



**Schools Division of Kalinga**

# **Citizen's Charter**

As of August 1, 2023

# FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

Accomplish our Client's Feedback Form available at the Information Desk and drop it in the functional office/unit you visited.

Send your Feedback directly to [sdokalmrc.qms](mailto:sdokalmrc.qms)

Call us at:

0915-526-4660

0935-951-2752

0921-943-4636

0909-783-6011

0948-931-1879

Talk to our officer of the day.

Thank you for your continually helping to continually improve our services.

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# FRONTLINE SERVICES

## I. Curriculum Implementation Division

### 1. Access to LRMS Portal

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

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

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail?</b>	Teaching, Teaching-related and Non-teaching Personnel, Learners, Parents and other Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Computer/Laptop and Internet Connection				Client
2. Registered LR account: a. DepEd Email for DepEd Employees, b. Any active Email Address for Learners, Parents and other Stakeholders				LR Portal (lrms.deped.gov.ph)
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Open any browser engine and go to <a href="http://www.lrms.deped.gov.ph">www.lrms.deped.gov.ph</a>	1. Assist Client (if necessary)	None	3 minutes	Client/LR Staff/Librarian
2. Click the Begin Quick Tour for new users (Optional)	2. Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
3. Log-in to the LR portal	3. Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
4. On the upper left side menu bar, click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development	4. Assist Client (if necessary)	None	20 minutes	Client/LR Staff/Librarian
5. Select Grade Level	5. Assist Client (if necessary)	None		Client/LR Staff/Librarian
6. Select your desired learning area	6. Assist Client (if necessary)	None		Client/LR Staff/Librarian
7. Select the category from the given list	7. Assist Client (if necessary)	None		Client/LR Staff/Librarian
8. a. Select a title from the list. The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc. b. Use the search button to look for the desired Learning Resource	8. Assist Client (if necessary)	None		Client/LR Staff/Librarian
9. Click view or download. (Guest can only browse and search for LRs in the	9. Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian

Portal. Only registered users are given downloading privileges)				
10. Copy or print the downloaded Learning Resource	10. Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
11. Open feedback mechanism tab and accomplishes Online Feedback form in the Contact Us Tab	11. Generate Client Report	None	5 minutes	Client/LR Staff/Librarian
12. Log-out the LR Portal	12. Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
<b>TOTAL:</b>		<b>None</b>	<b>49 minutes</b>	

## 2. Borrowing Procedures for Books and Other Materials Over Night

DepEd recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services. All schools/districts/ SDOs with established libraries offer the library services.

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students and Teaching Related Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter (1 Original Copy, 1 Photocopy)			Client	
2. Valid ID (1 Original, 1 Photocopy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to Record Section	1. Receive request letter	None	5 minutes	Record's Personnel
	1.1. Forward the request letter to the library Hub	None	5 minutes	Record's Personnel
	1.2. Receive the request letter	None	1 minute	Librarian/ Staff
2. Present the Received request letter valid ID	2. Receive request letter and valid ID	None	5 minutes	Librarian/ Staff
3. Check and browse available reading materials in the display shelves	3. Assist Client	None	3 minutes	Client & Librarian/ Staff
4. Select titles of reading materials to borrow		None	20 minutes <i>(Depending on the number of books to borrow)</i>	Client
5. Accomplish two (2) copies of borrowing and Returning Transaction Form	5. Prepare and record reading materials for lending	None	3 minutes	Librarian/ Staff
6. Receive reading materials	6. Return ID presented and Release reading materials to borrow	None	2 minutes	Librarian/ Staff
<b>TOTAL:</b>		<b>None</b>	<b>45 minutes</b>	

### 3. Program Work Flow of Submission of Contextualized Learning Resources

Submission of Teaching and Non-Teaching DepEd Personnel, LGUs and Stakeholders of Contextualized LRS. The CID-LRMS implements the Quality Assurance Process mandated by the Department of Education - Bureau of Education and Learning Resources (BLR) in the Design and Development, Production and Distribution of Contextualized Learning Resources (LRs).

<b>Office or Division:</b>	Curriculum Implementation Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel, LGUs, Stakeholders			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Curriculum Guide (1 Original Copy and 1 Photocopy)			LR Portal, School	
2. MPS/Least Learned Competency Analysis				
3. Contextualized Material Submitted (1 Original Copy and Soft Copy)			Author/ Owner	
4. Attached Evaluation Tool/Form (School/District)			Online Link, LRMS	
5. Certification from the Public Schools District Supervisor or District QAD (or School Heads in the absence of PSDS) (1 Original Copy and 1 Photocopy)			Office of the PSDS/Office of the CID	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit complete set of Contextualized Learning Resource	1. Receive and record documents *If online, receive and acknowledge	None	5 min	Records Officer/Staff *Education Program Supervisor
	1.1. Route contextualized learning resource to the EPS in-charge	None	3 min	Records Officer/Staff
	2. Quality assure the contextualized learning resource *If passed forward to LRMS *For major revision, return to proponent	None	2 days	EPS in-charge LR Team Proponent/PSDS/ School Head
	3. Record, review and finalize contextualized learning resource	None	1 day	LR Team
<b>TOTAL:</b>		<b>None</b>	<b>1 day, 10 minutes</b>	

## II. School Governance and Operation Division

### A. Planning and Research Section

#### 1. Request for Basic Education Data (External Stakeholder)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated requests.

<b>Office or Division:</b>		Planning and Research		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		External Stakeholder		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Letter request address to SDS (1 Original Copy, 1 Photocopy)				Client
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter request to the Records Office	1. Receive the letter request from the client and forward it to the OSDS	None	5 minutes	Records Section Staff
	1.1. Refer letter request to Chief, SGOD	None	15 minutes	SDS
	1.2. Refer the Letter request to Planning Officer	None	5 minutes	Chief, SGOD
	1.3. Make the necessary action undertaken to the said letter request	None	1 hour	Planning Officer
	1.4. Prepare the transmittal letter and attachments to be signed by SDS	None	5 minutes	Planning Officer
2. Receive the necessary documents	2. Release the documents to the End User	None	2 minutes	Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 32 minutes</b>	

#### 2. Request for Basic Education Data (Internal Stakeholder)

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

<b>Office or Division:</b>		Planning Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G - Government to Government		
<b>Who may avail:</b>		Internal Stakeholder		
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Letter request addressed to SDS (1 original copy)				Client
2. Request Form (1 original copy)				Planning Unit

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the Requisition slip/Request letter (if School-based personnel)	1. Receive requisition slip/request letter and evaluate the nature of request	None	5 minutes	Planning Officer/Staff
	3. Process the request	None	2 days	Planning Officer/Staff
2. Receive the Necessary documents	3. Release of the documents to the end user	None	3 minutes	Planning Officer/Staff
<b>TOTAL:</b>		<b>None</b>	<b>2 days, 8 minutes</b>	



### III. Office of the Schools Division Superintendent

#### A. Records Section

##### 1. Issuance of Requested Documents (Non-CTC)

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

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	SDO Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition slip (1 Copy)			Records Section	
2. Valid ID (Original ID and 1 Photocopy)			Requesting person and/or Authorized Person	
3. Authorization Letter (1 Copy)			Requesting person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the requisition slip	1. Provide requisition slip	None	1 minute	AO IV/AAVI (Records)
2. Submit the filled-out requisition slip	2. Receive and record the requisition slip	None	1 minute	AO IV/AAVI (Records)
3. Receive the requested document	3. Prepare, print, photocopy and release the requested document to the client	None	5 minutes	AO IV/AAVI (Records)
<b>TOTAL:</b>		<b>None</b>	<b>7 minutes</b>	

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

CTC document is issued to authorized requesting person if document secured in the Records Section is originated and/or created by the Agency. The said document can be issued if requested by the owner himself and or authorized person. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, eaten by termites or beyond recovery due to wear and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes.

<b>Office or Division:</b>	Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	SDO Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Requisition slip (1 Copy)			Records Unit	
2. Valid ID (Original ID and 1 Photocopy)			Requesting person and/or Authorized Person	
3. Authorization Letter (1 Copy)			Requesting person	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

1. Fill out the Requisition slip form	1. Provide client the requisition slip form	None	1 minute	AO IV/AAVI (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive the form and search the requested document	None	1 minute	AO IV/AAVI (Records)
	2.1. Prepare, print or photocopy the requested document	None	10 minutes	Administrative Staff (Records)
	2.2. Once the document is obtained, Records Officer/Admin Officer will review and verify the document and certify true copy	None	5 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3. Release the document to the client	None	2 minutes	Administrative Staff (Records)
<b>TOTAL:</b>		<b>None</b>	<b>19 minutes</b>	

### 3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition fee of children of Overseas Filipino

<b>Office or Division:</b>	Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Former and Present Students
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>High School/Elementary Graduates:</b>	
1. CAV Form 2 – School Referral Form (SRF)	School Attended
2. Certificate of Enrolment/ Completion/ Graduation – CAV Form 4 (1 original and 2 photocopies)	School attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)	School attended
4. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client
5. List of Graduates certified correct by authorized official (1 original and 2 photocopies)	School attended
6. Latest passport size ID Pictures (2 copies)	Client
7. Valid ID	Requesting Person and/or Authorized Person
8. Authorization Letter (If the requesting party is not the record owner) (1 original copy)	Requesting Person
9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	Requesting Person
<b>Additional Requirement for Undergraduates:</b>	School Attended
10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)	

11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended			
<i>Additional Requirements for Graduates from private schools:</i> 12. Special Order (1 Original and 2 photocopies certified by the School Head)	School Attended			
<b>Graduate and undergraduate from public schools:</b> 1. List of Approved CAV Request – CAV Form 6 (1 original and 2 photocopy)	Division Office			
2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies) 2 pcs	School Attended/ BEA			
3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies) Stamp	School Attended			
4. Diploma (1 Original and 2 certified true copies certified by the School Head)	School Attended			
5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)	Division Office			
6. PEPT Test Result Rating (1 original and 2 certified true copies)	Division Office/BEA			
7. PSA Birth Certificate Copy (1 Original and 2 photocopies)	Client			
8. Latest Passport size ID picture (2 copies)	Client			
9. Documentary Stamp (2 pcs)	BIR			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for and completely fill-out the CAV Application Form from the Records	1. Receive and check the completely filled out CAV application form and all supporting documents of	None	10 minutes	Administrative Staff (Records)
	1.1. Assign specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then returns to the processor	2. Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp at BIR Offices)	10 minutes	Administrative Staff (Records)
	2.1. Forward printed CAV to Records Officer for initial then to the Chief Admin Officer of the Admin for signature	None	30 minutes	Administrative Staff (Records)
	2.2. Scan & send the CAV certificate and the attached Academic School Records to the DFA official email address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3. Inform client of step 5 to avoid tampering or forging any of the documents subject of the CAV and that the DFA shall honor documents hand-carried by the applicant only	None	10 minutes	Administrative Staff (Records)

	when the scanned copy of the same have been properly received in advance by the DFA then release it to the client			
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 20 minutes</b>	

## B. Personnel Section

### 1. Submission of Employment Application (Teaching Related)

Any individual with interest in applying for a position in DepEd, and who is qualified for the position may submit his/her credentials and other requirements.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can't easily access the website				Applicant
2. Letter of Intent for teaching position (1 original)				
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)				
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)				
5. Certified true copy of ratings obtained in the LET/PBET (1 original)				
6. Service Record, performance rating, and school's clearance for those with teaching experience (1 original)				
7. One (1) Original Copy and Certified true copy of Transcript of Records				
8. Certificate of specialized trainings (1 Photocopy of each, 1 original copy for reference)				
9. Certificate of Employment (1 Original) (if applicable)				
10. NBI Clearance (1 Original Copy)				
11. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School and Division Screening Committee (1 original)				
12. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the Department's online system at application.deped.gov.ph		None	Within 30 minutes	Client
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural exists	2. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/ Personnel

3. Received receiving copy of the documents	3. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	25 minutes	School/District Screening Committee
	1.1. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	5 minutes	School/ District Screening Committee
	1.2. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff
	1.3. Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO
	<b>TOTAL:</b>	<b>None</b>	<b>1 day, 1 hour, 20 minutes</b>	

## 2. Submission of Employment Application (Non-Teaching Personnel)

Any individual with interest in applying for a position in DepEd, and who is qualified for the position may submit his/her credentials and other requirements.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Any person who is eligible for the position			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Application Letter (3 original copies)			Applicant	
2. Duly accomplished CSC Form 212 (PDS) with the latest Passport Size ID picture (3 original copies)			CSC Website	
3. Performance Ratings for the last 3 rating periods (3 copies)			Applicant	
4. Official Transcript of Records (3 photocopies)			School/s attended	
5. Certified true copy of PRC professional ID or CSC eligibility (3 copies)			PRC/ CSC	
6. Service Record/ Certificate of Employment (3 copies)			Previous/ Current employer	
7. Certificate of Participation in Trainings and Seminars (conducted in the Division, Region, National, and/or International) (3 Photocopies each)			Applicant	
8. Outstanding Accomplishments (Certificate of Outstanding Employee Award, Innovation, Research & Development Project, Publication/ Authorship, Certificate as Consultant/ Resource Speaker) - (3 photocopies each)			Applicant	
9. Certificate as Chair/Co-chair in Technical/Planning Committee (3 copies each)			Applicant	
10. Electronic copy of requirements/documents (for online submission)			Applicant	
<i>Additional requirement:</i>				
11. Omnibus Sworn Statement (3 copies)			Notary Public	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete pertinent documents to the Records Unit	1. Stamp Receive, issue a receiving copy, and forward the pertinent documents (for walk-in applicants), *For online, acknowledge application and give instruction	None	10 minutes	Records Officer/ AA VI
			5 minutes	HRMO/AAVI

	1.1. Check completeness of documents submitted	None	10 minutes	HR Unit staff
2. Receive application receipt	2. Record application details	None	10 minutes	HR Unit Staff/HRMO
<b>TOTAL:</b>		<b>None</b>	<b>35 minutes (per transaction)</b>	

### 3. Foreign Travel Authority Request on Official Time or Official Business

Processing of required documents for DepEd personnel who are going to travel outside country for personal and official purposes.

<b>Office or Division:</b>	OSDS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Teaching and Non-Teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Intent (1 original copy)		Requesting Party		
2. Clearance from School/District/Division property custodian/school head of requesting party (3 original copies)		Requesting party		
3. Designation of relieving teacher/ employee in their absence (1 original copy)		Requesting party		
4. Indorsement letter from school head/ agency head (1 original copy)		SDO/ DO		
5. Form 6 (leave Form)		SDO/DO		
6. Travel Authority. Request Form A (DO No. 43 s. 2014) (1Original Copy)		SDO		
7. Invitation (1 Original /photocopy)		Event Organizer (in case of training/ seminar)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all documentary requirements within the prescribe timeline to Personnel Section	1. Receive and record, then release to the concerned personnel	None	3 minutes	Records Officer/Staff
	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details  *If incomplete submission, inform with concerned personnel to submit lacking documents  *If complete and accurate, prepare the necessary additional requirements	None	25 minutes	Personnel Section - Person in charge
	1.2. Route the travel documents for signature of authorized officials	None	5 minutes	Personnel Section - Person in charge

2. Receives travel documents	2. Release the signed endorsement and documents to the Records unit/ concerned employee for submission to DepEd RO	None	5 minutes	Personnel Section - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>38 minutes</b>	

#### 4. Issuance of Service Record

Service record is a collection of either electronic or printed material which provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

<b>Office or Division:</b>	Personnel Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	DepEd Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Transaction/Request Form (1 copy)			Personnel/ Records	
2. Previous copy of Service Record from previous employment (1 copy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Transaction/ Request Form	1. Receive and review of request from client	None	within 15 minutes	Records/Personnel
	1.2. Process request	None		Personnel Section
	1.3. Release record	None		Personnel Section
<b>TOTAL:</b>		<b>None</b>	<b>15 minutes</b>	

#### 5. Issuance of Certificate of Employment

Certificate of employment is issued upon request of the employee which will be used to verify employment history of a certain employee of a former or current employer.

<b>Office or Division:</b>	Personnel Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G - Government to Government		
<b>Who may avail:</b>	DepEd Employee/ Former Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Copy of Appointment (1 Copy)		Personal or form 201 File	
2. Certificate of Employment from Previous Employment (1 Original Copy)		Personnel Section	
3. Accomplished Transaction/Request Form (1 copy)		Personnel Section	
4. Letter request (for those personnel no longer connected in the Division)		Client	
5. Identification Card (1 Original copy)		Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Transaction/Request Form with other Required documents with Attached pay slip	1. Receive and review of request from client	None	2 minutes	Personnel Section Staff
	2. Prepare and sign Certificate of Employment	None	10 minutes	Personnel Section Staff Concern
	3. Release Certificate of Employment to Client	None	2 minutes	Personnel Section Staff
<b>TOTAL:</b>		<b>None</b>	<b>14 minutes</b>	

## 6. Application for Leave

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

<b>Office or Division:</b>	Personnel Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DepEd Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave 1. Form 6 (3 original copies) <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order for Vacation Leave (3 original copies), if more than 15 days</li> <li>• Letter request, if necessary (1 original copy)</li> <li>• Clearance Form (3 original copies), if Travel/Leave Abroad</li> </ul>		Personnel Section  Personnel Section Client Personnel Section
Sick Leave 1. Form 6 (3 original copies) 2. CSC Form 41 - Medical Certificate (3 Copies) <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order for Sick Leave (3 original copies), if more than 15 days</li> </ul>		Personnel Section Client  Personnel Section
Paternity Leave 1. Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Marriage Contract (1 photocopy)</li> <li>• Birth Certificate of Child</li> <li>• CSC Form 41 - Medical Certificate of Wife if Miscarriage (3 photocopies)</li> </ul>		Personnel Section Client  Personnel Section Client Personnel Section
Maternity Leave 1. Form 6 (3 original copies) 2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> <ul style="list-style-type: none"> <li>• Special Order for Maternity Leave of Absence (3 original copies)</li> <li>• CSC Form 41 - Medical Certificate (1 Copy)</li> </ul>		Personnel Section Client  Front/ Information desk
Solo Parent Leave 1. Form 6 (3 original copies)		Personnel Section



2. Letter request, if necessary (1 original copy) <i>Additional Requirements:</i> • Birth Certificate of Child (1 photocopy) • Photocopy of Solo Parent ID (1 photocopy)				Client  Client
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete Documentary requirements within the Prescribed timeline from the concerned office	1. Receive the complete documents	None	5 minutes	Records Section - Person in charge
	1.1. Check the received document as to completeness	None		
	1.2. Forward the complete document to the Personnel for appropriate Action	None	3 minutes	Records Section - Person in charge
	1.3. Review the submitted complete document and provide appropriate action	None	20 minutes	Personnel Section - Person in charge
	1.4. Forward to the Office of the SDS for Approval	None	3 minutes	Personnel Section - Person in charge
	1.5. Approve Form 6 and forward to the Personnel Section	None	5 minutes	SDS/ Staff
	1.6. Forward approved Form 6 to the Records Section for release	None	5 minutes	Personnel Section - Person in charge
2. Receive the approved Form 6	2. Release the approved Form 6	None	3 minutes	Records Section - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>44 minutes</b>	

## 7. Application for Retirement

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

<b>Office or Division:</b>	Personnel Section
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G - Government to Government
<b>Who may avail:</b>	DepEd employees that reached the retiring age requirement
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application letter for Retirement (3 Copies) 2. Service Record (3 Original Copies) 3. Clearance for money & property Accountabilities from School, District & Division (3 Original Copies) 4. Certificate of Last Day of Service (3 Original Copies) 5. GSIS Application for retirement (3 Original Copies) 6. Certificate of no pending case (2 Original Copies)	Client DepEd Schools Division Office  School/ Division Office

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Submit complete Requirements	1. Receive complete documents	None	2 minutes	Personnel Section - Person in charge
	1.1. Check and verify the Completeness of the documents	None	10 minutes	Personnel Section - Person in charge
	1.2. Inform the concerned person if the requirements are incomplete	None	5 minutes	Personnel Section - Person in charge
	1.3. Prepare other needed documents and indorsement	None	20 minutes	Personnel Section - Person in charge
	1.4. Forward complete documents to SDS office for approval	None	5 minutes	Personnel Section - Person in charge
	1.5 Forward the approved retirement	None	5 minutes	SDS staff
2. Received the approved docs	2. Release the approved retirement	None	10 minutes	Personnel Section - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>57 minutes</b>	

### 8. Processing of Terminal Leave Benefits

Processing of Terminal Leave Benefits based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

<b>Office or Division:</b>	Personnel Section	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2G - Government to Government	
<b>Who may avail:</b>	DepEd employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter request (3 original copies)		Concerned Retiree
2. Approved Application letter for Retirement (3 photocopies)		Concerned Retiree
3. Service Record (3 original copies)		Personnel Section
4. Latest Notice of Salary Adjustment (NOSA)- (3 original copies)		Personnel Section
5. Certified Copies of Leave Ledger Cards- (3 copies)		Personnel Section
6. Marriage Certificate (for married women) – (3 copies)		Concerned Retiree
7. Form 6 ( 3 original copies)		Personnel Section
<b>For deceased employee:</b>		
1. Death certificate (3 photocopies)		Municipal Registrar
2. Marriage Certificate (3 photocopies)		PSA
3. Survivorship (If applicable) ( 3 photocopies)		Spouse
4. Extra Judicial Settlement of State (3 copies)		Attorney
1. Letter request (3 original copies)		Concerned Retiree
2. Approved Application letter for Retirement (3 photocopies)		Concerned Retiree
3. Service Record (3 original copies)		Personnel Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1. Receive the complete documents	None	10 minutes	Personnel Section -Person in charge
	1.1. Check the document as to completeness			Personnel Section -Person in charge
	1.2. Review the submitted Complete document and compute for the Terminal Leave Claim	None	2 hours	Personnel Section – Person in charge
	1.3 Forward the request to the budget office for preparation of other needed documents	None	20 minutes	Personnel Section – Person in charge
	1.4 Prepare Certificate of No Availability of Fund, BED 3, and Request Letter to DBM	None	10 minutes	Budget Staff
	1.5 Forward to SDS for approval	None	5 minutes	Budget Staff
	1.6. Receive the Approved request	None	5 minutes	Personnel Section – Person in charge
	2. Release the approved request	None	10 minutes	Records Section - Person in charge
<b>TOTAL:</b>		<b>None</b>	<b>3 hours</b>	

## A. Budget Section

### 1. Processing of ORS

Obligation Request and Status (ORS) is a required document by commission on Audit for certification of allotment and obligation and for future adjustments of expense accounts. The Budget Office provides certification of availability of appropriation/allotment that has been made legally for the purpose. Program Implementers are being served in this process as they implement their Programs, Activities and Projects.

<b>Office or Division:</b>	Budget Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	SDO Personnel, Service Providers
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. ORS (1 Original Copy, 2 Photocopies)	Requesting Unit
2. Disbursement Voucher (1 Original Copy, 2 Photocopies)	Requesting Unit

<b>Purchase Orders (pre-audited)</b>				
1. AR/ATC (1 Original Copy, 2 Photocopies)			Requesting Unit	
2. Other supporting documents (1 Original Copy, 2 Photocopies)			Requesting Unit	
<b>Biddings</b>				
1. Notice of Award (1 Original Copy, 2 Photocopies)			BAC Secretariat	
2. Signed Contract (1 Original Copy, 2 Photocopies)			Requesting Unit	
3. Sub-AROs (1 Original Copy, 2 Photocopies)			Requesting Unit/Budget	
4. AR/ATC (1 Original Copy, 2 Photocopies)			Requesting Unit	
<b>Cash Advances for Travels</b>				
1. Approved Travel Order (1 Original Copy, 2 Photocopies)			Requesting Unit	
2. Memorandum (1 Original Copy, 2 Photocopies)			Requesting Unit	
3. Itinerary of Travel (1 Original Copy, 2 Photocopies)			Requesting Unit	
4. AR/ATC (1 Original Copy, 2 Photocopies)				
<b>Reimbursement of Travels</b>				
1. Approved Travel Order (1 Original Copies, 2 Photocopy)			Requesting Unit	
2. Memorandum (1 Original Copies, 2 Photocopy)			Requesting Unit	
3. Itinerary of Travel (1 Original Copies, 2 Photocopy)			Requesting Unit	
4. Certificate of Appearance (1 Original Copies, 2 Photocopy)			Requesting Unit	
5. Certification of Travel Completed (1 Original Copies, 2 Photocopy)			Requesting Unit	
6. AR/ATC (1 Original Copies, 2 Photocopy)			Requesting Unit	
<b>Cash Advances for school MOOE</b>				
1. WFP, PPMP, MDP (1 Original Copies, 2 Photocopy)			Requesting Unit	
2. Certificate of Liquidation			Requesting Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward to budget	1. Receive the documents from the requesting party	None	2 minutes	Budget Officer/ Personnel
	1.1. Review, analyze and verify the documents	None	5 minutes	
	1.2. Verify the availability of allotments	None	3 minutes	
	1.3. Record and posting of entries in BMS	None	5 minutes	
	1.4. Generate print-out of ORS	None	2 minutes	
	1.5. Certification by the Head of the Budget Section or his authorized representative on the existence of available appropriation (Box B)	None	5 minutes	
	1.6. Certification by the Head of the Requesting Office or his authorized representative on the necessity and legality of charges to the appropriation/allotment under his/her direct supervision (Box A)	None	5 minutes	Requesting Unit
	1.7. Forward to Accounting Section	None	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>32 minutes (per transaction)</b>	

## 2. Posting/Updating of Disbursement

Updating of status of disbursement requests

<b>Office or Division:</b>	Accounting Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Payee (SDO personnel, Service providers)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Reports of Check Issued (RCI)			Cashier's Office	
2. Report of Advice to Debit Accounts Issued (RADAI)			Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required reports (RCI and RADAI)	1. Receive the reports	None	3 minutes	Accountant/ ADAS II/III
	1.2. Encode/post the data on the EFRS	None	5 minutes	Accountant/ ADAS II/III
<b>TOTAL:</b>		<b>None</b>	<b>8 minutes</b>	