days, 6 hours**	

Finance Division – Accounting Section

1. Endorsement of Request for Cash Allocation from Schools Division Offices

Notice of Cash Allocation (NCA) is a cash authority issued by the Department of Budget and Management (DBM) to central, regional, and other offices and operating units through the authorized government servicing banks of the MDS, to cover the cash requirements of the Schools Division Office (SDO).

Office or Division:	Finance Division – Accounting Section
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Offices and Implementing Secondary Schools

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Request Letter – one (1) original copy	Applicant / Client
Monthly Disbursement Program (BED No. 3) – one (1) original copy	Applicant / Client
Sub-ARO for current year accounts payable – one (1) certified true copy	Applicant / Client
Financial Accountability Report No. 4 (Monthly Report of Disbursements) – one (1) original copy	Applicant / Client
Financial Accountability Report No. 3 for prior years accounts payable – one (1) original copy	Applicant / Client
Financial Accountability Report No. 1 for continuing appropriations-unobligated allotment – one (1) original copy	Applicant / Client
Journal Entry Voucher for Stale checks – one (1) original copy	Applicant / Client
Schedule of TRA Issued for difference between issued TRA and taxes withheld by DBM – one (1) original copy	Applicant / Client
Computation for Cash Deficiency – one (1) original copy	Applicant / Client
Bank Certification for lapsed NCA – one (1) original copy	Servicing Bank
Other requirements as determined by the DBM	Applicant / Client
For Implementing Secondary Schools	
Endorsement Letter from the Schools Division Office – one (1) original copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Finance Division	1.1 Receive and review completeness of documents	None	30 minutes	Administrative Assistant III, Finance Division-

– Accounting Section				Accounting Section
	1.2 Prepare endorsement letter, and submit to Head of Accounting Section	None	30 minutes	Administrative Assistant III, Finance Division-Accounting Section
	1.3 Review endorsement letter, and submit of Head of Finance Division for initials	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.4 Affix initials on the endorsement, then forward to the Office of the Assistant Regional Director for initials	None	1 day	Chief Administrative Officer, Finance Division
	1.5 Affix initials on the endorsement, then forward to the Office of the Regional Director for initials	None	1 day	Assistant Regional Director
	1.6 Affix signature on the endorsement letter, and forward to the Records Section for release	None	1 day	Regional Director
	1.7 Release the Endorsement Letter to the Client	None	10 minutes	Administrative Aide VI, Administrative Division-Records Section
	TOTAL:	**None**	**3 days, 2 hours, 10 minutes**	

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.

Office or Division:	Human Resource Development Division – NEAP-R
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Offices *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*

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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 *Note: The PD Program Design must articulate the objectives/outcomes aligned with PPST/PPSSH/PPSS, and must include the breakdown of expenses/Budget Estimate.*	Applicant/Client
Learning Resource Materials (e.g., Session Guides, Slide Decks, Modules, Activity Sheets, etc.) – one (1) electronic copy	Applicant/Client
Assessment Tools (e.g., Formative and Summative assessments, Rubrics, Pre/Post-tests) – one (1) electronic copy	Applicant/Client
Monitoring and Evaluation (M&E) Plan – one (1) original copy *Note: The M&E Plan must include mechanisms to determine if Intended Learning Outcomes (ILOs) are met.*	Applicant/Client

Curriculum Vitae (CV) of Resource Speakers/ Subject Matter Experts – one (1) original copy *Note: Must demonstrate expertise/credentials relevant to the topic.*	Applicant/Client
For Non-DepEd Learning Service Providers (LSPs)	
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	FEES 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. *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.*	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
	TOTAL:	**None**	**8 days, 5 hours, 35 minutes**	

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.

Office or Division:	Office of the Regional Director – Legal Unit
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	Graduates of Public or Private School, including ALS graduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Request Letter – One (1) original copy	Client
School records to be corrected: Diploma and Form 137/SF 10, *whichever is applicable* – 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	Client
For graduate/s of private school	
Special Order of Graduation – One (1) original copy	Applicant / Client
For an authorized representative	
Authorization Letter – One (1) original copy	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, showing photo and signature	Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***authorized person***, showing photo and signature	Authorized Representative of the Client
Authorized Data Privacy Consent Form	Client

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

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 *Note: Inform Client that should the submission be incomplete, the Client must fulfill all requirements before the request can be processed.*	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
	1.5 Review and sign the Resolution/Order and forward to Records Section for release	None	15 minutes	Regional Director
	1.6 Release the signed Resolution / Order to Client	None	5 minutes	Administrative Aide VI, ASD-Records Section
	TOTAL:	**None**	**3 hours**	

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.

Office or Division:	Office of the Regional Director – Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Standard Requirement				
Letter of concerns/query/complaint, Referral Letter or Request for Action Form (RFA)			Client	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For simple queries/concerns				
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
For referred/indorsed concerns/complaints				
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
TOTAL (for simple queries/concerns):		**None**	**50 minutes**	
TOTAL (for referred/indorsed concerns/complaints):		**None**	**50 minutes**	

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.

Office or Division:	Office of the Regional Director – Public Affairs Unit
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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			
	TOTAL:	**None**	**1 hour, 30 minutes**	

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.

Office or Division:	Office of the Regional Director – Public Affairs Unit
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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
For authorized representative	
Authorization Letter – one (1) original copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
	TOTAL:	**None**	**1 hour, 45 minutes**	

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

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.

Office or Division:	Office of the Regional Director – Public Affairs Unit; Policy, Planning, and Research Division
Classification:	Complex
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request with **the DepEd FOI Form**	Office of the Regional Director – Public Affairs Unit; Policy, Planning, and Research Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements for FOI Request	1.1 Assess and clarify the request if necessary to grant or deny	None	30 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD
	1.2 Forward the request to concerned Division / Section / Unit who will provide the requested information *Note: If the request is disapproved / denied, the Decision Maker provides the Receiving Officer*	None	15 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD

	(RO) with a letter of Denial for the Client			
	1.3 Prepare the document with the approved request information. *Note: If the information requested requires intensive search of government records and facilities, Decision Maker informs the RO how many days it would approximately take to provide the information. If information contains information of interest to another office, Decision Maker consults with the Data Privacy Compliance Officer or disclosure or non-disclosure*	None	2 days	Chief Education Supervisor, Concerned Division
	1.4 Forward the prepared document with the approved request information to the Decision Maker	None	5 minutes	Chief Education Supervisor, Concerned Division
	1.5 Sign the prepared document with the approved request information from the concerned for release to the Client/Requester	None	5 minutes	Regional Director (Decision Maker) / Chief Education Supervisor, PPRD
	TOTAL:	**None**	**2 days, 55 minutes**	

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.

Office or Division:	Policy, Planning and Research Division
Classification:	Simple
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Request letter addressed to the Regional Director – One (1) original copy	Client
If request is for research or other studies	
Proof of enrollment (e.g. ID with current academic year, current class schedule, certificate of matriculation) – One (1) photocopy or digital copy	Client
Approved research proposal – One (1) photocopy or digital copy	Client
Curriculum Vitae – One (1) photocopy or digital copy	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Requests				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp “received” *Note: Inform Client that data request will be sent through email*	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 Prepare requested data/information and forward to the EPS for technical review	None	1 hour	Statistician I, 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	4 hours	Chief Education Supervisor, PPRD
	1.8 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For Research-Related Walk-in Requests				
1. Submit complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp "received" *Note: Inform Client that data request will be sent through email*	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	4 hours	Chief Education Supervisor, PPRD
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For requests submitted via Email				
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	None	30 minutes	Education Program Supervisor, PPRD

	forward to Chief, PPRD for review			
	1.8 Review and approve the prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.9 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
For Research-Related requests submitted via Email				
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 prepared data response	None	4 hours	Chief Education Supervisor, PPRD
	1.10 Email the requested data to the concerned client	None	10 minutes	Administrative Assistant I, PPRD
TOTAL (for Walk-in Requests):		**None**	**6 hours, 15 minutes**	
TOTAL (For Research-Related Walk-in Requests):		**None**	**6 hours, 35 minutes**	
TOTAL (for Requests from Email):		**None**	**6 hours, 25 minutes**	
TOTAL (for Research-Related Requests from Email):		**None**	**6 hours, 35 minutes**	

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.

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

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Reversion request submitted by the SDO (through EBEIS System)	Enhanced Basic Education Information System (EBEIS)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
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
	TOTAL:	**None**	**1 hour**	

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.

Office or Division:	Policy, Planning, and Research Division
Classification:	Complex
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
For request received via walk-in				
1. Submit hard copy of complete requirements to the Regional Office through the Records Section	1.1 Check documents and stamp “received” *Note: Inform the client that they will receive an email with the claiming date and the scanned copy of the approved permit.*	None	10 minutes	Administrative Aide VI, ASD-Records Section
	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 appropriate action, and forward to the Administrative Assistant II, Office of the Regional Director	None	1 hour	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	1 hour	Chief Education Supervisor, PPRD
	1.10 Review permit/response letter and recommends approval of the Regional Director	None	1 hour	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	None	10 minutes	Administrative Aide VI, ASD-Records Section

	permit/response letter, with PPRD furnished a copy.			
	1.14 Release the permit/response letter to the Client	None	15 minutes	Administrative Aide VI, ASD-Records Section
For request received via email				
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	1 hour	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	1 hour	Chief Education Supervisor, PPRD

	1.10 Review permit/response letter and recommends approval of the Regional Director	None	1 hour	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
TOTAL (for Walk-in Requests):		**None**	**1 day, 6 hours, 10 minutes**	
TOTAL (for Requests from Email):		**None**	**1 day, 6 hours, 25 minutes**	

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.

Office or Division:	Policy, Planning, and Research Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Division Planning Officers (DPOs)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Duly signed SDO WFP – One (1) original copy		Program Management Information System		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1.Submit scanned copy of the duly signed SDO WFP via online to the Regional Office through the Policy, Planning and Research Division	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 the confirmation status to Chief, PPRD	None	3 minutes	Personnel In-Charge of PMIS, PPRD
	1.3 Inform the DPO on the status of WFP via email	None	5 minutes	Chief Education Supervisor, PPRD
	TOTAL:	**None**	**53 minutes**	

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".

Office or Division:	Quality Assurance Division
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Office within the Region
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Indorsement Letter – one (1) original copy	SDO
Certification of Compliance – one (1) original copy	SDO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Administrative 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
	TOTAL:	**None**	**1 day, 2 hours, 35 minutes**	

2. Approval of the Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes

This DepEd service refers to the formal administrative process by which the Department of Education evaluates, approves, and authorizes proposals to establish new public schools, merge or convert existing public schools, and separate public school annexes into independent schools. The service ensures that changes in the public school system are aligned with national education policies, standards, and planning criteria, and are responsive to community needs, enrollment demands, and resource availability. Through this service, DepEd regulates the legal identity, organizational structure, and operational status of public schools to promote accessible, efficient, and quality basic education delivery.

The process involves technical review, feasibility assessment, and site validation, as well as coordination among the Schools Division Office, Regional Office, Local Government Units, and other stakeholders. All applications are evaluated in accordance with existing policies, particularly DepEd Order No. 40, s. 2014, along with earlier guidelines such as DepEd Order No. 71, s. 2003 and DepEd Order No. 91, s. 1999, and are supported by Republic Act No. 9155 and Republic Act No. 11032 to ensure efficient, transparent, and accountable service delivery.

This service charter is a continuation of the service at the Schools Division Office on *"Application for Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes"*.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Schools Division Office within the Region
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement (Establishment of Schools, Merging of Schools, Conversion of Schools – *Conversion of a High School Classified as Non-Implementing Unit Into a High School Classified as Implementing Unit, Conversion of School(s) into an Integrated School (in case of expansion of school), Conversion of School(s) into an Integrated School (in case of merging or combination of existing elementary and secondary schools), Conversion of a High School to Science High School, Conversion of a High School to Technical-Vocational School*)	
Division Inspection Report signed by the Schools Division Superintendent – one (1) original copy	Schools Division Office
Endorsement Letter from the Schools Division Office to the Regional Office – one (1) original copy	Schools Division Office
Required documents for the Applicant-School *(see checklist of requirements of the service at the Schools Division Office – External Service on "Application for Establishment, Merging, and Conversion of Public Schools and Separation of Public School Annexes")* – one (1) original copy of each documentary requirement	Applicant – Public School
Additional Requirement for Separation of School Annex	
Request for separation of the school annex concerned, duly recommended / endorsed by the Schools Division Superintendent and/or stakeholders – one (1) original copy	Schools Division Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents of the applicant-public school to the Regional Office	1.1 Receive the application documents from SDO and forward to the QAD	None	15 minutes	Administrative Aide VI, ASD-Records Section
	1.2 Evaluate the documentary requirements and endorse to the Regional Inspection Team for ocular section *Note: QAD will inform the SDO if documents are deemed non-*	None	5 days	Education Program Supervisor, QAD

	compliant through an official Indorsement			
	1.3 Conduct validation and onsite inspection	None	3 days	Regional Inspection Team
	1.4 Prepare Inspection Report and submit to Chief, QAD for review *Note: Notify the SDO if there are deficiencies identified that must be complied with by the School*	None	2 days	Regional Inspection Team
	1.5 Review and sign the Inspection Report	None	1 day	Chief Education Supervisor, QAD
	1.6 Prepare the Endorsement Letter and forward to Chief, QAD for review	None	1 day	Education Program Supervisor, QAD
	1.7 Review and affix initial on the Endorsement Letter, and submit to the Assistant Regional Director for review	None	4 hours	Chief Education Supervisor, QAD
	1.8 Review and affix initial on the Endorsement Letter, and submit to the Regional Director for approval	None	1 day	Assistant Regional Director
	1.9 Approve and affix signature on the Endorsement Letter	None	1 day	Regional Director
	1.10 Forward the Endorsement Letter to the Administrative Division – Records Section for release to the Central Office*	None	30 minutes	Administrative Assistant III, ORD
	TOTAL:	**None**	**14 days, 4 hours, 45 minutes**	

Notes:

- *The Department Secretary, through the Planning Service, shall confirm which schools are to be established, separated, integrated and converted through the issuance of a DepEd Memorandum and corresponding DepEd Schol ID issued by the Planning Service, copy furnished by the Department of Budget and Management.*

- *The processing time for the conduct of onsite validation may change in consideration of the limitations in limitations in accessibility, transportation, and communication infrastructures.*

3. 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"*.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Schools Division Office within the Region
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
With NO increase	
Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/DTI) – 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 School Year indicating in both in Peso (Php) and Percentage (%) the forms of increase. This should be done *both* by the school *With increase* and *No increase*. (*Other School Fees* must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD. – one (1) original copy	Schools Division Office
Required documents *(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")*	Applicant-Private School
With Increase	
Indorsement Letter from SDO indicating among others, the School's Securities and Exchange Commission (SEC/ DTI/ CHED/	Schools Division Office

TESDA) registered name and address.(Mayor’s Permit for LUC/SUC) – one (1) original copy	
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 *both* by the school *With increase* and *With No increase*. (*Other School Fees* must be itemized & should be attached to the comparative schedule of TOSF). This shall be reviewed by the SEPS or EPS II of SM&ME. The reviewed Schedule of TOSF shall be forwarded to the RO-QAD – one (1) original copy	Schools Division Office
Required documents *(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”)*	Applicant-Private School
Schedule of Fees	
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 *(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”)*	Applicant-Private School

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application	1.1 Receive the application documents from SDOs and forward	None	15 minutes	Administrative Aide VI, ASD-Records Section

documents to the Regional Office through the Records Section	to the Quality Assurance Division			
	1.2 Evaluate the documentary requirements *Note: Inform the School Administrator through the SDO should there be any deficiencies for compliance*	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
	TOTAL:	**None**	**13 days, 1 hour**	

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.

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Offices within the Region
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirements	
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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete school application documents from the Schools Division	1.1 Receive the application documents and forward to the Quality Assurance Division	None	10 minutes	Administrative Aide VI, ASD-Records Section

Office to the Regional Office	1.2 Evaluate the documentary requirements *Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied*	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) – *fee must already be paid at the SDO*	5 days	Regional Inspection Team
	1.4 Prepare inspection/validation report and recommendation based on the findings of the onsite inspection/ validation *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.*	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	None	4 hours	Education Program

	Recognition Certificate, and submit to the Chief Education Supervisor			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 assigning school ID for newly granted permit to operate a program/ course Private School in the Learner Information System (LIS).	None	1 hour	Education Program Supervisor, QAD
	TOTAL:	Application/ Inspection Fee - Php 2,035.00	**16 days, 3 hours, 5 minutes**	

	(per program/ course) – *fee must already be paid at the SDO*	

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".

Office or Division:	Quality Assurance Division
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)
Who may avail:	Schools Division Offices within the Region

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
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 *(see checklist of requirements of the service at the SDO on application)*	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	None	10 days	Education Program Supervisor, QAD

	Note: Notify the School Administrator of the Private School through the SDO if there are deficiencies identified that must be complied.			
	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	1 hour	Chief Education Supervisor, QAD
	1.5 Forward the document to the Office of the Regional Director (RD) for approval	None	15 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
	TOTAL:	**None**	**12 days, 2 hours, 10 minutes**	

6. 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.

Office or Division:	Quality Assurance Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Private Education Assistance Committee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Electronic Billing Statement	PEAC Information System

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Director for signature.	None	3 days	Chief Education Supervisor, QAD
	1.3 Affix signature and submit through the PEAC Data Information System	None	1 hour	Regional Director
	TOTAL:	**None**	**4 days, 1 hour**	

REGIONAL OFFICE

INTERNAL SERVICES

Administrative Division – Asset Management Section

1. Cancellation of Issued Inventory Custodian Slip

This charter outlines the process of relieving employees of the Regional Office from accountability when the Semi-Expendable Property (classified with a unit cost of Php 49,999.99 and below) or Equipment (classified with a unit cost of Php 50,000.00 and above) issued to said employees due to obsolescence.

Office or Division:	Administrative Division – Asset Management Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office that is in custody of semi-expendable property/equipment

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Semi-expendable property / equipment	Applicant / Client
Inventory Custodian Slip (ICS) / Property Acknowledgement Receipt (PAR) against the semi-expendable property / equipment – one (1) original copy	Applicant / Client
Receipt of Returned Semi-Expendable Property (RRSP) or Return and Receipt of Property/Equipment (RRPE) – two (2) original copies	Applicant / Client
For authorized representative	
Authorization Letter – two (2) original copies	Applicant / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents with the issued semi-expendable property to the Admin Division-Asset Management Section	1.1 Validate the entry in the ICS against the semi-expendable to be returned	None	30 minutes	Administrative Officer I, Administrative Division-Asset Management Section
	1.2 Sign the Receipt of Returned Semi-Expendable Property / Equipment	None	15 minutes	Administrative Officer I, Administrative Division-Asset Management Section
	1.3 Release a copy of the signed Receipt of Returned Semi-Expendable Property / Equipment to Client	None	5 minutes	Administrative Officer I, Administrative Division-Asset Management Section
	TOTAL:	**None**	**50 minutes**	

Administrative Division – Cash Section

1. Handling of Cash Advances

For the issuance of cash advance to requesting office/division in the Regional Office, the Cashier is allowed for advances, especially on cases where payment of cash is necessary. However, the grant of cash advances to Cashier is still based on the general accounting rules and regulations.

Office or Division:	Administrative Division – Cash Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Offices in the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Activity Proposal / Activity Request / Activity Design – one (1) original copy and two (2) photocopies	Applicant / Client
Payroll – three (3) original copies	Applicant / Client
Fidelity Bond – one (1) original copy and two (2) photocopies	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Administrative Division-Cash Section	1.1 Receive and check the submitted documents and prepare the Request of Authority to Cash Advance / Authority to Hold Cash Advance	None	1 hour	Administrative Officer V, Administrative Division-Cash Section
	1.2 Forward the Request with attached supporting documents to the Head of Admin Division for review and approval	None	10 minutes	Administrative Officer V, Administrative Division-Cash Section
	1.3 Review and approved the Request, then forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Division
	1.4 Sign the Authority to Cash Advance and return to the Admin Division-Cash Section	None	1 day	Regional Director
	1.5 Prepare the Obligation Request and Status (ORS) / Disbursement Voucher (DV) and	None	30 minutes	Administrative Officer I / Administrative Aide VI, Administrative

	attach the necessary documentary requirements			Division-Cash Section
	1.6 Forward to the Finance Division – Accounting Division for checking and preparation of LDDAP-ADA	None	5 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	1.7 Receive the LDDAP-ADA, DV and attached documents, prepare the ACIC, then forward to the Cashier for signature	None	1 hour	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.8 Sign the ACIC and LDDAP-ADA, then forward to the Regional Director	None	30 minutes	Administrative Officer V, Administrative Division-Cash Section
	1.9 Sign the ACIC and LDDAP-ADA, and return to the Cash Section for appropriate action	None	1 day	Regional Director
	1.10 Encode/upload the details of ACIC and LDDAP-ADA in the EMDS	None	30 minutes	Administrative Officer I, Administrative Division-Cash Section
	1.11 Approved the encoded/uploaded ACIC and LDDAP-ADA in the EMDS	None	10 minutes	Administrative Officer V, Administrative Division-Cash Section
	TOTAL:	**None**	**2 days, 4 hours, 55 minutes**	

2. Issuance of Official Receipts

Official Receipts are issued to internal clients where transactions have corresponding payments as acceptable evidence or proof of receipt of payment. Official Receipts issued may vary depending on the type, amount, purpose of the transaction, and specific fund it belongs to.

Office or Division:	Administrative Division – Cash Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Offices in the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Duly signed and with complete payment details Order of Payment Form – one (1) original copy and one (1) photocopy	Finance Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Order of Payment to the Administrative Division-Cash Section	1.1 Receive the submitted documents and verify the completeness and accuracy of payment details on the signed Order of Payment Form	None	15 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
2. Provide the necessary fee	2.1 Accept payment and verify amount against the order of Payment Form	Authorized corresponding fee/s	15 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	2.2 Encode the payment details to the Official receipt	None	10 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	2.3 Check the entries and issue the Official Receipt to the payee	None	5 minutes	Administrative Officer V / Administrative Officer I, Administrative Division-Cash Section
	TOTAL:	**Authorized corresponding fee/s**	**45 minutes**	

3. Release of Internal Claims

Payment of claims of internal clients is paid through checks or List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA). Check and LDDAP-ADA payments are both transacted through the Electronic Modified Disbursement System (EMDS). Approved payment of internal claims is released through the Cash Section.

Office or Division:	Administrative Division – Cash Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Finance Division in the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Approved Disbursement Voucher – three (3) original copies	Finance Division – Accounting Section
Approved Obligation Request and Status (ORS) – one (1) original copy and one (1) photocopy	Finance Division – Accounting Section
Signed BIR Form 2306 and 2307 – three (3) original copies	Finance Division – Accounting Section
Certified Correct LDDAP-ADA – three (3) original copies	Finance Division – Accounting Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to Administrative Division – Cash Section	1.1 Receive submitted document and review for completeness and accuracy	None	30 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.2 Prepare check, encode ACIC and LDDAP-ADA to EMDS, and forward to Head of Cashier Section for signature	None	2 hours	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.3 Review and sign the check, ACIC and LDDAP-ADA, then forward to the Regional Director for signature	None	1 hour	Administrative Officer V, Administrative Division-Cash Section
	1.4 Sign the check, ACIC and LDDAP-ADA, and approve in the EMDS and return to Cash Section for appropriate action	None	1 day	Regional Director

	1.5 Review the approved check, ACIC, and LDDAP-ADA	None	15 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.6 Encode details of the check, ACIC and LDDAP-ADA in the EDMS	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.7 Deliver the ACIC and LDDAP-ADA to the bank	None	1 hour	Administrative Officer V / Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	1.8 Notify the payees/claimants that the check is ready for release or the payment has been credited to their bank account	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
2. Proceed to Admin Division-Cash Section to claim check and sign the DVs	2.1 Present the DV or logbook or check register to the payee or claimant for signature	None	5 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
3. Sign the DV and logbook or check register, and issue Official Receipts (OR) or Sales/Service Invoice (SI) if necessary	3.1 Release check or give one (1) copy of the DV, whichever is applicable	None	10 minutes	Administrative Officer I / Administrative Aide VI, Administrative Division-Cash Section
	TOTAL:	**None**	**1 day, 5 hours, 20 minutes**	

Administrative Division – Personnel Section

1. Application for Leave

Leave of absence is generally defined as right granted to officials and employees not to report for work with or without pay as may be provided by law and as prescribed in Rule XVI of the Omnibus Rules on leave.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Vacation Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Regional Office Clearance from money, property and work-related accountabilities (for thirty (30) calendar days or more) – two (2) original copies	Applicant / Client
Forced / Mandatory Leave, Special Privilege Leave, Wellness Leave and Compensatory Time Off (CTO)	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Sick Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Medical Certificate for leave exceeding five (5) days or more – one (1) original copy	Any hospital/clinic
Paternity Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
PSA issued Marriage Contract or Certificate – one (1) photocopy	Applicant / Client
Birth Certificate of Child or Medical Certificate of Wife in case of miscarriage – one (1) photocopy	Applicant / Client
Maternity Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Request letter – one (1) original copy	Applicant / Client
Medical Certificate issued by a government or private physician, as	Any hospital/clinic

proof of pregnancy and estimated date of delivery, e.g. ultrasound, doctor's certificate on the expected date of delivery – one (1) original copy	
Duly accomplished Regional Office Clearance – two (2) original copies	Applicant / Client
Solo Parent I.D. (for solo parents who want to avail of the additional maternity leave of 15 days) – one (1) photocopy	Applicant / Client
Accomplished Notice of Allocation of Maternity Leave Credits (CS Form No. 6a), if needed – two (2) original copies	Civil Service Commission
Solo Parent Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Solo Parent I.D. – one (1) photocopy	Applicant / Client
Special Leave Benefits for Women	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Medical Certificate filled out by proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same – one (1) original copy	Applicant / Client
Special Emergency (Calamity) Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Barangay Certification – one (1) original copy or Declaration of Calamity Area by the proper government agency – one (1) photocopy	Applicant / Client
Proof – one (1) photocopy	Applicant / Client
Rehabilitation Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies *Note: must be made within one (1) week from the time of the accident except when a longer period is warranted*	Civil Service Commission

Letter request supported by relevant reports such as police report, if any – one (1) original copy	Applicant / Client
Medical certificate on the nature of injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be – one (1) original copy	Applicant / Client
Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation – one (1) original copy	Any hospital/clinic
VAWC Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
One (1) original copy of any of the following: a. Barangay Protection Order (BPO) obtained from the barangay; b. Temporary/Permanent Protection Order (TPO/PPO) obtained from the court; c. If the protection order is not yet issued by the barangay or the court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office d. In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned.	Applicant / Client
Adoption Leave	
Duly accomplished Application for Leave (CS Form No. 6) – two (2) original copies	Civil Service Commission
Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD) – one (1) authenticated copy	Department of Social Welfare and Development

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For employees that are below Chief level				

1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the Form 6 to the Chief Administrative Officer for initial	None	10 minutes	Administrative Aide VI, AD-Personnel Section
	1.4 Affix initial below the name of the approving authority for the action to be taken on leave (7.c and 7.d) then forward to the Office of the Assistant Regional Director for signature	None	1 hour	Chief Administrative Officer, AD-Personnel Section
	1.5 Approve and sign the Form 6	None	1 day	Assistant Regional Director
	1.6 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, ORD
	1.7 Release the approved Form 6 to the Client	None	15 minutes	Administrative Aide VI, AD-Records Section
For Chief of Functional Divisions				
1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the Form 6 to the Chief	None	10 minutes	Administrative Aide VI, AD-

	Administrative Officer for initial			Personnel Section
	1.4 Affix initial below the name of the recommending authority for the recommended action to be taken on leave (7.b) then forward to the Office of the Regional Director for signature	None	1 hour	Chief Administrative Officer, AD-Personnel Section
	1.5 Approve and sign the Form 6	None	1 day	Regional Director
	1.6 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, OARD
	1.7 Release the approved Form 6 to the Client	None	15 minutes	Administrative Aide VI, AD-Records Section
For the Assistant Regional Director or Regional Director				
1. Submit the complete documents to the Admin Division-Personnel Section	1.1 Receive and forward the processed CS Form 6 (box 7.A) for signature of the Head of Personnel Section	None	30 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Review and sign the Certification of Leave Credits (7.a.)	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Forward the documents to the AD-Records Section for release	None	15 minutes	Administrative Assistant III, OARD
	1.4 Release the Form 6 to the DepEd Central Office	None	15 minutes	Administrative Aide VI, AD-Records Section
TOTAL (for below Chief level)		**None**	**1 day, 3 hours, 10 minutes**	
TOTAL (for Chief of Functional Division)		**None**	**1 day, 3 hours, 10 minutes**	
TOTAL (for ARD and RD)		**None**	**2 hours**	

2. Issuance of Certificate of Employment, Updated Service Record, and other Human Resource-related Certifications

This service involves the processing of requests for official human resource documents that reflect an employee's professional and employment history. These include the Certificate of Employment (COE), which certifies the employee's current or previous job titles and length of service; the Service Record (SR), which provides a detailed chronological log of appointments, salary adjustments, and leave records; and other human resource-related certifications. All documents are issued for legal, administrative, or personal purposes in accordance with existing human resource policies and official records.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request Form – one (1) original copy	AD – Personnel Section

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the filled-up Request Form to the Administrative Division – Personnel Section	1.1 Receive complete documents	None	5 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Prepare the requested HR-related documents, and forward to the Head of Personnel Section for review	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section
	1.3 Review and sign the requested HR-related document, then forward to Chief Administrative Officer for signature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Review and sign the documents	None	1 hour	Chief Administrative Office, Administrative Division
	1.5 Release the signed HR-related document to the Client	None	5 minutes	Administrative Aide VI, AD-Personnel Section
	TOTAL:	**None**	**3 hours, 10 minutes**	

3. Issuance of Certification of Compensatory Overtime Credits

As defined in CSC-DBM Joint Circular (JC) No. 2, s. 2004 titled "Non-Monetary Remuneration for Overtime Services Rendered," as amended, Compensatory Overtime Credit (COC) refers to the accrued number of hours an employee earns as a result of services rendered beyond regular working hours, and/or those rendered on Saturdays, Sundays, Holidays, or scheduled days off without the benefit of overtime pay.

Government employees are required to render forty (40) hours of work in a week. However, in the exigency of the service, they may be required to render services or attend to other officially sanctioned activities beyond their regular working hours as may be authorized by and subject to the limitations set forth in CSC-DBM JC No. 2, s. 2004, as amended.

With the duly approved COC earned, an employee may avail the equivalent number of hours or days of the Compensatory Time-Off (CTO) when he/she is excused from reporting for work with full pay and benefits which is a form of non-monetary benefit provided in lieu of overtime pay.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Duly signed DTR / Biometric Report of Attendance (CS Form 48), and/or Certificate of Appearance – one (1) original copy	Applicant / Client
Official Issuance (Memorandum or Office Order) authorizing the rendition of overtime services or conduct of activity beyond the regular working hours – one (1) original copy	Applicant / Client
Additional Requirement for Employees on Official Travel	
Certification that Employee did not claim travel expenses on days indicated on the request – one (1) original copy	Finance Division
Approved Authority to Travel – one (1) original copy	Applicant / Client
Accomplishment Report/Narrative Report of the employee, noted by the Division/Section/Unit Chief – one (1) original copy	Applicant / Client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Receive and check documents	None	30 minutes	Administrative Officer IV, AD-

	for completeness and accuracy			Personnel Section
	1.3 Prepare the Certificate of COC Earned and forward to the Administrative Officer V for review	None	30 minutes	Administrative Officer IV, AD-Personnel Section
	1.4 Review the action taken on the request and affix initial, then forward to the Chief Administrative Officer for countersignature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Countersign the Certificate of COC Earned	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Forward the documents to the Office of the Regional Director for signature	None	5 minutes	Administrative Assistant I, Administrative Division
	1.7 Review and sign the Certificate of COC Earned	None	1 day	Regional Director
	1.8 Forward the documents to the Admin Division-Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.9 Release the signed documents to the Client	None	10 minutes	Administrative Aide VI, AD-Records Section
	TOTAL:	**None**	**1 day, 3 hours, 35 minutes**	

4. 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 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.

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 requirements/s for any previous travel.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)

Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Duly Official Travel Form (Annex A) of DepEd Order No. 43, s. 2022 – two (2) original copies	Annex A of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
Signed invitation addressed to the requesting party from a foreign host – one (1) original copy	Inviting foreign government/institution or 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/ videoconferencing, submission of briefs/ position papers) are insufficient for the purpose – one (1) original copy	Applicant / Client
Certificate of No Pending Case – one (1) original copy	ORD – Legal Unit
Approved Activity Request and Work and Financial Plan (WFP) indicating that the funds are earmarked for the travel expenses to be incurred *(for official business only)* – one (1) original copy	Applicant / Client's Office
Additional requirement if applying for Cash Advance	
Original certification that previous CA has been liquidated – one (1) original copy	Finance Division – Accounting Section
Additional requirement for Division Chiefs and higher	
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	Applicant / Client or Administrative Division – Personnel Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Conduct initial review of all submitted documents	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Prepare Endorsement, then forward to the	None	20 minutes	Administrative Officer IV, AD-

	Head of Personnel Section for review and countersignature			Personnel Section
	1.4 Review, validate, and confirm the action taken, countersign the Endorsement and Form A, then forward to the Chief Administrative Officer for review	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Review and validate the action taken, countersign the Endorsement and Form A, then forward to the Regional Director for review	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review and sign the Endorsement and Travel Form A	None	1 day	Regional Director
	1.7 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.8 Transmit the documents to the DepEd Central Office	None	10 minutes	Administrative Aide VI, AD-Records Section
	TOTAL:	**None**	**1 day, 3 hours, 50 minutes**	

5. 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 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).

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

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

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter of Intent indicating the inclusive dates of travel, place to be visited, and purpose) – one (1) original copy	Applicant / Client
Application for Leave (CS Form No. 6, Revised 2020) – one (1) original copy	Civil Service Commission (CSC) Website
Personal Travel Form (Annex D) – three (3) original copy	Annex D of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
Written manifestation, noted by his/her Head of Office, that his/her absence will not hamper the operational efficiency of the office – one (1) original copy	Applicant / Client

Certificate of No Pending Case – two (2) original copies	ORD – Legal Unit
Additional requirement for leave of absence for 30 calendar days or more	
Clearance from money, property, and work-related accountabilities pursuant to CSC Memorandum Circular No.2, s. 1985 – two (2) original copies	Civil Service Commission (CSC) Website
Additional requirement for Division Chiefs and higher	
Draft Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – two (2) original copies	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Conduct initial review of all submitted documents	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Prepare Endorsement, then forward to the Head of Personnel Section for review and countersignature	None	20 minutes	Administrative Officer IV, AD-Personnel Section
	1.4 Review, validate, and confirm the action taken, countersign the Endorsement and Form D, then forward to the Chief Administrative Officer for review	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.5 Review and validate the action taken, countersign the Endorsement and Form D, then forward to the Regional Director for review	None	1 hour	Chief Administrative Officer, Administrative Division
	1.6 Review and sign the Endorsement and Travel Form D	None	1 day	Regional Director

	1.7 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.8 Release the signed travel documents to Client	None	10 minutes	Administrative Aide VI, AD-Records Section
	TOTAL:	**None**	**1 day, 3 hours, 50 minutes**	

6. Issuance of Local Official Travel Authority

Official Local Travel Authority, as defined by DepEd Order No. (DO) 046, s. 2022, refers to a written authorization issued by the Appointing Authority for a subordinate official or employee to proceed to a specific place or location outside of his/her permanent official station for a period of more than one (1) day to perform a given task or assignment.

As provided for in the Omnibus Travel Guidelines for All Personnel of the Department of Education (DO 043, s. 2022, as amended), 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; and
f. Expenses to be incurred is included on the approved Work and Financial Plan of the office/unit concerned.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Duly filled Travel Authority (TA) for Official Travel Form – one (1) original copy	Annex A of DepEd Order No. 043, s. 2022 https://www.deped.gov.ph/wp-content/uploads/2022/10/DO_s2022_043-corrected-copy.pdf
Signed Memorandum, Letter, Order, Invitation or other communication relevant to the DepEd or non-DepEd activity/event indicating that the requesting official or employee is being invited as a participant, guest, resource person, lecturer or visitor – one (1) original copy	Applicant / Client
Approved Activity Request (AR) / Authority to Conduct (ATC), or Proof of	Applicant / Client

Source of Funds to signify that funds are earmarked for the travel expenses to be incurred – one (1) original copy	
Itinerary of Travel – one (1) original copy	Applicant / Client
Written justification as required in Paragraph IV.A.3 of DO 043, s. 2022 – one (1) original copy	Applicant / Client
Additional requirement if applying for Cash Advance	
Certification that previous CA has been liquidated – one (1) original copy	Applicant / Client
Additional requirement for Division Chiefs and higher	
Draft Special Order designating an Officer-In-Charge, if applicable, so as not to hamper the day-to-day operations of the office – one (1) original copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Check documents for completeness and accuracy, then forward to the Chief Administrative Officer for countersignature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.3 Countersign the TA Form and forward documents to the Office of the Assistant Regional Director	None	30 minutes	Chief Administrative Officer, Administrative Division
	1.4 Review and sign the TA Form, then forward to the Office of the Regional Director for signature	None	1 hour	Assistant Regional Director
	1.5 Review and sign the TA Form	None	1 day	Regional Director
	1.6 Transmit the travel documents to the Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.7 Release the travel documents to Client	None	10 minutes	Administrative Aide VI, AD-Records Section
	TOTAL:	**None**	**1 day, 3 hours**	

7. Monetization of Leave Credits

Officials and employees in the career and non-career service whether permanent, temporary, casual, or coterminous, who have accumulated fifteen (15) days of vacation leave credits shall be allowed to monetize a minimum of ten (10) days: Provided, that at least five (5) days is retained after monetization and provided further that a maximum of thirty (30) days may be monetized in a given year.

However, monetization of fifty percent (50%) of all the accumulated leave credits may be allowed for valid and justifiable reasons subject to the discretion of the agency head and the availability of funds.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Letter Request approved by the Regional Director – one (1) original copy		Applicant / Client		
CSC Form 6 – two (2) original copies		Civil Service Commission		
NOSI/NOSA – two (2) photocopies		Applicant / Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all complete documents to the Administrative Division – Personnel Section	1.1 Receive the submitted documents	None	15 minutes	Administrative Aide VI, AD-Personnel Section
	1.2 Prepare the List of Personnel Availing Monetization of Leave Credits (LPAMLC), ORS and DV for initial of the Head of Personnel Section	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section
	1.3 Review and sign the documents	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Release the documents to the Finance Division	None	10 minutes	Administrative Aide VI, AD-Personnel Section
	TOTAL:	**None**	**2 hours, 25 minutes**	

8. Processing of Study Leave

Officials and employees, including those in the teaching – related personnel who are covered by the Magna Carta for Public School Teachers (Republic Act No. 4670), may apply for study leave subject to the following conditions:

Teaching-related employees:
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 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 opting 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)

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter/Indorsement by the Regional Director – three (3) original copies	Applicant / Client
Duly filled-up and signed CSC Form 6 – three (3) original copies	Civil Service Commission
Study Leave Agreement / Memorandum of Agreement – three (3) original copies	Applicant / Client
Permit to Study – three (3) original copies	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Assess and evaluate as to completeness correctness of requirements, then forward to the Administrative Officer V for review	None	1 hour	Administrative Officer IV, AD-Personnel Section
	1.3 Review the documents, then forward to the Chief Administrative	None	1 hour	Administrative Officer V, AD-Personnel Section

	Officer for further review			
	1.4 Review the documents, then forward to the ORD-Legal Unit	None	1 hour	Chief Administrative Officer, Administrative Division
	1.5 Forward the documents to the ORD-Legal Unit	None	5 minutes	Administrative Assistant I, Administrative Division
	1.6 Review the Contract	None	1 day	Attorney IV / Attorney III / Legal Assistant II, ORD-Legal Unit
	1.7 Transmit the documents to the Office of the Regional Director for approval	None	5 minutes	Administrative Assistant I, ORD-Legal Unit
	1.8 Approved and sign the documents	None	1 day	Regional Director
	1.9 Return the documents to the Personnel Section for appropriate action	None	10 minutes	Administrative Assistant III, ORD
	TOTAL:	**None**	**2 days, 3 hours, 30 minutes**	

9. Processing of Terminal Leave Benefits

This service covers the evaluation, computation, and processing of Terminal Leave Benefits (TLB) for DepEd Regional Office employees who retire, resign, or are separated from the service. It ensures the accurate payment of the monetized value of accumulated leave credits in accordance with existing laws, rules, and regulations, upon submission of complete documentary requirements.

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

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
GSIS Application for Retirement – one (1) original copy	Government Service Insurance System

Approved Letter of Intent to Retire – one (1) original copy	Applicant / Client
GSIS Clearance – one (1) original copy	Applicant / Client
CSC-prescribed Agency Clearance from Money, Property and Legal Accountability – two (2) original copies	Applicant / Client
Latest Appointment – one (1) original copy and one (1) certified true copy	Applicant / Client
Updated Service Record – one (1) original copy	Administrative Division – Personnel Section
Statement and Certification of Sick and Vacation Leave Credits – one (1) original copy	Administrative Division – Personnel Section
Employee's Leave Card – one (1) original copy and one (1) certified true copy	Administrative Division – Personnel Section
Latest Notice of Salary Adjustment (NOSA) and latest Notice of Step Increment (NOSI), if applicable – one (1) certified true copy	Administrative Division – Personnel Section
Certificate of Last Payment – two (2) original copies	Administrative Division – Personnel Section
Certification of No Pending Administrative Case – two (2) original copies	ORD – Legal Unit
Terminal Leave Benefits Computation (duly signed by the Chief Accountant) – one (1) original copy	Finance Division
Additional requirements for deceased retirees or employees	
Retiree/Employee's PSA-issued Death Certificate – one (1) authenticated copy	Legal heir/s or beneficiary/ies
PSA-issued Marriage Certificate (if claimant is the surviving spouse) or PSA-issued Birth Certificate/s of child/ren (if claimant/s is/are the surviving descendant/s) – one (1) authenticated copy	Legal heir/s or beneficiary/ies
Duly notarized Judicial or Extrajudicial Settlement of Estate – one (1) authenticated copy	Legal heir/s or beneficiary/ies

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Review and assess the submitted documents vis-à-	None	1 hour	Administrative Officer V, AD-Personnel Section

	vis the requirements			
	1.3 Prepare the Memo, Certification of Highest Salary Received, and TLB Computation for Payment	None	30 minutes	Administrative Officer V, AD-Personnel Section
	1.4 Forward the documents to the Finance Division	None	10 minutes	Administrative Officer V, AD-Personnel Section
	TOTAL:	**None**	**1 hour, 50 minutes**	

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

Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances) is requested by personnel upon full settlement of a loan either through completion of the payment term or full payment over-the-counter.

Office or Division:	Administrative Division – Personnel Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Letter-request for stoppage deletion of loans with valid/ justifiable reason/s – one (1) original copy	Applicant / Client
Proof of full payment of financial obligation – one (1) original copy	Applicant / Client
Latest Payslip – one (1) original copy and two (2) photocopies	Applicant / Client
Filled out authority to stop deduction form – one (1) original copy	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all complete documents to the Administrative Division – Records Section	1.1 Receive complete documents, and forward to the Personnel Section (Payroll)	None	10 minutes	Administrative Aide VI, AD-Records Section
	1.2 Assess and evaluate the documents and take appropriate action, then forward to the Chief	None	1 hour	Administrative Officer IV / Administrative Officer II, AD-Personnel Section

	of Personnel Section for review			
	1.3 Review the documents, then forward the documents to the Chief of Admin Division for signature	None	1 hour	Administrative Officer V, AD-Personnel Section
	1.4 Sign the documents and forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Administrative Division
	1.5 Sign the documents	None	1 day	Regional Director
	1.6 Forward the documents to the Admin Division-Records Section for release	None	10 minutes	Administrative Assistant III, ORD
	1.7 Release the signed documents to the Finance Division	None	10 minutes	Administrative Aide VI, AD-Records Section
	TOTAL:	**None**	**1 day, 3 hours, 30 minutes**	

11. Verification of Loan Application

This includes the process of evaluating an employee's eligibility to contract a new loan based on the mandated Net Take-Home Pay (NTHP) threshold. The loan verifier verifies the current records to ensure that the addition of the new loan is still within the threshold.

Office or Division:	Administrative Division – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Any employee of the Regional Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement				
Pay slip stamped by the PLIs or GSIS containing the term of loan, start and end of payment, and the monthly amortization – one (1) original copy		Applicant / Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request for verification of loan with the bank's loan details through	1.1 Receive the documents submitted	None	5 minutes	Administrative Aide VI, AD-Personnel Section

email through the Personnel Section's official email address	1.2 Evaluate the eligibility of the borrower to obtain loan	None	30 minutes	Administrative Officer V / Administrative Officer IV, AD-Personnel Section
	1.3 Verify the eligibility of the borrower	None	1 hour	Administrative Officer II (Payroll), AD-Personnel Section
	1.4 Notify the PLIs or GSIS if the request to contract a new loan can be accommodated or not	None	15 minutes	Administrative Officer IV, AD-Personnel Section
	TOTAL:	**None**	**1 hour, 50 minutes**	

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.

Office or Division:	Finance Division – Accounting Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any office in the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Purchase Order	
Accomplished Purchase Order – one (1) original copy	Applicant / Client / Requesting Office
Approved Work and Financial Plan – one (1) original copy	Applicant / Client / Requesting Office
Approved PR – one (1) original copy	Applicant / Client / Requesting Office
Approved Supplemental PPMP – one (1) original copy	Applicant / Client / Requesting Office
AR/ATC or AC – one (1) original copy	Applicant / Client / Requesting Office
Approved Memo – one (1) original copy	Applicant / Client / Requesting Office
Other supporting documents validated by the Accounting Section – one (1) original copy	Applicant / Client / Requesting Office
Notice of Award / Contracts (Bidding)	
Signed Contract – one (1) original copy	Applicant / Client / Requesting Office
Approved Work and Financial Plan – one (1) original copy	Applicant / Client / Requesting Office
AR/ATC or AC – one (1) original copy	Applicant / Client / Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Accounting Section	1.1 Receive the submitted documents	None	5 minutes	Administrative Assistant III, Finance Division-Accounting Section
	1.2 Conduct pre-audit on the submitted documents, then forward to the Regional Accountant for review	None	4 hours	Accountant II, Finance Division-Accounting Section

	1.3 Review and sign the document, then forward to the Budget Section for the preparation of the Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS)	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.4 Process the Obligation Request and Status (ORS) / Budget Utilization Request and Status (BURS), and return to Accounting Section	None	1 day	Administrative Officer V / Administrative Officer IV, Finance Division-Budget Section
	1.5 Receive the certified ORS/BURS, and certify request as to availability of funds	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.6 Forward request, ORS/BURS and other supporting documents to the Bids and Awards Committee (BAC)	None	10 minutes	Administrative Assistant III, Finance Division-Accounting Section
	TOTAL:	**None**	**1 day, 6 hours, 15 minutes**	

Finance Division – Budget Section

1. Certification on the Availability of Allotment

The Certification on the Availability of Allotment is a formal statement issued by the Budget Section (or authorized budget officer) confirming that sufficient funds are available to cover a proposed obligation or expenditure. It is a mandatory control measure in government financial management, ensuring that no obligation is incurred without legal appropriation and allotment.

Office or Division:	Finance Division – Budget Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Program Owner/Focal Person in the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Signed request letter on the Certification as to the availability of allotment – two (2) original copies	Requesting Office
Signed Activity Request (AR) / Authority to Conduct (ATC), if applicable – two (2) original copies	Requesting Office
Sub-ARO, if applicable – two (2) photocopies	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document, and forward to Budget Section	None	10 minutes	Administrative Assistant I, Finance Division
	1.2 Verify and indicate the availability of allotment (BMS), then forward to the Head of Budget Section	None	15 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.3 Review and prepare the Certification, then forward to the Head of Finance Division for signature	None	30 minutes	Administrative Officer V, Finance Division-Budget Section
	1.4 Sign the Certification	None	1 hour	Chief Administrative Officer, Finance Division
	1.5 Record the document and release the Certification to Client	None	15 minutes	Administrative Assistant I, Finance Division
	TOTAL:	**None**	**2 hours, 10 minutes**	

2. Downloading of Sub-AROs Received from DepEd Central Office to Schools Division Offices and Implementing Units

Sub-Allotment Release Orders (Sub-AROs) is an internal document issued by DepEd Central Office transferring a portion of available funds to Regional Office, Schools Division Offices and Implementing Units which serves as an authority granted to DepEd OUs to incur obligations.

Office or Division:	Finance Division – Budget Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any Schools Division Office and Secondary Schools Implementing Units under the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Legal Basis (Source of Funds/Validity: Current or Continuing Funds) – two (2) original copies	Requesting Office
Request for Downloading of Funds (Breakdown/Summary of Downloading by SDOs) signed by the Regional Director – two (2) original copies	Requesting Office
Implementing Guidelines (DepEd Order/Memo/Advisory/AR/ATC) – two (2) original copies	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document, and forward to Budget Section	None	10 minutes	Administrative Assistant I, Finance Division
	1.2 Review the completeness and accuracy of documents submitted (allocation shall be based on the Work Financial Plan, targets and priorities)	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.3 Process the Sub-ARO considering the following factors: - Sub-ARO No. and date - Fund source - Purpose and program title	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section

	- Amount per recipient office per request - UACS Codes and expenditure class			
	1.4 Prepare the Certified Availability of Allotment and forward to Head of Budget Section for signature	None	30 minutes	Administrative Officer IV, Finance Division-Budget Section
	1.5 Review and sign the Certified Availability of Allotment and forward to Head of Finance Division for signature	None	1 hour	Administrative Officer V, Finance Division-Budget Section
	1.6 Sign the Certified Availability of Allotment, and forward to the Regional Director for signature	None	1 hour	Chief Administrative Officer, Finance Division
	1.7 Review, approve, and sign the Sub-ARO	None	1 day	Regional Director
	TOTAL:	**None**	**1 day, 3 hours, 40 minutes**	

3. Processing of Request for Obligation of Allotment – Obligation Request and Status (ORS) or Budget Utilization Request (BUR)

Obligation Request and Status (ORS) is a formal government accounting document used to certify, record, and authorize the incurrence of obligations (such as payments, contracts, claims) within an agency's approved budget allotment. It ensures that funds are legally available and properly accounted for before disbursement.

Office or Division:	Finance Division – Budget Section
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any office in the Regional Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request for ORS Slip with attached checklist of documents – three (3) original copies	Requesting Office
Signed Activity Request (AR) or Authority to Conduct (ATC) – three (3) original copies	Finance Division-Accounting Section
Photocopy of Sub-ARO, if applicable – three (3) original copies	Requesting Office
Fund Source: RO Fund/GAA, NEAP Fund, or Provident Fund – three (3) original copies	Requesting Office
PMIS/WFP – one (1) photocopy	Requesting Office
If for salary or other benefits	
Photocopy of Payroll – one (1) original copy	Requesting Office
Request for Budget Approval (RBA) – one (1) original copy	Requesting Office
Sub-ARO, if applicable – one (1) original copy	Requesting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents to the Finance Division-Budget Section	1.1 Receive and record the document	None	10 minutes	Administrative Officer II, Finance Division-Budget Section
	1.2 Review the completeness of documents and accuracy of entries as to amount, fund source, and object code	None	1 hour	Administrative Officer II, Finance Division-Budget Section
	1.3 Process the Obligation Request and Status (ORS) and check whether	None	1 hour	Administrative Officer V, Finance

	obligation is within the approved allotment			Division-Budget Section
	1.4 Affix initial on the ORS (Box A, under the Certification portion), and forward to the Accounting Section for pre-audit	None	15 minutes	Administrative Officer V, Finance Division-Budget Section
	1.5 Conduct pre-audit on the initial documents attached to the PO/Contract, then forward the documents to the Regional Accountant for initials	None	2 hours	Accountant II, Finance Division-Accounting Section
	1.6 Review and affix initials, then forward to the Chief of Finance Division for signature	None	1 hour	Accountant III, Finance Division-Accounting Section
	1.7 Sign the ORS (Box B, under the Certification portion)	None	1 hour	Chief Administrative Officer, Finance Division
	1.8 Forward to Accounting Section for the recording of obligation, validation of claims, and processing of disbursement	None	5 minutes	Administrative Officer II, Finance Division-Budget Section
	TOTAL:	**None**	**6 hours, 30 minutes**	

Human Resource and Development Division

1. Request for Endorsement for Awards Nomination

The Request for Endorsement for Award Nomination is a service of the Department of Education (DepEd) that facilitates the receipt, evaluation, processing, and issuance of endorsement for regional office personnel applying for recognition/award from DepEd recognized external award-giving bodies. This service ensures that requests are properly assessed and endorsed only when found consistent with DepEd policies, standards, and objectives.

The process includes the submission and review of documentary requirements, verification of the purpose and validity of the request, and coordination with the concerned office or approving authority for appropriate action. All requests are acted upon in accordance with existing DepEd policies, applicable laws, rules, and regulations, and the principles of efficient, transparent, and accountable public service delivery consistent with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Office or Division:	Human Resource Development Division
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee of the Regional Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Guidelines and Criteria from the Issued Memorandum/DepEd Recognized External Award Giving Body – one (1) original copy	Applicant / Client
Nomination Form – one (1) original copy	Applicant / Client
Documentary Requirements as required by the Award-Giving Body	Applicant / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Human Resource Development Division	1.1 Accept and check the completeness and correctness of all required documents submitted for the award, then forward to the PRAISE Team for evaluation	None	4 hours	Education Program Supervisor, HRDD
	1.2 Review and evaluate the nomination based on existing guidelines and criteria	None	1 day	PRAISE Secretariat, HRDD

	1.3 Prepare the Endorsement Letter, then forward to the PRAISE Chairperson for signature	None	1 hour	PRAISE Secretariat, HRDD
	1.4 Sign the Endorsement Letter, then forward to the Regional Director for approval	None	1 day	PRAISE Secretariat Chair, HRDD
	1.5 Approve the Endorsement Letter	None	1 day	Regional Director
	1.6 Inform the Client of the endorsement status	None	1 hour	Education Program Supervisor, HRDD
	1.7 Release the approved award nominations/ endorsement to the Client	None	10 minutes	Education Program Supervisor, HRDD
	TOTAL:	**None**	**3 days, 6 hours, 10 minutes**	

Office of the Regional Director – Legal Unit

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

This charter outlines the process for the issuance of a Certificate as to the pendency or non-pendency of an administrative case of any employee in the Regional Office.

Office or Division:	Office of the Regional Director – Legal Unit
Classification:	Simple
Type of Transaction:	G2G (Government to Government)
Who may avail:	Any employee in the Regional Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement	
Request Letter for the issuance of Certificate of No Pending Administrative Case specifically stating the purpose of the request – one (1) original copy	Applicant/Client
Identification Card – one (1) photocopy of any government-issued valid ID of the requesting person, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID	Applicant/Client
For authorized representative	
Authorization Letter – One (1) Original Copy	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***requesting person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID • Philippine Postal ID	Applicant / Client
Identification Card - One (1) photocopy of any government-issued valid ID of the ***authorized person***, which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Philippine Regulation Commission (PRC) ID	Authorized Representative of the Applicant / Client

• Philippine Postal ID				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents at the Regional Office through the Administrative Division-Records Section	1.1 Receive the submitted documents and forward to the ORD-Legal Unit for appropriate action	None	15 minutes	Administrative Aide VI, Administrative Division-Records Section
	1.2 Verify the name of the Client from the database of pending cases	None	1 day	Legal Assistant II, ORD-Legal Unit
	1.3 Prepare certificate and countersign, then forward to the Head of Legal Unit for signature	None	1 hour	Legal Assistant II / Administrative Assistant I, ORD-Legal Unit
	1.4 Sign the certificate	None	1 hour	Attorney IV, ORD-Legal Unit
	1.5 Forward the Certificate to the Records Section for release to Client *Note: Legal Unit must secure its own copy of all certificates issued and released.*	None	15 minutes	Administrative Assistant I, ORD-Legal Unit
	1.6 Release the Certificate to the Client	None	10 minutes	Administrative Aide VI, Administrative Division-Records Section
	TOTAL:	**None**	**1 day, 2 hours, 40 minutes**	

Note: Period of processing of request may be subject to change depending on the volume of request received by the Legal Unit

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).

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

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

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/ as.cd@deped.gov.ph
Administrative Service - Records Division (AS-RD)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7218/ 8687-1449 as.rd@deped.gov.ph
Bureau of Curriculum Development – Special Curricular Programs Division	18th 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	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9345/ 8633-6682/ bhrod.pd@deped.gov.ph
Education Facilities Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8638-7110/ efd.od@deped.gov.ph / efd@deped.gov.ph
Finance Service – Accounting Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7961/ 8633-7233/ 8633-7201/ fs.ad@deped.gov.ph
Finance Service – Budget Division	2F, Alonzo Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-4214/ 8637-6203/ fs.bd@deped.gov.ph
Finance Service – Employee Account Management Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-7248/ 8638-8640/ fs.eamd@deped.gov.ph
Information and Communications Technology Service – Technology Infrastructure Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2363/ icts.tid@deped.gov.ph
Information and Communications Technology Service – Solutions Development Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8633-2092/ icts.sdd@deped.gov.ph

Information and Communications Technology Service – User Support Division	17th Floor TechZone, Gil Puyat Avenue, Makati City	8635-7369/ icts.usd@deped.gov.ph
Legal Service – Investigation Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8631-5773/ ls.id@deped.gov.ph
Legal Service – Legal Division	3F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8637-6206/ ls.ld@deped.gov.ph
National Educators' Academy of the Philippines.- Professional Development Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8715-9919 neap.pdd@deped.gov.ph
National Educators' Academy of the Philippines.- Quality Assurance Division	2F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8633-7207/ neap.qad@deped.gov.ph
Public Affairs Service - Public Assistance Action Center (PAS-PAAC)	1F, Mabini Building, DepEd Central Office, Meralco Avenue, Pasig City	8638-8641/8638-7530/ depedactioncenter@deped.gov.ph
Public Affairs Service – Publications Division	18th Floor TechZone, Gil Puyat Avenue, Makati City	8633-9341/ pas.pd@deped.gov.ph

Regional Offices

	Address	Contact Information
Region I	Flores St., Catbangen, San Fernando City, La Union	(072) 682-2324 loc. 101, 102, 104, 106, 107 region1@deped.gov.ph
Region II	Regional Government Center, Carig Sur, Tuguegarao City	(078) 304-3855 loc 122 region2@deped.gov.ph
Region III	Matalino St., D.M. Government Center, Maimpis, City of San Fernando	(045) 598-8580 to 89; 402-7003 to 05 region3@deped.gov.ph
Region IV-A	Karangalan ES, Karangalan Village, Cainta, Rizal	(02) 682-2114 region4a@deped.gov.ph
Region IV-B	Meralco Ave. corner St. Paul Road, Pasig City	(02) 631-4070 mimaropa.region@deped.gov.ph
Region V	Rawis, Legazpi City	(052) 482-0046 (f); 820-8404; 482-0373 820-2663; 820-4045; 482-0523*

		region5@deped.gov.ph
Region VI	Duran St., Iloilo City	(033) 337-0149 loc 1014 region6@deped.gov.ph
Region VII	Sudlon, Lahug, Cebu City	(032) 231-13-09; 414-73-99 255-45-42; 255-13-13*; 414-73-26* region7@deped.gov.ph
Region VIII	Gov't Center, Candahug, Palo, Leyte	(053) 323-7031; 524-9120 323-3156 (f); 323-6075*; region8@deped.gov.ph
Region IX	Tiguma, Airport Road, Pagadian City	(062) 215-37-53; 215-37-51 991-19-07; 215-37-89*; region9@deped.gov.ph
Region X	Masterson Avenue, Zone 1, Upper Bulalang, Cagayan De Oro City	088) 8807071; 880-70-72; 880-20-87 852-20-23 region10@deped.gov.ph
Region XI	F. Torres St., Davao City	(082) 227-93-42; 227-11-02; 291-16-65 221-61-47; 221-84-59* region11@deped.gov.ph
Region XII	Carpenter Hill, Koronadal City	(083) 228-8825; 228-1893; 228-8824 228-9753* region12@deped.gov.ph
Region XIII – CARAGA	Km. 3, Libertad St. Butuan City	(085) 342-62-67; 342-82-07; 342-03-02; 342-59-69 342-21-98; 815-20-21; 342-62-67 region12@deped.gov.ph
Cordillera Administrative Region	Wangal, La Trinidad, Benguet	(074) 422-1314; 422-4074; 422-4075 car@deped.gov.ph
National Capital Region	Misamis St., Bago Bantay, Quezon City	8522-9412, 8522-9372 ncr@deped.gov.ph
Negros Island Region	Dumaguete City, Negros Oriental	nir@deped.gov.ph