



I. 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 in order to better define its purpose vis a vis the changing administrations and charters. The present day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which establishes the mandate of this agency.

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.

II. Vision:

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

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



III. Mission:

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

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

Our Core Values

- Maka-Diyos
- Maka-tao
- Makakalikasan
- Makabansa

IV. Service Pledge:

Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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Curriculum Implementation Division

External Services



1. Joint Delivery Program – Technical Vocational Livelihood (JDVP-TVL)

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of recorded request with routing slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Certification of Learners/ Beneficiaries and Approval of Eligibility/Billing Statement	2. Prepare Certification of Learners/ Beneficiaries and Approval of Eligibility/Billing Statement	None		<i>CID or SGOD</i>
3. Indorsement of List of Qualified Beneficiaries/Summary JDVP-TVL payment	3. Prepare Indorsement of List of Qualified Beneficiaries/ Summary JDVP-TVL payment	None		<i>DepEd NCR</i>



4. Approval of List of UCN Voucher Validation of Billing Statement (LDDAP)		None		<i>DepEd Central Office</i>
5. Voucher Releasing	5. Voucher Releasing	None		<i>CID or SGOD</i>
	TOTAL:	None	5 Minutes	



2. Evaluation of Transcript of Records (TOR)

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Certification of Documents	1. Receive the request	None	5 Minutes	<i>Records</i>
2. Evaluation of Documents	2. Validation and authentication of documents	None	1 Day	<i>CID</i>
3. Approval	3. For signature	None	1 Day	<i>CID</i>
4. Release	4. For release	None	5 Minutes	<i>CID</i>
	TOTAL:	None	2 Days, 10 Minutes	



3. Indorsement for Practicum and Field Study

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request with Routing Slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Processing of Request	2. Preparation of Indorsement	None	1 Day	<i>CID</i>
3. Approval of Request	3. Signing the Indorsement	None	1 Day	<i>Office of the ASDS</i>
4. Release	4. Releasing	None	5 Minutes	<i>CID</i>
	TOTAL:	None	2 Days, 10 Minutes	



4. Application for LRN Registration

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request with Routing Slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Submission and Validation of Documents and Indorsement		None	1 Day	<i>CID</i>
3. Indorsement and Recommendation	3. Prepare indorsement	None	1 Day	<i>Office of the ASDS</i>
4. Approval	4. For Signature	None	1 Day	<i>Office of the SDS</i>
5. LRN Registration	5. Issuance of LRN	None	5 Minutes	<i>SGOD</i>
	TOTAL:	None	3 Days, 10 Minutes	



5. Evaluation of Memorandum of Agreement

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recording and Routing Slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Presentation of previously approved and endorsed MOA	2. Proofreading	None	1 Day	<i>CID</i>
3. Verification of Documents		None	1 Day	<i>CID</i>
4. Indorsement and Recommendation	4. For signature	None	1 Day	<i>Office of the SDS</i>
5. Release	2. Releasing	None	5 Minutes	<i>Records</i>
	TOTAL:	None	3 Days, 10 Minutes	



6. Filing of Leave or Compensatory Time-Off

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Form	1. Issue Form	None	2 Minutes	<i>Administrative Aide IV</i>
2. Fill-out the completely and accurately		None	5 Minutes	<i>Client</i>
3. Recording	3. For Initial	None	2 Minutes	<i>Librarian II</i>
4. Recommending Approval	4. For signature	None	2 Minutes	<i>Chief or Designated OIC</i>
5. Approval	5. For approval	None	1 Day	<i>Offices of the ASDS</i>
	TOTAL:	None	1 Day, 11 Minutes	



7. Filing of Locator Slip

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Form	1. Issue Form	None	2 Minutes	<i>Administrative Aide IV</i>
2. Fill-out the completely and accurately		None	5 Minutes	<i>Client</i>
3. Recording	3. For Initial	None	2 Minutes	<i>Registrar I</i>
4. Approval	4. For signature / approval	None	2 Minutes	<i>Chief or Designated OIC</i>
	TOTAL:	None	11 Minutes	



8. Validation of Documents of Private and Foreign Students

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recording and Routing Slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Validation of Documents for Indorsement and Certification	2. Authentication	None	1 Day	<i>CID</i>
3. Indorsement and Recommendation	3. Preparation of Indorsement	None	1 Day	<i>CID or OSDS</i>
4. Release of Documents	4. Releasing	None	5 Minutes	<i>CID</i>
5. Approval			1 Day	<i>DepEd NCR</i>
	TOTAL:	None	3 Days, 10 Minutes	



9. Application & Renewal for DepEd Permit to Operate

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recording and Routing Slip	1. Receive the request	None	5 Minutes	<i>Records or OSDS</i>
2. Accomplish DepEd NCR GPR Form 1 s.2017		None	10 Minutes	<i>Client or CID</i>
3. Validation of Documents	3. Authentication	None	1 Day	<i>CID</i>
4. Indorsement and Recommendation	4. Preparation of Indorsement	None	1 Day	<i>CID or OSDS</i>
5. Release	5. Releasing	None	5 Minutes	<i>Records</i>
6. Approval		None	1 Day	<i>DepEd NCR</i>
	TOTAL:	None	3 Days, 20 Minutes	



10. Application for Philippine Validation Test

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1x1 ID pictures				
Birth Certificate (original and photocopy)				
Report Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of 1x1 ID pictures, original and photocopy of Birth Certificate and Report Card	1. Receiving of request	None	1 Day	<i>Client or CID</i>
2. Validation of Documents	2. Authentication	None	1 Day	<i>CID</i>
3. Submission to the Central Office	3. Releasing	None	1 Day	<i>Client or CID</i>
	TOTAL:	None	3 Days	



11. Accreditation and Equivalency Program

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enrollment	1. Enrollment to the program	None	1 day	<i>CID-ALS</i>
2. Pre-Assessment	2. Conduct of diagnostic test	None	1 day	<i>CID-ALS</i>
3. Conduct of Learning Sessions	3. Conduct of Learning Sessions	None		<i>Learning Centers</i>
4. Post-Assessment	4. Conduct of summative test	None	1 day	<i>CID-ALS</i>
5. Promotion to JHS or SHS		None		<i>Client</i>
	TOTAL:	None	3 Days	



12. Informal Education and Livelihood Program

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Survey of preferred skills	1. Skill mapping	None	As needed	<i>CID-ALS</i>
2. Partnership and Linkages	2. Signing of MOA	None	1 day	<i>CID-ALS</i>
3. Orientation	3. Orientation	None	1 day	<i>CID-ALS</i>
4. Livelihood Skills Training	4. Learning Session	None	Depending on the Program	<i>Training Center</i>
5. Assessment Evaluation	5. Summative Assessment	None	1 day	<i>Training Center</i>
6. Referral for Job Placement		None		<i>Client or Training Center</i>
	TOTAL:	None		



13. Basic Education Program/Education Behind Bars/Literacy Volunteers and Eskwela sa Barangay

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mapping of Learners	1. Mapping of prospectives learners	None	As long as needed	<i>CID-ALS</i>
2. Enrollment	2. Enrollment	None	1 day	<i>Learning Centers</i>
3. Pre-Assessment	3. Diagnostic Test	None	1 day	<i>CID-ALS</i>
4. Conduct of Learning Sessions	4. Conduct of Learning Sessions	None	As long as needed	<i>Learning Centers</i>
5. Post-Assessment	5. Summative Test	None	1 day	<i>CID-ALS</i>
6. Promotion to JHS or SHS		None		<i>Client</i>
	TOTAL:	None		



14. Kariton Klasrum Program

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Partnership and Linkages	1. Mapping of Partners	None	As long as Needed	<i>CID-ALS</i>
2. Mapping of Out of School Children	2. Mapping of Students	None	As long as needed	<i>CID-ALS</i>
3. Registration of OSCY	3. Enrollment	None	1 day	<i>Client or CID-ALS</i>
4. Conduct of Learning Sessions	4. Conduct of Learning Sessions	None	As long as needed	<i>CID-ALS</i>
5. Assessment	5. Summative Test	None	1 day	<i>CID-ALS</i>
6. Mainstreaming		None		<i>Client/ CID-ALS</i>
	TOTAL:	None		



15. Research Management Program

Service Information (Brief description of the service provided).

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Proposal indorsed by the Principal	1. Receive the request	None	1 Day	<i>Client or CID</i>
2. Approval of the Proposal (if no revisions) (If with revisions, client should comply first)	2. Releasing of approval letter	None	1 Day	<i>CID</i>
3. Conduct of Research		None		<i>Client</i>
4. Submission of research indorsed by the Principal (if no revisions) (If with revisions, client should comply first)	4. Validation of Research	None	1 Day	<i>CID</i>
	TOTAL:	None	3 Days	



School Governance and Operations Division

External Services



1. Learners Information System

Provides technical assistance to schools and school LIS Coordinator.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2B / G2G			
Who may avail:	School LIS Coordinator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		PSA		
Form 138 or SF 9		School		
Form 137 or SF 10		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Create school account.	1. Create LIS Account for School use	None	20 Minutes	<i>Planning and Research Unit</i>
2. With issue follow the documentary requirements such as Birth Certificate, SF 9 & SF 10	2. Approve request	None	21 Minutes	<i>Planning and Research Unit</i>
None	3. If without issue, wait for system status updating (EOSY).	None	NA	<i>Planning and Research Unit</i>
	TOTAL:	None	41 Minutes	



2. HEI TEIs Request for Research

Gives permit to Learners or Researchers to perform study to schools and the division office.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	Learners and Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by the Dean/Professor/Instructor		University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request to conduct study.	1. Receive the permit.	None	5 Minutes	SGOD Receiving/Releasing
None	2. Approve the request and issue a permit to the requesting party.	None	1 Day	SGOD Receiving/Releasing
	TOTAL:	None	1 Day, 5 Minutes	



3. Reinstatement of Teaching and Non-Teaching Personnel

Provides personnel the permission to go back to work status.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reinstatement letter		School/Services/Department assigned		
Medical Certificate (Fit to Work)		Physician/Doctor		
Form 137		School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Receive the permit	None	5 Minutes	<i>School Health Unit</i>
	1.1 Assess documents	None	5 Minutes	<i>School Health Unit</i>
	1.2 Logbook entry	None	3 Minutes	<i>School Health Unit</i>
	1.3 Release document and approval of fit to work status	None	3 Minutes	<i>School Health Unit</i>
	TOTAL:	None	16 Minutes	



4. Submission of Financial Statements

Validation of School Financial Statements.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Financial Statement		School/Services/Department Assigned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Financial Statement	1. Validates documents against reported expenditure	None	15 Minutes	<i>HRD</i>
	1.1 Logbook entry of submission	None	5 Minutes	<i>HRD</i>
	TOTAL:	None	20 Minutes	



5. Submission of School Based Feeding Program Liquidation Report

Validation of School Financial Statements.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Work and Financial Plan				
Liquidation form with Official Receipts				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Validates documents against reported expenditure and program	None	20 Minutes	<i>HRD</i>
None	2. Logbook entry of submission and release to Accounting Services	None	10 Minutes	<i>HRD</i>
	TOTAL:	None	30 Minutes	



6. Validation of Project Proposal

Evaluation of program and training.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Financial Statement		School/Services/Department Assigned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit training matrix	1. Receives and validates training matrix	None	30 Minutes	<i>HRD</i>
	1.1 Logbook/ calendar entry of the proposed program	None	10 Minutes	<i>HRD</i>
	1.2 Release to program owner	None	11 Minutes	<i>HRD</i>
	TOTAL:	None	51 Minutes	



7. Training QAMe

Validation of Program Proponent on Project Proposal.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QAME FORM, Daily Evaluation		School Personnel		
Form, Program Evaluation Form, Process Observation Analysis		SDO Personnel (process/Program/Project owner)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Evaluate training flow	None	30 Minutes	<i>M & E</i>
	1.1 Gives feedback	None	30 Minutes	<i>M & E</i>
	1.2 Provide assistance if needed	None	30 Minutes	<i>M & E</i>
	1.3 Gives analyzation on the program	None	1 Day	<i>M & E</i>
	TOTAL:	None	1 Day, 1 Hour, 30 Minutes	



Accounting Services

Internal Services



1. Division Clearance

For retirement, travels, leaves.

Office or Division:	Accounting Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authority to travel				
Certification of last payment/OR school clearance		School Personnel		
Certification of No Outstanding Provident Loan		RPSU		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get salary card from the Internal Audit Staff and affix initial in the Clearance	1. Process and check the required attachment	None	5 Minutes	<i>Audit Staff</i>
2. Forward to the Chief Accountant for signature		None	5 Minutes	<i>Chief Accountant and/or Accountant III</i>
	TOTAL:	None	10 Minutes	



2. Receipt Collections and Deposits

Collection and Fees.

Office or Division:	Accounting Services/Cash Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Teaching and Non-Teaching Personnel/Supplier/Service Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Accounting Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Present order of Payment	1. Verify	None	5 Minutes	<i>Administrative Officer IV</i>
2. Pay to the Cashier	2. Receive Cash Issue OR Record the collections	None	10 Minutes	<i>Administrative Officer IV</i>
3. Receive OR	3. Prepare Deposit Slip Deposit to the bank	None	The following day	<i>Administrative Officer IV</i>
	TOTAL:	None	1 Day, 15 Minutes	



3. Certification of Last Payment

Retirement and/or loan purposes.

Office or Division:	Accounting Services			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Last Payment from school with check/ADA number, data issued and amount of check				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Cert. of Last Payment	1. List down payments received by the client	None	10 Minutes	<i>Administrative Assistant III</i>
	TOTAL:	None	10 Minutes	



4. Certification of Outstanding Balance of Provident Loan

Loan purposes.

Office or Division:	Accounting Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Provident Loan from Administrative Services		Administrative Services Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify outstanding Provident Loan Balance	1. Checks/ compute loan balance for payment	None	5 Minutes	<i>Administrative Assistant III</i>
2. Prepare Certification		None	5 Minutes	<i>Administrative Assistant III</i>
3. Forward to the Accountant for signature	3. Submit for signature	None	5 Minutes	<i>Administrative Assistant III</i>
	TOTAL:	None	15 Minutes	



5. Releasing of Petty Cash

Releasing of Petty Expenses within the Division Office.

Office or Division:	Accounting Services			
Classification:				
Type of Transaction:				
Who may avail:	Various Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Approved letter request/Itinerary of travel	1. Examine/ verify petty cash vouchers	None	5 Minutes	<i>Petty Cash Custodian</i>
2. Accomplish box of JEV PCV Seek approved of Immediate Supervisor	2. Sign box of Approved by portion of PCV	None	1 Hour	<i>SDS-ASDS Chief Accountant</i>
3. Submit duly approved PCV	3. Verify PCV and other sign box B documents	None	5 Minutes	<i>Petty Cash Custodian</i>
4. Received cash and signs Box B cash received by	4. Receive and file PCV awaiting for liquidation	None	5 Minutes	<i>Petty Cash Custodian</i>
	TOTAL:	None	1 Hour, 15 Minutes	



6. Releasing of Checks/ADA

For Payments.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Special Power of Attorney				
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit	1. Ask for ID or Authorization letter	None	3 Minutes	<i>Administrative Officer IV</i>
2. Present Identification card	2. Verify the authenticity	None	5 Minutes	<i>Administrative Officer IV</i>
3. Ask for Official receipt	3. Check and Verify OR	None	10 Minutes	<i>Administrative Officer IV</i>
4. Let the person signed the Disbursement Voucher and affix signature in Cash Register	4. Check voucher if properly signed	None	5 Minutes	<i>Client</i>
5. Receive Checks/ADA		None	2 Minutes	<i>Client</i>
	TOTAL:	None	25 Minutes	



Administrative Services

Internal Services



1. Complaints

It is common on all Agencies to have work related issues that cause on causes employee dissatisfaction and discontentment.

The Chief Administrative Officer, at the Administrative Services, expeditiously at all times at the lowest level possible all grievable cases.

Administrative Offenses were settled based on CSC-Administrative Procedures.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint/Report of School Principal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File or Submit reports/complaints	1. Receives in duplicate copies of complaint/report from school head (Elem/Sec/SHS)	None	3 Minutes	<i>Administrative Staff</i>
	1.1 Prepares/serves notices of conference for clarificatory meeting (both parties)		1 day	<i>Administrative Staff</i>
	1.2 Conduct clarificatory meeting as scheduled		as schedule	<i>Chief Administrative Officer</i>



	1.3 Submits recommendation /resolution to the Superintendent 1.4 Indorsed complaint to the Legal Services if not settled amicable		4 days 1 day	<i>Chief Administrative Officer</i> <i>Administrative Staff</i>
	TOTAL:	None	6 Days, 3 Minutes	



2. Recommends/Signs Various Documents

Personnel Actions relative to an employee's movement, transfer, return-to-work order, promotion, and other necessary documents for its adjustment; Notice of Salary Adjustment (NOSA) and Notice of Step Increment (NOSI) passes through the Administrative Services for approval.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Government Agencies and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Various Forms				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign various documents from the Human Resource Management Services as follows: <ul style="list-style-type: none"> Return to Work Order (ML, SL, VL etc.) Plantilla of Step Increment with NOSI/NOSA Form 6 of Non-Teaching Personnel 	1. Receives the documents from HRMO	None	3 Minutes	<i>Administrative Staff</i>
	1.1 Review documents for signature		15 Minutes	<i>Administrative Officer V</i>
	1.2 Signed the documents		10 Minutes	<i>Chief Administrative Officer</i>
	1.3 Log and return to the HRMO		10 Minutes	<i>Administrative Staff</i>
	TOTAL:	None	38 Minutes	



3. Oath of Office/ Personal Data Sheet (CSC Form 212)

PDS - minimizes the amount of questions during an interview since all the data HR is looking for has already been listed which includes employee's biographical and logistic information.

M.C. #16, 2017 - states that the PDS should be subscribed and sworn to before the highest-ranking HRMO or any authorized officer to administer oath or notary public.

Oath of Office - In addition to his duty as Chief Administrative Officer at the Administrative Services, he is also tasked to conduct Oath of Office to all newly hired, newly promoted teaching and non-teaching personnel, this Division.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Oath of Office Form		Administrative Services		
Report of first day of service		School Personnel		
Appointment Paper		Human Resource Management Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filed-up oath taking form together with the following: a. Appointment b. Assumption of duty c. SALN	1. Administer Oath daily Monday - Friday 8:00 AM - 5:00 PM	None	15 Minutes	<i>Chief Administrative Officer</i>



2. Submit three (3) copies of properly filed-up Personal Data Sheet (PDS)	2. Checked by the staff for signature of Authorized Head	None	15 Minutes	<i>Chief Administrative Officer</i>
	TOTAL:	None	30 Minutes	



4. GSIS LOANS

The Department of Education (DepEd) has formalized its partnership with the Government Service Insurance System (GSIS) on the GSIS Financial Assistance Loan (GFAL) to DepEd personnel with the purpose of helping hundreds and thousands of teaching and non-teaching personnel free from the burden of loans and other borrowings.

The assigned Agencies Authorized Officer (AAO) is tasked to receive and processed all GSIS GFAL and Top-Up Loan Applications, same process goes with other loans offered by the GSIS.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payslip		HRMS/Payroll Section/ Respective School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for GSIS Loans: a. Conso Loan b. Policy Loan c. Educational Loan d. Calamity Loan	1. Verify the authenticity of latest payslip submitted	None	10 Minutes	<i>Administrative Officer V / AAO</i>
	1.1 Evaluates payslip as to the capacity to pay		10 Minutes	<i>Administrative Officer V / AAO</i>
	1.2 Approves Loan		20 Minutes	<i>Administrative Officer V / AAO</i>
2. Submit required form & documents for GSIS GFAL & Top-Up	2. Check validity of documents submitted: a. No Pending	None	15 Minutes	<i>Administrative Assistant III</i>



	<p>Administrative Case</p> <p>b. Certificate of teacher/non-teaching staff not on leave of absence</p> <p>2.1 Signed/ Approved the GFAL & Top Up application form</p> <p>2.2 Record/log the approved GFAL/Top-Up application form</p>			<p><i>Administrative Officer V / AAO</i></p> <p><i>Administrative Staff</i></p>
	TOTAL:	None	55 Minutes	



5. PERMIT TO TEACH / PERMIT TO STUDY

Permit to Study - To pursue or enroll masteral/doctoral studies to any college or higher education institution shall be given for a period of two years provided that such schooling will not affect the performance of the regular/permanent teacher or employee concerned, thus a permit to study should be filed and approved by the ASDS/SDS.

Permit to Teach - Accordingly and pursuant to CSC Memorandum Circular #5 s. 1966 and other CSC Circular, Republic Act # 6713 and Republic Act 3019, adhere to the filling;

Sec. 4 - Employees, officials applying for permission to teach shall write a letter to the Schools Division Superintendent, accompanied by a statement of his/her official load in public or outside teaching.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter application endorsed by the Principal				
Class Schedule in Public school and outside teaching				
CSC Form 305		Administrative Services		
CSC Form 86 (Medical Record)		Respective School		
X-ray & Urine Result				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-application for Permit to Teach with complete	1. Receives documents		10 Minutes	<i>Administrative Staff</i>



requirements. a. Class schedule in public and outside teaching b. CSC Form 305 c. CSC Form 86 CSC Medical Form d. X-Ray & Urine Result	1.1 Evaluates documents	None	15 Minutes	<i>Administrative Staff</i>
	1.2 Indorsed application to the ASDS in-charge		3 Days	<i>Chief Administrative Officer</i>
	1.3 Release to the Records Mgt. Services for release to school		10 Minutes	<i>Administrative Staff</i>
2. Submit filed-out Permit to Study with the following:	2. Receives documents	None	10 Minutes	<i>Administrative Staff</i>
	2.1 Evaluates documents		15 Minutes	<i>Administrative Staff</i>
	2.2 Indorsed documents to the ASDS in-charge		3 days	<i>Chief Administrative Officer</i>
	2.3 Release to the Records Mgt. Services for release to school		10 Minutes	<i>Administrative Staff</i>
	TOTAL:	None	6 Days, 1 Hour, 10 Minutes	



6. DepEd Provident Loan

Provident Loan - The granting of the DepEd Provident Fund Loan Program has been based on DepEd Order #037 s. 2018 (Revised Implementing Guidelines for the DepEd Provident Fund)

The approval of said loan is delegated to the Division Superintendent, subject to the evaluation by the Division Secretariat when members are designated in Regional Memorandum No. 26 s. 2019 dated Feb. 4, 2019.

Office or Division:	Administrative Services	
Classification:	Complex	
Type of Transaction:	G2C and G2G	
Who may avail:	Transacting Public and All Government Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application Form (3 copies)		Administrative Services
For Borrower:	Respective School	
Original Payslip		
Photocopy of payslip (3 copies)		
Photocopy of 2 valid ID (3 copies)		
Photocopy of ATM (3 copies)		
Certificate of No Pending Administrative Case		
Supporting documents based on reason for loan		
Photocopy of payslip (3 copies)		
Photocopy of 2 valid ID (3 copies)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit duly accomplished Provident Loan Application Form together with complete requirements:</p> <p>For Borrower:</p> <p>a. Original Payslip</p> <p>b. Photocopy of payslip (3 copies)</p> <p>c. Photocopy of 2 valid ID (3 copies)</p> <p>d. Photocopy of ATM (3 copies)</p> <p>e. Certificate of No Pending Administrative Case</p> <p>f. Supporting documents based on reason for loan</p> <p>g. Photocopy of payslip (3 copies)</p> <p>h. Photocopy of 2 valid ID (3 copies)</p>	<p>1. Evaluates the authenticity of the following documents:</p> <p>a. Original Payslip with 3 certified true xerox copies</p> <p>b. Certificate of No Pending Administrative Case:</p> <ul style="list-style-type: none"> • NCR for Teaching • Division Office Legal Services for non-teaching <p>c. Purpose/ reason of Loan availment of loans</p> <p>d. Xerox Copies of ATM for verification of acct. no.</p> <p>1.1 Sign application form as Recommending Approval</p> <p>1.2 Indorsed to the Approving</p>	None	30 Minutes	<p><i>Administrative Assistant III</i></p> <p><i>Administrative Officer V</i></p>



	Officials 1.3 Indorsed to the Approving Officials		10 Minutes	<i>a. Chief Administrative Officer-Administrative Services</i> <i>b. Accounting Services</i> <i>c. ASDS In-Charge</i>
	TOTAL:	None	40 Minutes	



7. Request for Service Credits

DepEd Order No. 53 s. 2008 authorized the grant of service credits for week beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-Request of the Principal				
Daily Time Record				
Memorandum				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for service credits with the following documents:	1. Receives & evaluates documents	None	5 Minutes	<i>Administrative Staff</i>
a. Memorandum (DepEd Order or Division Memo)	1.1 Prepares Special Order on the request		10 Minutes	<i>Administrative Staff</i>
b. DTR	1.2 Signs Special Order		15 Minutes	<i>Chief Administrative Officer</i>
c. Masterlist of teachers/employees indorsed by the principal	1.3 Log & release to the Records Management Services		10 Minutes	<i>Administrative Staff</i>
	TOTAL:	None	40 Minutes	



8. Clearance

Clearance is a form which serves as the authorization for something or somebody to proceed or takes place. Division Clearance, in this Division is a requirement when applying for the following:

1. Sick leave/Vacation Leave, Local & Abroad
2. Retirement
3. Resignation etc.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Division Clearance		Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Division Clearance	1. Sign the documents upon receipt	None	10 Minutes	<i>Administrative Officer V or Chief Administrative Officer</i>
	TOTAL:	None	10 Minutes	



9. Request for Designated Officer-In-Charge

It was ruled a designated Officer-In-Charge is considered merely as caretaker of the office while regular incumbent is on leave of absence. Designated OIC enjoy limited powers which are confined to functions of administration and ensuring that the office continuous its usual activity.

The Administrative Services acknowledges the recommendation for OIC for Chief of Services and School Heads both Elementary and Secondary.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Officer-In-Charge for School Head, Chief of Services, etc.	1. Receives request	None	2 Minutes	<i>Administrative Staff</i>
	1.1 Prepares acknowledgment of the OIC designated		5 Minutes	<i>Administrative Staff</i>
	1.2 Signs Officer-In-Charge		15 Minutes	<i>Chief Administrative Officer</i>
	1.3 Log & release to the Records Management Services		5 Minutes	<i>Administrative Staff</i>
	TOTAL:	None	27 Minutes	



10. COMPES/PASAG

IPCRF is an assessment tool for government employee's use that will rate task accomplishment for a year. Teachers focus mainly on Basic Education Service as major final output.

It provides a venue for agreement on standards of performance and behavior which lead to professional and personal growth in the organization. Each employee plays a vital part in the achievement of his/her departments objectives.

The Chief Administrative Officer approves only IPCRF/COMSPMS of the non-teaching employees.

Office or Division:	Administrative Services			
Classification:	Complex			
Type of Transaction:	G2C and G2G			
Who may avail:	Transacting Public and All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Division Clearance		Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 3 copies of IPCRF, COMSPMS	1. Receives documents	None	5 Minutes	<i>Administrative Staff</i>
	1.1 Check signatories on documents		5 Minutes	<i>Administrative Officer V</i>
	1.2 Check entries on documents		5 Minutes	
	1.3 Approves documents		10 Minutes	<i>Chief Administrative Officer</i>



	1.4 Forward documents to Records Management Services for school copy		5 Minutes	<i>Administrative Staff</i>
	TOTAL:	None	30 Minutes	



Budget Services

Internal Services



1. Internal

Budget Services provides the following services:

1. Receives and submits payrolls/vouchers of teaching and non-teaching personnel, APPS, PRs and commercial vouchers of:
 - 1.1 City Funded
 - 1.1.1 General Fund
 - 1.1.2 Special Education Fund (SEF)
 - 1.2 National Funded Obligations
2. Ensures Fiscal sustainability, effective resource allocation and efficient government operation across PPAs

Office or Division:	Budget Services			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payrolls/vouchers of teaching and non-teaching personnel, APPS, PRs				
Commercial vouchers of General Fund, Special Education Fund, National Obligation from concerned offices		City Funded Obligation and National Funded Obligation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the payrolls/vouchers of teaching and non-teaching personnel, APPS, PRs and commercial vouchers of: -Under the City Funded Obligations	1. Receives, check documents and records in the logbook	None		



<p>a. General Fund Including Evening Vocational and Night Academic Classes</p> <p>b. Special Education Funds (SEF)</p> <p>-National Funded Obligations</p>			2 Minutes	<i>Administrative Aide IV</i>
			2 Minutes	<i>Administrative Aide IV</i>
			2 Minutes	<i>Administrative Assistant III</i>
	1.1 Reviews and checks documents thoroughly	None	5 Minutes	<i>Administrative Officer V</i>
	1.2 Posts/ records immediately in the General Fund Ledger Cards	None	2 Minutes	<i>Administrative Assistant III</i>
	1.3 Posts/ records immediately in the SEF Ledger Cards	None	2 Minutes	<i>Administrative Assistant III</i>
	1.4 Reviews and checks documents thoroughly	None	5 Minutes	<i>Supervising Administrative Officer</i>
	1.5 Approves/ signs immediately once checked and verified	None	1 Minute	<i>Budget Officer V</i>



	1.6 Delivers/ releases the claims and documents immediately	None	6 Minutes	<i>Administrative Aide IV, Administrative Assistant III</i>
	TOTAL:	None	27 Minutes	



Human Resource Management Services

Internal Services



1. Recruitment and Appointment

Evaluation of requirements and processing of appointments.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TOR with Special Order of Graduation		School		
PRC/Authenticated CSC Eligibility		PRC/CSC		
Authenticated Report of Rating		PRC		
PSA Birth Certificate		PSA		
Marriage Certificate		PSA		
NBI Clearance		NBI		
Voter's ID		COMELEC		
Computer Literacy		TESDA or other accredited office		
Clearance		Previous Office		
CS 211		Government Physician		
CS 212		CSC Website		
Omnibus Sworn Statement		Administrative Office – SDO Manila		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proposed appointee submits all the required documents	1. Checks the veracity and completeness of the documents submitted	None	5 Minutes	<i>HR Officer</i>



	1.1 Preparation of appointment and other documents	None	10 Minutes	<i>HR Staff</i>
	1.2 Appointment prepared for signature of the appointing authority	None	1 Day	<i>SDS</i>
2. Appointee reports at the HRMS	2. Signed appointment for conformer of the appointee	None	20 Minutes	<i>Chief Administrative Officer</i>
	2.1 Advance copy of appointment and other document given to the appointee	None	20 Minutes	<i>HR Staff</i>
	TOTAL:	None	1 Day, 55 Minutes	



2. Promotion

The advancement of a career employee from one position to another with an increase in duties and responsibilities as authorized by law, and usually accompanied by an increase in salary.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance rating for the last three (3) years		Division Office		
TOR Evaluated by CID				
Service Record				
CSC Form 212				
PRC License / Teacher Eligibility / CSC Eligibility				
Form 53 (For Mti & MTII Applicants) / Recommendation of principal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Evaluates documents	None		<i>Elementary, Secondary (Junior & Senior) Recruitment and Promotion Sections & Merit Promotions Section; and Services</i>
	1.1 If qualified, applicant is scheduled for screening (open ranking)	None		
	1.2 If not	None		



	<p>qualified, letter is sent informing applicant of the reason for the disqualification.</p> <p>1.3 After screening (open ranking), candidates for promotion called up for submission of documents for appointment</p>	None	1 Day	<i>for Non-Teaching Section</i>
	TOTAL:	None	1 Day	



3. Payroll

Supplementary Payment Inclusion/Re-inclusion to Regular Payroll.

Office or Division:	Human Resource Management Services	
Classification:	Simple	
Type of Transaction:	G2C and G2G	
Who may avail:	Teaching and Non-Teaching Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Initial Salary		
Appointment & Plantilla of Personnel	HRMS	
Appointment of incumbent & Plantilla of Personnel (If any)	Records Section/HRMS	
Inclusion/Re-inclusion to Regular Payroll		
Appointment & Plantilla of Personnel	HRMS	
Appointment of incumbent & plantilla of Personnel (If any)	Records Section/HRMS	
First day of Service (FDS) (for regular payroll)	Person Concerned	
DTR for the month to be signed by the principal (for regular payroll)	Person Concerned	
Birth Certificate (for regular payroll)	Person Concerned	
BIR Form 2305 (duly accomplished and received by BIR for teachers with previous employer/ with change in status (for regular payroll)	Person Concerned	
Business Partner Number (BP no.) (GSIS Information) (for regular payroll)	GSIS Section (HRMS)	
TIN ID certified by the principal (for regular	Person Concerned	



payroll)				
Pag-ibig ID Certified by the principal (for regular payroll)		Person Concerned		
Application for Landbank ATM card and with account number certified by the principal. (for regular payroll)		Person Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Received and check requirements	None	2 Minutes	<i>Payroll Section</i>
None	2. Computes Payment for Supplementary Payroll Preparation	None	3 Minutes	<i>Payroll Section</i>
None	3. Encodes computed payments	None	3 Minutes	<i>Payroll Section</i>
None	4. Prepares collection list for attachment to prepared payroll. Generate and print.	None	3 Minutes	<i>Payroll Section</i>
None	5. Pre-audits prepared supplementary payrolls and collection lists. Attached before signing.	None	3 Minutes	<i>Payroll Section</i>
	6. Print payroll and log at the receiving section	None	3 Minutes	<i>Payroll Section</i>
	7. Record and encode all	None	2 Minutes	<i>Payroll Section</i>



	Supplementary payrolls in individual supplementary salary cards			
	8. Encode and print summary and transmittal	None	3 Minutes	<i>Payroll Section</i>
	9. Arranged payroll according to transmittal prepared and proceed at the Budget Section to received payroll	None	3 Minutes	<i>Payroll Section</i>
	TOTAL:	None	25 Minutes	



4. Payroll

Salary Adjustment/Salary Differential.

Office or Division:	Human Resource Management Services	
Classification:	Simple	
Type of Transaction:	G2C and G2G	
Who may avail:	Teaching and Non-Teaching Personnel	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Salary Adjustment (1 set of the ff. documents)	
	Appointment & Plantilla of personnel and vice if applicable	Recruitment Section and Records Services
	Abstract of absence for the month (w/ or w/o absences)to determine whether to deduct or offset	Leave and Pay Section and Records Services
	Salary Differential (2 sets of the ff. documents)	
	Appointment & Plantilla of personnel and vice if applicable	Recruitment Section and Records Services
	Abstract of absence for the month (w/ or w/o absences)to determine whether to deduct or offset	Leave and Pay Section and Records Services
	Latest payslip	For teaching and non-teaching school based-School; for non-teaching DO based-Division Payroll
	Payslip/payroll from the date of promotion up to the; date before the adjustment	For teaching and non-teaching school based-School; for non-teaching DO based-Division Payroll
	Notice of Salary Adjustment (NOSA)	For teaching and non-teaching school based-School; for non-teaching DO based-Division



		Payroll		
PVP statement (optional)		Leave and Pay Section		
DTR (if necessary)		School		
Photocopy of ATM card		Personal Transaction		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher shall secure copy of each documents in the respective offices concerned	1. Photocopy and certify	None	1 Minute	<i>HRMS</i>
	TOTAL:	None	1 Minute	



5. Payroll

Proportional Vacation Pay (Retirees, Deceased Retirees).

Office or Division:	Human Resource Management Services	
Classification:	Simple	
Type of Transaction:	G2C and G2G	
Who may avail:		
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Special Order-Separation	Leave and Pay Section
	Special Order of PVP or PVP Report	Leave and Pay Section
	Certificate of last Payment- NCR	Division Payroll
	Final Certification of Last Salary (breakdown)-School (Noted by Accounting Services)	Division Payroll
	Division Clearance	Records Services
	GSIS Retirement Approval	Retirement Section
	Photocopies of Landbank ATM card	Personal Transaction at Landbank of the Philippines
	Step Increment documents (if applicable)	Recruitment Section
	Salary Differential document (if applicable)	Recruitment Section
	Appointment & Plantilla	Recruitment Section
	S.O. Approval of Absences	Leave and Pay Section/ Records Services
	Payslip	School/Division Payroll
	Death Certificate	Municipality/City Hall
	Marriage Contract (Birth Certificate of the children if spouse is dead)	Municipality/City Hall



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher shall secure copy of each documents in the respective offices concerned	1. Photocopy and Certify	None	1 Minute	<i>HRMS</i>
	TOTAL:	None	1 Minute	



6. Payroll

Exclusion from Payroll (PVP/Leave Without Pay/Transferred to Other School/same Division/other Division

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inactive List & Certification of No Salary		Division Payroll and School		
DTR for unpaid months		School		
S.O. Approval of Absences		Leave and Pay Section/School/Records Services		
PVP Report		Leave and Pay Section		
First Day of Service		School		
Payslips		School		
Division Clearance		Records Services		
Special Order-Separation				
Certificate of Last Payment- NCR		Division Payroll		
Form 6				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher shall submit in order the required documents for payment of inactive	1. Receives and record	None	3 Minutes	<i>Payroll Clerk</i>
	TOTAL:	None	3 Minutes	



7. Payroll

Expanded Maternity Leave Pay.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 6		School		
First Day of Service from Maternity Leave		Leave and Pay Section/ Record Services		
Payslip (CVP/PVP Period)		School		
Division Clearance		Certified at Records Services		
Form 41 (Phil. Civil Ser. Med. Cert.)		Leave and Pay Section		
Birth Certificate of child		PSA or Municipality/City		
PVP Report (for ML in during summer vacation)		Leave and Pay Section/School		
Hispathological Report (for cases of miscarriage or abortion)		Hospital Records Services where the teacher has been admitted		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher shall submit in order the required documents for payment of M/L	1. Receives and record	None	3 Minutes	<i>Payroll Clerk</i>
	TOTAL:	None	3 Minutes	



8. Payroll

Salary Refund.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of salary refund		GSIS Section		
Payslip with erroneous deductions		School		
S.O. Approval of Absences of months with erroneous deductions		School		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Teacher/GSIS in charge shall submit documents to the payroll section the salary refund for the month	1. Receives and record	None	3 Minutes	<i>Payroll Clerk</i>
	TOTAL:	None	3 Minutes	



9. Payroll

Approval of Leave Application.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished CSC Form 6		Schools/Property Services		
Medical Certificate		Government Hospital		
Division Clearance for travel abroad and leave for more than 30 days		Schools/Property Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CSC Form 6 and other documents depending on the kind of leave applied.	1. Receives and evaluates the completeness of the document submitted	None	1 Day	<i>Leave and Pay Section-Assigned Personnel</i>
	1.1 Process documents and route for signatures	None		<i>Leave and Pay Section-Assigned Personnel</i>
	1.2 Releases approved Form 6 to Records Mgt. Services.	None		<i>Records Services</i>
	TOTAL:	None	1 Day	



10. Payroll

Approval of Absences with Abstract of DTR.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Monthly Abstract of DTR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Non-Teaching Personnel: submits monthly DTR. For Teaching Personnel: submit abstract of DTR	1. Receive and Evaluates.	None	1 Day	<i>Leave and Pay Elem. Section</i>
	Check and post absences in leave cards	None		
	1.1 Release to Records Services	None		<i>Assigned Personnel</i>
	TOTAL:	None	1 Day	



11. Payroll

Performance Rating Report.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved and Signed SPMS				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to ASDS the approved and signed SPMS	1. Receives Performance Rating Report from ASDS 1.1 Prepares transmittal and releases the same to Records Mgt. Services	None None	1 Day	SGOD <i>Records Services</i>
	TOTAL:	None	1 Day	



12. Payroll

Division Clearance.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Form (DCS Form No.7)				
DTR (2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Resigned/ Retired Employees submits clearance form duly signed by the respective Principal/ Head of Service.	None	1 Hour	<i>HRMS</i>
	1.1 HR staff and Section Supervisor initial on the submitted clearance form	None		<i>HRMS</i>
	1.2 Chief Administrative Officer signs on the clearance form	None		<i>Chiefs of Services and Superintendent</i>
	TOTAL:	None	1 Hour	



13. Payroll

Service Record.

Office or Division:	Human Resource Management Services			
Classification:	Simple			
Type of Transaction:	G2C and G2G			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Old/previously issued Service Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills-out Service Record request form	1. Requesting employee fills-out Service Record request form	None	2 Minutes	<i>HRMS</i>
	2. HR staff retrieves service card (SC) of employees. If Service Records is available on file, SR is printed with latest updates. If no available SR in the data file, SR is recreated	None	10 Minutes	<i>HRMS</i>
	3. Chief Administrative Officer signs on the service record	None	2 Minute	<i>Chief of HRMS</i>
	TOTAL:	None	14 Minutes	



Legal Affairs and Complaint Services

Internal Services



1. Receives complaints

Legal Affairs and Complaints Services cater to all individuals who has a complaint or against DepEd Teaching and Non-Teaching Personnel.

Office or Division:	Legal Affairs and Complaints Services			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Complaint/Written Report under oath		Prepared by the client		
Verification and Certification of Non-Forum Shopping		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files Complaint	1. Receives, checks and records the documents	None	30 Minutes	<i>Legal Assistant I and Administrative Assistant V</i>
	1.1 Issues the receiving copy to the complainant	None		<i>Legal Assistant I and Administrative Assistant V</i>
2. Receives file copy of his/her complaint	None	None	None	None
	TOTAL:	None	30 Minutes	



2. Division Clearance (Legal)

Legal Affairs and Complaints Services attends to both Teaching and Non-Teaching Personnel who ought to secure division clearance (legal) for their retirement, leave of absence, transfer and promotion.

Office or Division:	Legal Affairs and Complaints Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Division Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present his/her division clearance	1. Evaluates the division clearance	None	15 Minutes	<i>Legal Assistant I, Administrative Assistant V, Administrative Aide I</i>
	1.1 Affixes Signature	None		<i>Attorney V, Attorney III, Legal Assistant I, Administrative Assistant V</i>
	1.2 Issues receiving copy to the complainant	None		<i>Legal Assistant I, Administrative Assistant V, Administrative Aide I</i>
2. Receives back his/her division clearance	None	None	None	None
	TOTAL:	None	15 Minutes	



3. Issuance of Certificate of No Pending Administrative Case

Legal Affairs and Complaints Services attends to Non-Teaching Personnel who needs to secure Certificate of No Pending Administrative Case for their retirement, transfer, promotion, fidelity bonds and loans.

Office or Division:	Legal Affairs and Complaints Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Division Clearance or Application for Loan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents his/her division clearance	1. Evaluates the division clearance	None	15 Minutes	<i>Legal Assistant I, Administrative Assistant V, Administrative Aide I</i>
	1.1 Prepares the certificate of No Pending Case	None		<i>Legal Assistant I, Administrative Assistant V, Administrative Aide I</i>
	1.2 Affixes Signature	None		<i>Attorney V, Attorney III, Legal Assistant I, Administrative Assistant V</i>
	1.3 Issues the Certificate of No Pending Case to the requesting party			<i>Attorney V, Attorney III, Administrative Assistant V, Legal Assistant I, Administrative Aide I</i>



2. Receives his/her Certificate of No Pending Case	None	None	None	<i>None</i>
	TOTAL:	None	15 Minutes	



4. Render Advice and Opinions on Queries Regarding Legal Matters

Legal Affairs and Complaints Services caters to all individuals who asks for legal advice or legal opinion in relation to their work, position or circumstances and situations they are engaged in the Schools or Division Office.

Office or Division:	Legal Affairs and Complaints Services			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for legal advice or legal opinion	1. Assists requesting party	None	10 Minutes	<i>Legal Assistant I, Administrative Assistant V, Administrative Aide I</i>
None	2. Renders legal advice or legal opinion to requesting party	None	30 Minutes	<i>Attorney V and Attorney III</i>
	TOTAL:	None	40 Minutes	



Property Services

Internal Services



1. Acquisition of Goods

Acquisition of Goods refers to procurement of GOODS, adopting the principles of Revised IRR of RA 9184.

Office or Division:	Property Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Various Division/Services/Schools in the Division Office/DepEd Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report on office supplies, cleaning material, office, equipment, etc. needed by various schools, supervisors and chiefs of services of the Schools Division Office, Manila.		Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consolidate the requests of needed office supplies and equipment received	1. Accomplish PPMP, APP, APP-CSE for the basis of procurement	None	Annual Preparation	<i>Supervising Administrative Officer, Administrative Assistant II, Administrative Aide IV</i>
	TOTAL:	None		



2. General Maintenance

General Maintenance is necessary for the purpose of attaining and extending the established standard and useful life of any equipment/property and serves as a sound basis for scheduling its replacement.

Office or Division:	Property Services			
Classification:	Highly Technical			
Type of Transaction:	G2G & G2B			
Who may avail:	Various schools under the Division Office, Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report Endorsement from City Engineer's Office through the Principals and School Plant Services				
Inspection Report conducted by the technician supported by price quotation				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Received and act for the requested party, such as preparation of PR forwarded to Budget Services for availability of funds and to SDS for approval	None	Procurement timeline	<i>BAC, HOPE and Inspection Committee</i>
	TOTAL:	None		



3. Warehouse and Distribution Section

Storage/Warehousing refers to the scientific and economical warehousing of materials for their best safekeeping and availability. Best Safekeeping means protecting the materials against theft, fire and deterioration but easily accessible when needed.

The custodianship of supplies and equipment is transferred from the Supply Officer/Designated Property Custodian and Storekeeper/Warehouseman to the end-user who is responsible and accountable for the utilization and safekeeping.

Office or Division:	Property Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Departments/Services in Division Office Manila			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter signed by supervisor's/ department heads with approval by the superintendent		Supply Unit/Different Services		
Accomplished Form of specific request of supplies and materials		Supply Unit		
Acknowledgement receipt for property, inventory custodian slip, inventory and inspection report of		Supply Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Type the requested material on the RIS and sign to the heads of certain department.	1. Check the availability of requested supplies and materials	None	15 Minutes	<i>Administrative Aide IV</i>
	1.1 Signed the requested office	None	2 Minutes	<i>Chief of Property Services</i>



	<p>material to the chief of property services for approval</p> <p>1.2 Issued the requested office materials reflected on the RIS form</p>	None	Time frame depending on the quantity of requested supplies	<i>Administrative Aide IV</i>
	<p>2. Submit reports/requirements for checking and processing</p> <p>2.1 Record to proper document</p>	None	Half Day	
	TOTAL:	None		



Publication Services

Internal Services



1. Preparation of Issuances

Request for the preparation of Issuances/Communications.

Office or Division:	Publication Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuances and all other communications		Records Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter/communications to the SDS Office	1. Accepts the letter of request	None	3 Days	<i>SDS Staff</i>
	TOTAL:	None	3 Days	



2. Drafting, Editing and Proofreading of Issuances

Request for the Drafting or Editing of Issuances/Communications.

Office or Division:	Publication Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications/Issuances received by the Publications Services, ASDS, and SDS		Publications Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/issuance to the Publications Services	1. Receive communication/issuance for preparation or editing and proofreading	None	2 Days	<i>Drafting, editing and proofreading section</i>
	TOTAL:	None	2 Days	



3. Reproduction of Issuances

Request for the Reproduction of Issuances/Communications and Official Forms

Office or Division:	Publication Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communications/Issuances approved by the Chief of Publications Services, ASDS, and SDS		Publications Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved communication/ issuance to the Publications Services	1. Receive approved communication/ issuance for appropriate action	None	1 Day	<i>Reproduction Machine Operators</i>
	TOTAL:	None	1 Day	



Office or Division:	Publication Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Official Forms for Use of the Division			Publications Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official forms to the Publication Services	1. Receive Official Forms for reproduction	None	1 Day	<i>Reproduction Machine Operators</i>
	TOTAL:	None	1 Day	



Records Services

Internal Services



1. Receiving of Communications

Receives external and internal communications.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documents	1. Receive and stamp, and log-in document presented	None	1 Minute	<i>Administrative Aide VI</i>
	1.1 Guide client to proceed to SDS office/OIC	None	30 Seconds	<i>Administrative Aide VI</i>
2. Proceed to the receiving clerk or SDS/ASDS or other services concerned.	2. Ensure document transmitted to the concern person/services	None	30 Seconds	<i>Administrative Aide VI</i>
	TOTAL:	None	2 Minutes	



2. Releasing of Communications

Releases acted documents.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit acted documents	1. Check completeness, authenticity of the acted document	None	1 Minute	<i>Administrative Officer III and Administrative Assistant II</i>
	1.1 Record the documents in the Section's logbook. For filing	None	1 Minute	<i>Administrative Assistant II and Administrative Aide I</i>
	1.2 Release the documents thru mail, pick-up by school clerks/requesting or delivered. Paste the registered mailing stub in the logbook	None	1 Minute	<i>Administrative Officer III and Administrative Assistant II</i>



2. Sign the logbook.	2. Client acknowledge released document by affixing signature in the logbook	None	30 Seconds	<i>Administrative Officer III (ES) and Administrative Assistant II (HS)</i>
	TOTAL:	None	3 Minutes, 30 Seconds	



3. Personal Files and Service Records

Safekeeping of records and their easy retrieved.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/OLR/SPA to the Records Officer	1. Verify authenticity of presented document	None	1 Minute	<i>Administrative Officer IV and Administrative Assistant II</i>
2. Sign the Charge Sheet	2. Look for the requested document	None	2 Minutes	<i>Administrative Aide I</i>
3. Duplicate the documents	3. Stamp the duplicate copy	None	30 Seconds	<i>Administrative Assistant II</i>
4. Stamp the documents with Certified True Copy and initiated by Records Officer	4. Affix the signature of the CAO	None	30 Seconds	CAO
5. Proceed to the Office of the Chief Administrative Officer for signature	5. Hand over to client requested document	None	5 Seconds	<i>Administrative Officer IV and Administrative Assistant II</i>



6. Sign the logbook and indicate the number of copies of documents certified	6. Ensure the transaction is properly accomplished	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II</i>
	TOTAL:	None	4 Minutes, 35 Seconds	



4. Communications/ Documents from Other Services

Stamps record reference number and keep a record copy.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Other Services submits documents	1. Check the list of documents and record it in the logbook	None	2 Minutes	<i>Administrative Aide VI and Administrative Aide I</i>
	1.1 Submit to the Chief Administrative Officer and classify at once	None	30 Seconds	CAO
	1.2 Stamp with release number	None	1 Minute	<i>Administrative Assistant II</i>
	1.3 Sort – out documents	None	30 Seconds	<i>Administrative Officer III and Administrative Assistant II</i>
	1.4 Record the documents in the Sections logbook	None	30 Seconds	<i>Administrative Officer VI and</i>



	and ensure documents are properly recorded			<i>Administrative Aide I</i>
	1.5 Double check the number of documents to be released and give original copy of the documents to the person in-charge	None	30 Seconds	<i>Administrative Officer III and Administrative Assistant II</i>
	1.6 Keep the 2nd copy and file it afterward	None	1 Minute	<i>Administrative Officer IV and Administrative Aide I</i>
	TOTAL:	None	6 Minutes	



5. Avail Certified Copies of Documents

Provides and authorizes official duplicate copies of documents.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification card				
Official Letter-Request/Authorization				
Special Power of Attorney				
Court Order				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID/OLR/SPA to the Records Officer	1. Verify the authenticity of the document presented	None	30 Seconds	<i>Administrative Officer III and Administrative Officer IV</i>
2. Sign the Charge Sheet	2. Check the charge sheet	None	5 Seconds	<i>Administrative Officer IV</i>
3. Duplicate the documents	3. Borrower photocopy requested documents	None		<i>Client</i>
4. Stamp the documents with Certified True Copy and initiated by Records Officer	4. Affix initial of the Records Officer	None	30 Seconds	<i>Administrative Officer IV and Administrative Officer III</i>



5. Proceed to the Office of the Chief Administrative Officer for signature	5. Scrutinize the correctness of the document to be signed		30 Seconds	CAO
	TOTAL:	None	1 Minute, 35 Seconds	



6. Request for Duplicate Diploma/Correction of Name

Assists and validates the authenticity of another copy of diploma.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for diploma processed REACS	1. 2 nd endorsement to school concern	None	30 Seconds	CAO and Administrative Aide II
2. Check documents.	2. Verify the completeness of the request	None	30 Seconds	Administrative Aide II
3. Photocopy the necessary papers and return for processing.	3. Affix initial on the “reconstructed” diploma for the SDS signature	None	10 Minutes	CAO and Administrative Aide II
4. Sort out processed documents and stamp the release number	4. Keep / copy and log-in for release	None	30 Seconds	Administrative Aide II
	TOTAL:	None	11 Minutes, 30 Seconds	



7. Administrative Issuance

Distribution of issuances and keeping a hardcopy on file.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive administrative issuance from the Publication Services	1. Check and receive the delivered issuances	None	1 Minute	<i>Administrative Aide I</i>
2. Sort and assemble issuances	2. Log-in and place in the pigeon hole	None	5 Minutes	<i>Administrative Officer III and Administrative Aide I</i>
3. Distribute of different Services	3. Keep filing copy and acknowledgement receipt	None	10 Minutes	<i>Administrative Officer III and Administrative Aide I</i>
4. Administer distribution to school clerks	4. Have the client sign the receiving logbook	None	30 Seconds	<i>Administrative Aide I</i>
5. Sign the logbook.	5. Ensure issuance properly disseminated	None	30 Seconds	<i>Administrative Officer III and Administrative Aide I</i>
	TOTAL:	None	17 Minutes	



8. Delivery of Communications/Documents

Ensures transmittal of documents/communications before due dates.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personnel Locator's Slip/ Itinerary/Receiving Copy				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit acted documents	1. Check, verify, and log-in	None	1 Minute	<i>Administrative Aide V and Administrative Aide II (Liaison)</i>
	1.1 Plan itinerary of travel	None	3 Minutes	<i>Administrative Aide V and Administrative Aide II (Liaison)</i>
	TOTAL:	None	4 Minutes	



9. Releasing of Oath of Office

Assists clients to the HR Records Unit.

*note: HR Records Unit is now in charge of Releasing of Oath of Office

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Oath of Office documents	1. Initialed by the person-in-charge	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
2. Sort file copy	2. Get filing copy	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
3. Receive the duplicated document and stamp it with Certified True Copy	3. Affix the initial of the Records Officer	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
4. Proceed to the Chief of Records Office for his signature	4. CAO affix signature on Certified True Copy	None	5 Seconds	CAO



5. Sign the logbook	5. Ensure the client affix his signature for acknowledgement	None	3 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
	TOTAL:	None	1 Minute, 38 Seconds	



10. Releasing of Appointments

Check the completeness of the client appointment and signatories.

Office or Division:	Records Services			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRMS/Clerk submits the duly signed original appointment	1. Check number of appointments listed in the transmittal	None	1 Minute	<i>Administrative Assistant II (Custodian)</i>
2. Present ID	2. Verify the presented ID	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
3. Stamp with Certified True Copy and initial it for the signature of the Chief	3. Client photocopy appointment and certify afterward	None	10 Minutes	<i>CAO, OIC</i>
4. Submit the certified copies of the appointment signed by the Chief and to sign the logbook	4. Ensure the client signed acknowledgement receipt in the logbook	None	30 Seconds	<i>Administrative Officer IV and Administrative Assistant II (Custodian)</i>
	TOTAL:	None	12 Minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Feedback may be sent thru the Division Office's email address: manila_deped@yahoo.com
How feedback is processed?	Every day, ICT Staff opens the email and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant Offices.
How to file complaints?	The complainant will send his/her letter of complaint address to the Office of the Schools Division Superintendent. Complaints may be sent thru the Division Office's email address: manila_deped@yahoo.com
How complaints are processed?	The letter of complaint will be forwarded to the relevant Office for their explanation.
Contact Information	SDO Manila Email: manila_deped@yahoo.com Tel. #: 302-6736 / 8527-5180



VII. List of Offices

Offices	Address	Contact Information
Curriculum Implementation Division	Ground Floor, SDO Manila	734-86-10 / 736-97-08
School Governance and Operations Division	2 nd Floor, SDO Manila	527-52-16 / 527-20-17
Accounting Services	Ground Floor, SDO Manila	302-6509 / 524-3616 / 310-55-97
Administrative Services	Ground Floor, SDO Manila	735-70-37
Budget Services	Ground Floor, SDO Manila	528-46-48
Human Resource Management Services	Ground Floor, SDO Manila	336-7255 / 310-5595 / 527-2339
Legal Affairs and Complaints Services	Ground Floor, SDO Manila	527-50-25
Property Services	Ground Floor, SDO Manila	527-50-09 / 336-72-57
Publication Services	2 nd Floor, SDO Manila	527-98-57
Records Management Services	2 nd Floor, SDO Manila	527-9910