



Republic of the Philippines
Department of Education
 REGION III – CENTRAL LUZON
 SCHOOLS DIVISION OFFICE - SCIENCE CITY OF MUÑOZ

2023 CITIZEN’S CHARTER & STREAMLINING

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

Schools Division Superintendent

1. Customer Feedback Mechanism and Consolidation of Feedback Result

This aims to create a systematic procedure in the Division Customer Feedback Mechanism and Consolidation of Feedback Result

Office or Division:	Office of the Schools Division Superintendent			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Concerned			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen/Client Satisfaction Survey Form (CCSS Form)		Guard on Duty		
2. Consolidated Feedback Result		Office of the Schools Division Superintendent		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out of Customer Feedback Form/ Accomplishment of Online CCSS Form	1.1 Provide client physical CCSS Form or the Online CCSS Form for accomplishment (All information must be completely filled out)	None	1 minute	Guard on Duty
	1.2 Assist the client in dropping the feedback form	None	1 minute	Guard on Duty

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	in the drop box area where it is located			
	1.3 Opens the drop box and gather all the feedbacks and harvests feedbacks accomplished online thru google sheets on a weekly basis	None	10 minutes	Administrative Staff (Admin Section)
	1.4 Consolidates all feedbacks collected and input data in the Consolidated Feedback Result on a quarterly basis	None	2 hours and 30 mins	Administrative Staff (Office of the Schools Division Superintendent)
	1.5 Provides copy of the result to the Schools Division Superintendent and to the concerned Sections and Units and keep a copy for future reference	None	5 minutes	Administrative Staff (Admin Section)
TOTAL TIME:	None	2 hours	2 hours and 48 minutes	

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OFFICE OF THE ASSISTANT SCHOOLS DIVISION SUPERINTENDENT

1. Controlling of Documented Information and Quality Records

1.1 This procedure covers the control of new, revised, and obsolete/deleted documented information.

Office or Division:	Document Control Custodian (DCC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Review/ Request and Registration Form (DRRF)		All units		
2. Documents/Records		Concerned unit/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Review/Request and Registration Form (DRRF) and submit needed documents/ attachments.	1.1 Ensure that the DRRF/form/ procedure has a title, document number, author, revision, and required review/approval.	None	1 minute	Originator/ Unit Document Custodian/ Overall DCC
	1.2 Notify the originator for revision if there are discrepancies on the received documents.	None	1 minute	Overall DCC
	1.3 Assign number for the document coding. For external documented information, retain	None	1 minute	Overall DCC

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	document number/details as stipulated on the document itself for traceability.			
	1.4 Register the documented information to the electronic DRR Log. Then, record details of new/revised/ obsolete document/s in the masterlist. Secure a soft copy of the list of obsolete documents.	None	1 minute	Overall DCC
	<p>1.5 Distribute/ release the registered documents on or after the effective date. Record issued/retrieved documents in the documented information distribution /retrieval form. Stamp old version of master copy documents with “Obsolete” red stamp and file in the separate binder.</p> <p>If there is a need to issue a hard copy document, the DCC shall reproduce the master copy document and stamp it with “controlled copy” blue stamp. Ensure the retrieval of old version of revised documents. Nonconfor</p>	None	5 minutes	Originator/ Unit Document Custodian/ Overall DCC

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	mity Report shall be issued to the unit DCC for unretrieved documents.			
	1.6 File and upload the documents to the “ISO document portal” (Documents must be in PDF format and can be viewed as read-only.) Ensure that the original template of the forms must be downloadable. Stamp all filed copies with “Mastercopy” violet stamp. (All internally generated documents shall be reviewed once annually by the unit DCC and Section Head. The overall DCC shall monitor the conduct of periodic review to ensure that all documents are kept updated.)	None	6 minutes	Overall DCC
TOTAL TIME:			15 minutes	

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1.2 This procedure covers the request for documented information.

Office or Division:		Document Control Custodian (DCC)		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Review/ Request and Registration Form (DRRF)		All units		
2. Documents/Records		Concerned unit/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the accomplished request form.	1.1 Accept and process the approved DRRF.	None	1 minute	Originator/ Unit Document Custodian/ Overall DCC
	1.2 Record the request in the document distribution/ retrieval form. (Issued uncontrolled copy does not need retrieval once revised)	None	1 minute	Overall DCC
	1.3 Reproduce and stamp documents depending upon	None	6 minutes	Originator/ Unit Document Custodian/ Overall DCC

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	the type of request. Affix “controlled” blue stamp for controlled request while “uncontrolled” red stamp for uncontrolled request			
	1.4 Issue the requested document/s to the recipient/s within one working day.	None	2 minutes	Overall DCC
TOTAL TIME:			10 minutes	

1.3 This procedure covers the storage, archiving, retention period, and disposal for documented information and quality records

Office or Division:	Document Control Custodian (DCC)		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Review/ Request and Registration Form (DRRF)		All units	
2. Documents/Records		Concerned unit/s	

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify documents/ records which are to be stored, archived, retained, and disposed. Store the documents/ records in their respective departments/units.	1.1 Collect the masterlists of documents/records from the unit document controllers/custodians and upload to the ISO Portal. Documents/ records must be stored in a manner that they will be easily retrieved and will remain legible and protected from loss, water, fire, chemicals etc.	None	10 minutes	Originator/ Unit Document Custodian/ Overall DCC
2. Monitor the retention period of the documented information based on the master list of documents/records.	2.1 Assess the documents/ records if due for archiving based on the retention period.	None	2 minutes	Originator/ Unit Document Custodian/ Overall DCC
3. Submit hardcopy documents to the overall DCC.	3.1 Monitor documents/ records if already due for disposal.	None	1 minute	Originator/ Unit Document Custodian/ Overall DCC
	3.2 Check if document/ record is due for disposal based on retention period.	None	2 minutes	Overall DCC

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	3.3 Secure further approval from the concerned department/section if affected documents will be disposed.	None	2 minutes	Overall DCC
	3.4 Dispose all hardcopy documents that end their active period through shredding or recycling. (Recycled paper can be used as scratched paper for record-keeping as long as the wrong side is crossed out.)	None	8 minutes	Overall DCC
TOTAL TIME:			25 minutes	

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2. Change Management Procedure

Office or Division:		Quality Management Representative		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		SDO Process Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Request for Change in process content		Process Owners		
2. Memorandum		Top Management		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request for Change	1.1 Receive the request	NONE	2 minutes	Administrative Assistant III / ASDS/QMR Office
	1.2 review / evaluate the impact of change	NONE	1 hour	Top Management
	1.3 Approve change request based on the review and evaluation of change impact	NONE	2 minutes	Top Management
	1.4 Prepare division memorandum to implement	NONE	5 minutes	Top Management

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	changes in a process			
	1.5 Post in the Division website and FB page / present during staff meeting the Division memorandum for information dissemination and compliance	NONE	2 minutes	ICT Unit
TOTAL TIME:			1 hour & 11 Minutes	

3. Unit Performance

Office or Division:	Quality Management Representative			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
IPCRF		Concerned Units		
OPCRF		Concerned Units		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit	1.1 Receive the IPCRF	None	2 minutes	ADAS in ASDS Office

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IPCRF/OPCRF KRAs, Objectives and Indicators to the Unit Head				
	1.2 Review the IPCRF	None	1 hour	PMT Committee
	1.3 Approving of IPCRF	None	2 minutes	Top Management
2. Perform duties and functions and accomplished the KRAs and objectives within the rating period.	2.1 Conduct midyear performance review updating and coaching	None	1 day	Unit Heads and Concerned personnel
3. Adjust if necessary the IPCRF/OPCRF and submit	3.1 Reviews and approves the adjusted IPCRF/OPCRF	None	1 hour	Unit Heads and Concerned personnel
4. Submit IPCRF/OPCRF with rating and MOVs	4.1 Receive, evaluate and give IPCRF/OPCRF rating	None	5 minutes	Unit Heads and Concerned personnel
	4.2 Approve the IPCRF/OPCRF	None	5 minutes	Top Management

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TOTAL TIME:	1 day 2 hours and 14 minutes
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ADMINISTRATIVE SERVICES SECTION

1. Processing of Notice of Step Increment

This aims to create a systematic procedure in the processing of Notice of Step Increment.

Office or Division:	Administrative Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. NOSI Form	Administrative Section
2. NOSA Form	Administrative Section
3. Plantilla/Summary list of employees for Step Increment	Administrative Section
4. Appointment	Human Resource Unit
5. Service Record	Human Resource Unit
6. Latest Payslip	E-copy file Admin

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepares the NOSI and Plantilla form (For OSDS only)	None	2 minutes	Administrative Staff (Admin. Section)
	Forwards to the SDS Office the post-audited NOSI for signature	None	1 minute	Administrative Staff (Admin. Section)
	Provide copy for the employee thru the Records Unit	None	1 minute	Administrative Staff (Admin. Section and Records Section)
1. Submit request for Step Increment thru the Records Unit/Receiving personnel	1.1 Receives the submitted documents	None	1 day, 1 minute	Respective School/School AO's Receiving personnel (Records Section)
	The Records Personnel forwards the submitted NOSI to the Admin Unit	None	1 minute	Administrative Staff (Records Personnel)

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	Post-audit and affix countersign and forwards to the SDS office for approval	None	1 minute	AO V
	Forwards the signed/approved NOSI to the Records unit	None	1 minute	Administrative Staff (SDS Office)
2. Wait awhile for the copy of approved NOSI (next day)	2.1 Furnish the employee copy of his/her approved NOSI	None	1 minute	Records personnel
TOTAL TIME:		None	1 day and 9 minutes	

2. Approval of GSIS Loan and Verification of Private Lending Institutions (PLI's) Loan

Office or Division:	Administrative Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

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1. Internet Access		Administrative Section		
2. GSIS Wireless Automated Processing System (GWAPS)		KIOSK		
3. Certification Portal		GSIS Website		
4. Payslip		Employees original copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for confirmation of loans through the GWAPS or GSIS Touch	1.1 Checks Certification Portal for loan request	None	1 minute	Administrative Staff (Admin. Section)
	1.2 Opens the AAO Certification Portal and checks the name of the borrower	None	5 minutes	Administrative Officer/Administrative Staff (Admin Section)
2. Submission of the original pay slip to the AAO	2.1 Submits the original pay slip to the AAO for verification and stamping	None	1 minute	Borrower/Employee AAO/Alternate AAO
	2.2 The AAO or Alternate AAO verifies	None	3 minutes	Administrative Officer

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	the compliance of their Net Take Home pay (NTHP) sufficient to cover the monthly amortization of the loan applied for			V/Alternate AAO
	2.3 Is the Net Take Home Pay sufficient? If yes, Proceed to confirmation of his/her loan. If no, the AAO will disapprove the loan and return the pay slip to the employee	None	1 minute	Administrative Staff (Amin Section)
Wait for the Confirmation /Approval of loan	The AAO/Alternate AAO notifies the borrower/employee on the approval of his/her loan	None	1 minute	AAO/Alternate AAO
TOTAL TIME:		None	12 minutes	

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2.1 Verification of Private Lending Institutions (PLI's) Loan

Office or Division:	Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pay slip		Employee's copy		
2. Internet Connection		Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of latest available original pay slip	1.1 Present his/her latest available original pay slip to the APDS Accredited Entity	None	1 minute	DepEd Employee
2. Wait awhile for the evaluation of Pay slip	2.1 Evaluates Borrower's loan application, including	None	10 minutes	Lender/PLI's

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	<p>capacity to pay based on original pay slip.</p> <p>Is the loan application passed?</p> <p>If the loan application passes the evaluation, stamps loan details on the pay slip and signs thereon. Emails a scan of the original stamped pay slip to the Borrower and returns the same to the latter.</p> <p>If not, in forms the Borrower accordingly</p>			
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3. Forward the Lenders e-mail to the Verifier for verification	3.1 Forwards to the Verifier the stamped pay slip from the Lender	None	2 minutes	DepEd Employee/Borrower
	3.2 Records the details of the Borrower and of the loan evaluated by the Lender that are pertinent to the assessment of the Borrower's capacity to pay. Determines if the stamped monthly amortization can be accommodated in the APDS. Emails assessment to the Lender copy furnished the Borrower.	None	5 minutes	Verifier
	3.3 Is the loan application passed and can be accommodate			

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	<p>d in the APDS?</p> <p>If the monthly amortization cannot be accommodated in the APDS: Inform the Borrower that the loan cannot be granted under the APDS</p>			
<p>4. Wait for the Release of loan</p>	<p>4.1 If the monthly amortization can be accommodated in the APDS: Approved the loan and release the proceeds to the Borrower within seven (7) days from the receipt of the Verifiers confirmation and notify the Verifier through e-</p>	<p>None</p>	<p>1 day</p>	<p>Lender/PLI's</p>

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	mail within 24 hours from the date of loan release.			
TOTAL TIME:		None	1 day and 18 minutes	

3. Facilitation and Submission of Agency Remittance Advise (ARA's)

This aims to establish a systematic procedure in submission of the Agency Remittance Advice to GSIS of all employees of SDO Science City of Muñoz

Office or Division:		Administrative Services Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Appointment, Personal Data Sheet		Employee's copy		
2. ARA Forms		GSIS Website		
2. Internet Connection		Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents needed for	1.1 Receives the documents from the	None	1 minute	Administrative Staff

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the creation of Business Partner (BP) Number and for records updating	employee of her/his Personal Data Sheet and Appointment for the creation of Business Partner (BP) Number for the newly hired employees and for proper updating of records.			(Admin. Section)
	1.2 Verifies and encodes the data in appropriate ARA form and emails the details to GSIS personnel	None	5 minutes	Administrative Staff (Admin Section)
	1.3 Waits for the email acknowledgment receipt and confirmation from GSIS	None	3-5 days	GSIS Membership Personnel

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	Membership Coordinator			
4. Wait awhile for the notification from the division office	4.1 Notifies the employee of her/his updated record/create d BP Number	None	1 minutes	Administrative Staff (Admin Section)
TOTAL TIME:		None	3-5 days and 7 minutes	

4. Accomplishment and Submission of Statement of Asset, Liabilities And Net Worth (SALN)

This describes the transparency and public accountability among SDO personnel in the Division of Science City of Muñoz

Office or Division:	Administrative Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SALN Form	Admin Section/Internet
2. Memorandum	Admin Section

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Memorandum on the date of submission of SALN	1.1 Prepares the memorandum on the deadline of submission of SALN in soft and hard copy notarized by the duly authorized administering officer to the Administrative Section	None	5 minute	Administrative Staff(Admin Section)
2. Submit SALN	2.1 Submits an accomplished SALN in soft and three (3) hard copies each employee to the Division Office	None	1 month (based on the deadline of submission)	Division Employees
	2.2 Receives and checks details of the SALN submitted by the employees	None	5 minutes	Administrative Staff (Admin Section)

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	2.3 Prepares transmittal and certification and submit SALN to Ombudsman Office	None	5 days	Administrative Staff/Administrative Officer V(Admin Section)
	2.4 Files the transmittal of the submitted SALN for record keeping and future reference	None	1 minute	Administrative Staff (Admin Section)
TOTAL TIME:		None	35 days and 11 minutes	

5. Issuance of Certificate of Employment, Certificate of No Pending Case, Certificate of Discrepancy and Other Certifications

This aims to establish a systematic procedure and ensuring the efficiency, accuracy and timeliness in the issuance of Certificate of Employment, No Pending Case, Certificate of Discrepancy and other certifications

Office or Division:	Administrative Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certifications Log Sheet	Admin Section

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2. Employees Data		HR Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log details to the Request for Certifications Log Sheet	1.1 Receives/entertains request of employees through SMS, phone calls, though the online portal for requesting documents and from the Document Request Log Sheet	None	1 minutes	Administrative Staff (Admin Section)
2. Wait a while for the validation of employment record and for the preparation of the request	2.1 Validate employment record of requesting party in the system through the HR Unit	None	5 minutes	Administrative Staff (HR Unit)
	2.2 Prepares the request of the employee	None	10 minutes	Administrative Staff (Admin Section)
	2.3 Signs the requested document	None	1 minute	Administrative Officer V

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				(Admin Section)
3. Wait for the releasing of the document requested	3.1 Releases the document 1-2 days upon receipt of the request of the employee, depending on the availability of the signatory	None	1 minute	Administrative Staff/Administrative Officer V(Admin Section)
TOTAL TIME:		None	19 minutes	

6. Change of Name

This aims to place in record the change in name of an employee by virtue of marriage and/or by court order.

Office or Division:	Administrative Services Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter	Employee/Client
2. Birth Certificate and Marriage Contract	Employee/Client

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	1.1 Receives to the client/ employee the request for change in name accompanied with required documents	None	1 minute	Administrative Staff(Records Unit)
	1.2 Prepares the Division Special Order (S.O) and transmittal to be forwarded to the Civil Service Commission.	None	5 minutes	Administrative Staff(Admin Section)
	1.3 Reviews and affixes initial on the Division Special Order	None	3 minutes	Administrative Officer V (Admin Section)
	1.4 Signs the S.O for changing the name of the employee forwards it to	None	10 minutes	Schools Division Superintendent

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	the HR Unit for recording			
	1.5 Forwards it to the HR Unit for recording	None	1 minute	SDS Staff
	1.6 Submits copy of the approved S.O to the Civil Service Commission (CSC) for records updating and secures stamped received copy of the S.O for office and for the client	None	4 day (depending on the schedule of travel to CSC)	Administrative Staff (Admin Section)
2. Wait for a copy of the Special Order	2.1 Provide copy of the Special Order for the client	None	1 day	Administrative Staff (Records Unit)
	2.2 Prepares document for request of change of name in the Regional Payroll Unit Services to be reflected in the payslip.	None	1 month (depends on the RPSU on the duration of issuance of payslip)	Administrative Staff (Records Unit/Admin)
TOTAL TIME:		None	35 days and 20 minutes	

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7. Issuance of Certificate of Appearance and Locator Slip

This aims in establishing evidence and duration of appearance of all the employees and visitors in the Division of Science City of Muñoz

Office or Division:	Administrative Services Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Travel Order		Employee/Client		
2. Locator Slip		Employee/Client		
3. Certificate of Appearance Log Sheet		Administrative Section		
4. Certificate of Appearance		Administrative Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log and present travel order and locator slip	1.1 Check travel order of the client	None	1 minute	Administrative Staff(Admin Section)
	1.2 Check the details of the clients in the log sheet	None	1 minutes	Administrative Staff(Admin Section)

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2. Wait a while for the Certificate of Appearance and Locator Slip to be released	2.1 Prepare the Certificate of Appearance	None	3 minutes	Administrative Staff (Admin Section)
	2.2 Signs the Certificate of Appearance and locator Slip	None	1 minutes	Administrative Officer V (Admin Section)
TOTAL TIME:		None	6 minutes	

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) UNIT

1. Uploading of Publications

This describes the procedures in the uploading of publications on the official website and Workplace group account.

Office or Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Uploading of Publications Request Sheet	ICT Unit
2. Request Sheet – Certification of Published Article/s Request Sheet	ICT Unit
3. Announcements	Records Unit

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4.Articles		Records Unit		
5.Issuances		Records Unit		
6.Bidding Documents		Bids and Awards Committee		
7.Invitation to Bid		Bids and Awards Committee		
8.Request for Quotation		Bids and Awards Committee		
9.Notice of Award		Bids and Awards Committee		
10.Notice to Proceed		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Forward the document to be published / uploaded	1.1 Receive the documents	NONE	2 minutes	Records Unit, Administrative Assistant III (ICTU)
	1.2 Record the document on the log sheet.	NONE	2 minutes	Administrative Assistant III / (ICTU)
	1.3 Verify the document/s to be uploaded	NONE	2 minutes	Information Technology Officer I (ICTU)
	1.4 Scan the document/s to PDF format	NONE	5 minutes	Administrative Assistant III (ICTU)
	1.5 Upload the document/s on the website and SDO FB Group	NONE	5 minutes	Administrative Assistant III, Information Technology Officer I (ICTU)

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TOTAL TIME:		16 minutes	
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2. Certificate of Published Article/s

This describes the procedures in the issuance of Certificate of Published Article/s.

Office or Division:	Information and Communications Technology (ICT) Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Article/s for Publication		Office of the Assistant Schools Division Superintendent		
2. Request Sheet – Certification of Published Article/s Request Sheet		ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the hard copy and soft copy of the document	1.1 Receive the hard copy and soft copy of the document	NONE	2 minutes	Administrative Assistant III (ICTU)
	1.2 Record the document on the log sheet	NONE	2 minutes	Administrative Assistant III (ICTU)

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	1.3 Check the content of the document	NONE	2 minutes	Information Technology Officer I (ICTU)
	1.4 Upload the document on the website	NONE	5 minutes	Information Technology Officer I (ICTU)
	1.5 Prepare Certification for Article/s published on the Website	NONE	5 minutes	Information Technology Officer I (ICTU)
	1.6 Forward the certificate to the SDS Office for signature	NONE	15 minutes	Schools Division Superintendent
	1.7 Release the Certificate	NONE	2 minutes	Administrative Assistant III (ICTU)
	TOTAL TIME:		33 minutes	

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3. Management of E-mail, Office 365 and Other System Accounts of DepEd Employees

This describes the procedures in the management of DepEd e-mail accounts of teaching and non-teaching personnel in the Schools Division Office.

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Management of DepEd E-mail Accounts and DepEd Systems Request Sheet		ICT Unit		
2. Certification as Permanent Employee - <i>for newly hired and with no existing DepEd e-mail accounts</i>		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Technical Assistance on DepEd email and O365 Accounts Concerns	1.1 Record the request on the log sheet	NONE	2 minutes	Administrative Assistant III (ICTU)
	1.2 Receive the Certification as Permanent Employee	NONE	2 minutes	Administrative Assistant III (ICTU)

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	1.3 Process the request (account creation or password reset)	NONE	2 minutes	Information Technology Officer I (ICTU)
	1.4 Issue username and temporary password for new account; Issue password for password reset	NONE	2 minutes	Information Technology Officer I (ICTU)
TOTAL TIME:			8 minutes	

4. Troubleshooting and Repair of Personal Computer and its Peripherals

This describes the procedures in the troubleshooting and repair of Personal Computer and peripherals in the Schools Division Office.

Office or Division:	Information and Communications Technology (ICT) Unit	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd Employees	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Troubleshooting and Repair of Personal Computer and its Peripherals Request Sheet	ICT Unit	

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2. Technical Assistance Form		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward IT equipment or peripherals	1.1 Record on the log sheet and receive the IT equipment or peripheral (Only DepEd owned Personal Computer, Laptop, Printer and Network device are covered by the troubleshooting) Accomplish the Technical Assistance Form	NONE	5 minutes	Administrative Assistant III (ICTU)
	1.2 Conducts diagnosis / assessment on the IT equipment or peripheral and makes possible solution / action. If fixed, go to Step 1.3	NONE	2 hours	Administrative Assistant III and/or Information Technology Officer I (ICTU)

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	If not fixed, go to Step 2			
	1.3 Return the IT equipment or peripheral to the client	NONE	5 minutes	Administrative Assistant III (ICTU)
2.Prepare Supplementar y PPMP and Purchase Request once notified by the ICTU	2.1 Make recommendatio ns and inform the client for parts or unit replacement	NONE	5 minutes	Client/End-user, Information Technology Officer I (ICTU)
	2.2 If unserviceable, forward the IT equipment or Peripheral to the Supply Unit for appropriate action	NONE	5 minutes	Supply Unit, Administrative Assistant III (ICTU)
TOTAL TIME:			2 hours, 20 minutes	

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5. Technical Assistance on DepEd Computerization Program (DCP) Package of Schools

This describes the procedures in extending technical assistance on the DepEd Computerization Program (DCP) package of Schools

Office or Division:	Information and Communications Technology (ICT) Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DepEd Computerization Program Monitoring and Evaluation Tool		ICT Unit		
2. Authority to Travel		Records Unit		
3. Certificate of Appearance		School		
4. Request Letter		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Request Letter addressed to the Schools Division Superintendent	1.1 Receive the Request Letter from the School Head / Client and forward to it the ICT Unit	NONE	15 minutes	Administrative Assistant III (Office of the SDS)
	1.2 Receive the Request Letter from the Office of the Schools	NONE	5 minutes	Administrative Assistant III (ICTU)

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	Division Superintendent			
	1.3 Prepare Authority to Travel and forward to the Approving Authority	NONE	15 minutes	Information Technology Officer I (ICTU)
	1.4 Secure the Approved Authority to Travel	NONE	5 minutes	Administrative Assistant III (ICTU)
	1.5 Proceed to the School to check and assess the condition of the DCP Package	NONE	1 hour	School ICT Coordinator, Administrative Assistant III and/or Information Technology Officer I (ICTU)
	1.6 Prepare appropriate report and make recommendation using DepEd Computerization Program Monitoring and Evaluation Tool	NONE	10 minutes	Information Technology Officer I (ICTU)

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2.	1.7 Inform the School Head and ICT coordinator on the condition and status of the work	NONE	5 minutes	Administrative Assistant III and/or Information Technology Officer I (ICTU)
TOTAL TIME:			1 hour, 55 minutes	

CASH UNIT

1. Collection and Deposits

This procedure defines the actions and responsibilities of the Cashier from issuance of official receipt for refund made by employees and officials, registration fees, bidding document fees and deposit all collections to the authorized government depository bank.

Office or Division		CASH UNIT		
Classification		SIMPLE		
Type of Transaction		G2G GOVERNMENT TO GOVERNMENT		
Who may avail		G2C GOVERNMENT TO PUBLIC		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment Bidding Documents Order of Payment Form (Disallowance)			BAC Secretariat Accounting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the dully filled out order of payment form	1.1 Receive the cash/check payment. Issue original official receipt to the payor and keep a duplicate copy for filing and reference.	Disallowance, Provident Loan, Bidding	5 minutes	Cash Personnel In-charge

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		Document Fee Collection of Registration		
	1.2 Records collection in the cash receipt records		3 minutes	Cash Unit Head (Cashier) / In-charge
	1.3 Deposit collection to authorized government depository bank and keep on file a copy of deposit slip		10 minutes	Cash Unit Head (Cashier) / In-charge
	1.4 Prepare Report of Collections and Deposits (RCD)		3 minutes	Cash Personnel In-charge / Cash Unit Head (Cashier) / In-charge
	1.4 Submit the RCD report to the Accountant for review and signature		2 minutes	Cash Personnel In-charge
	1.5 Signs the reports		2 minutes	Accounting Unit Head (Accountant)
	TOTAL		22 minutes	

2. Check Preparation and Issuance

This procedure defines the actions and responsibilities of the Cashier from issuance of official receipt for refund made by employees and officials, registration fees, bidding document fees and deposit all collections to the authorized government depository bank.

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Office or Division		OSDS/CASH UNIT		
Classification		SIMPLE		
Type of Transaction		G2G GOVERNMENT TO GOVERNMENT		
Who may avail		G2C GOVERNMENT TO PUBLIC		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Purchase Request Canvass Abstract of Canvass BAC Resolution Purchase Order Philgeps Official Receipts ORS/BUR Disbursement Voucher (DV) LDDAP as Internal Creditor		End User End User Canvasser Supply Unit BAC Secretariat End User Supplier Supplier End User End User Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the approved DV from SDS Office	1.1 Verify the completeness of the documents and then prepares checks and ACIC.	Supplier the supplies to be deliver, Salaries, Travelling Expenses, and Other Personnel Services	2 minutes	Cash Personnel In-charge /Cash Unit Head (Cashier) / In-charge
	1.2 The Clerk shall forward the document package to the Cashier for signature		2 minutes	Cash Personnel In-charge
	1.3 The Clerk shall forward the initially signed checks and ACIC to the Office of the SDS		2 minutes	Cash Personnel In-charge

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	1.4 The Cashier shall receive the signed documents and ACIC.		1 minute	Cash Personnel In-charge
	1.5 The Cashier shall record all the signed checks to Cash Books		2 minutes	Cash Unit Head (Cashier) / In-charge
	1.6 Submits copy of checks and ACIC to the bank		5 minutes if payroll 1 minute if IC and EMDS ACIC	Cash Unit Head (Cashier) / In-charge
	1.7 Prepares Report of Checks Issued (RCI)		3 minute	Cash Personnel In-charge
2. Receive the check from the cash unit.	1.8 Releasing of checks to claimants		2 minutes	Cash Personnel In-charge / Cash Unit Head (Cashier) / In-charge
TOTAL			15 / 20 minutes	

3. Petty Cash Management

This covers the procedure on petty cash management and applies to all employees of the SDO.

Office or Division		OSDS/CASH UNIT		
Classification		SIMPLE		
Type of Transaction		G2G GOVERNMENT TO GOVERNMENT		
Who may avail		DEPED PERSONNEL		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Purchase Request Official Receipts Petty Cash Voucher			End User Supplier Cash Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Purchase Request and	1.1 Check the completeness of documents.	Unpaid expenses for not greater	2 minutes	

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attach Official Receipts		than 1,000.00		Cash Unit Head (Cashier) / In-charge
2. Submit and Complete documents to Cashier	1.2 Photocopy Disbursement Voucher		2 minutes	Cash Unit Head (Cashier) / In-charge
	1.3 Record the voucher to the Cash Book and provide cash based on the voucher of the requesting officer..		3 minutes	Cash Unit Head (Cashier) / In-charge
3. Receive the reimbursement cash.	1.4 Release petty cash to client		5 minutes	Cash Unit Head (Cashier) / In-charge
	1.5 Prepares Report on Paid Petty Cash Vouchers.		3 minutes	Cash Unit Head (Cashier) / In-charge
TOTAL			15 minutes	

4. Cash Advance and Liquidation

This covers the process in facilitating the Liquidation of Cash Advance applicable to all employees of DSCM. Cash advance may be allocated for but is not limited to the following:

Office or Division	OSDS/CASH UNIT	
Classification	SIMPLE	
Type of Transaction	G2G GOVERNMENT TO GOVERNMENT	
Who may avail	DepEd Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Proposal		End User
Purchase Request		End User
Canvass		Canvasser
Abstract of Canvass		Supply Unit
Purchase Order		End User
Official Receipts		Supplier
ORS/BUR		End User

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Disbursement Voucher (DV) LDDAP as Internal Creditor			End User Accounting Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare all documents needs	1.1 Receives approved checks for encashment of cash advance.		2 minutes	Cash Unit Head (Cashier) / In-charge
	1.2 Encashment of Check to LBP.		15 minutes	Cash Unit Head (Cashier) / In-charge
	1.3 Notify claimants included in the payroll.		3 minutes	Cash Unit Head (Cashier) / In-charge
2. End User Receive Cash Advance	1.4 Releasing of Cash and signing in the payroll.		5 minutes	Cash Unit Head (Cashier) / In-charge
3. End User Submit and Complete documents of CA to Cashier	1.5 Preparation of Liquidation Report with supporting documents.		3 minutes	Cash Unit Head (Cashier) / In-charge
	1.6 Signs the Liquidation Report		2 minutes	Cash Unit Head (Cashier) / In-charge
	1.7 Signs the report.		2 minutes	Accounting Unit Head (Accountant)
	TOTAL		37 minutes	

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BEADS AND AWARDS COMMITTEE (BAC)

1. Public Bidding

This describes the procedures in the procurement of Infrastructure and Goods thru Public Bidding

Office or Division:	Division of Science City of Munoz			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request		End user		
Authority to Procure		End User		
BAC Announcement		BAC Secretariat		
Minutes of the Meeting		BAC Secretariat		
Abstract of Bids		BAC Secretariat		
Post Qualification Report		Technical Working Group		
Resolution to Award		BAC Secretariat		
Notice of Award		BAC Secretariat		
Contract		BAC Secretariat		
Notice to Proceed		BAC Secretariat		
Obligation Request Status (ORS)		End user		
Disbursement Voucher (DV)		End user		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1. Submit Purchase Request (PR) or Authority to Procure (ATP)	1.1. Receive the PR or ATP from the end-user / program owner	None	2 minutes	Client/end-user, BAC, BAC Secretariat
	1.2. Prepare announcement on the conduct of pre-procurement conference; notify the BAC, TWG and end-user.	None	15 minutes	BAC, BAC Secretariat
	1.3. Conduct pre-procurement conference	None	2 hours	BAC, BAC Secretariat, TWG, End-users
	1.4. Prepare Minutes of the meeting	None	2 hours	BAC Sec
	1.5. Prepare the bidding documents; check and review the bidding documents	None	1 day	BAC, TWG, BAC Sec, End-user
	1.6. Post the bidding documents on PhilGEPS Website, Agency	None	7 days	BAC Sec

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	Website and on three conspicuous places.			
	1.7. Prepare announcement on the conduct of pre-bid conference; notify the BAC, TWG, end-user, prospective bidders, observers	None	15 minutes	BAC, BAC Sec
	1.8. Conduct pre-bid conference	None	2 hours	BAC, BAC Secretariat, TWG, End-users, observers
	1.9. Prepare Minutes of the meeting	None	2 hours	BAC Sec
2. Purchase of bidding documents by prospective bidders	2.1. Receive bidding documents from prospective bidders.	Refer to R.A. 9184 and its IRR (Guidelines on the Sale of Bidding Documents)	12 days	Prospective Bidders, BAC Sec, TWG, End-user
	2.2. Conduct the opening and evaluation of bids	None	1 day	BAC, TWG, BAC Sec, Observers,

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				Prospective Bidders
	2.3. Prepare minutes of the meeting	None	2 hours	BAC Sec
	2.4. Conduct Post Qualification	None	5 days	TWG
	2.5. Prepare Resolution to Award	None	1 day	BAC Sec, BAC, HOPE
	2.6. Prepare and Issue Notice of Award	None	1 day	BAC Sec, BAC, HOPE
	2.7 Prepare and Issue Contract	None	1 day	BAC Sec, BAC, HOPE
	2.8. Prepare and Issue Notice to Proceed	None	1 day	BAC Sec, BAC, HOPE
3.Prepare Disbursement Voucher (DV) and Obligation Request Status (ORS)	3.1 Process the documents for disbursement	NONE	1 hour	End User, Finance Service
TOTAL TIME:			30 days, 9 hours, 32 minutes	

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2. Alternative Method of Procurement

This describes the procedures in the procurement of Goods and Services thru the Alternative Method of Procurement

Office or Division:	Division of Science City of Munoz
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Work and Financial Plan	End User
Project Proposal	End User
Purchase Request	End User
Project Procurement Management Plan	End User
Request for Quotation	Canvasser
PhilGEPS Registration	Supplier
Business / Mayor's Permit	Supplier
Resolution to Award	Bids and Awards Committee Secretariat
Abstract of Canvass	Supply Officer
Notice of Award	Bids and Awards Committee Secretariat
Notice to Proceed	Bids and Awards Committee Secretariat
Purchase Order	End User
Budget Utilization Report	End User
Obligation Request and Status	End User
Disbursement Voucher	End User

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit Work and Financial Plan (WFP) and Project Procurement Management Plan (PPMP)	1.1. Review and approve WFP and PPMP	None	1 day	Procurement Planning Budgeting Team (PPBT)
2. Upload WFP to Project Management Information System (PMIS)	2.1. Ensure that WFPs are uploaded to PMIS	None	15 minutes	PPBT
3. Prepare and submit Purchase Request (PR) and approved Project Proposal for CMIs and Inset Fund	3.1. Review and approve the PR	None	15 minutes	Head of the Procuring Entity (HOPE)
	3.2. Attach routing slip to the documents	None	5 minutes	Administrative Assistant (ADAS) – Office of the HOPE
	3.3. Assign PR Number; forward to Cash Unit if amount	None	5 minutes	Supply Officer

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	is P1,000 and below for payment from Petty Cash Fund			
	3.4. Validate if the procurement is included in the Annual Procurement Plan (APP)	None	15 minutes	Budget Officer
4. Prepare Request for Quotation (RFQ)	4.1 Review and sign the RFQ	None	15 minutes	TWG, BAC Chairman
	4.2. Forward RFQ to the Canvassers; Forward RFQ to BAC Secretariat if ABC if above 50,000 for posting on PhilGEPS website	None	10 minutes	TWG, BAC Sec
	4.3. Obtain Price Quotations, PhilGEPS Registration, Business Permit, and other required documents	None	3-7 days	Canvassers
	4.4. Open and evaluate RFQs (at least 3 RFQs for Shopping / 1 RFQ for Small Value Procurement)	None	15 minutes	BAC

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	4.5. Prepare Abstract of Quotations	None	15 minutes	Supply Officer
	4.6. Check the completeness of the documents (return to end-user if not complete)	None	15 minutes	BAC Sec
	4.7. Prepare the Resolution to Award (RTA); prepare Notice of Award and Notice to Proceed if applicable	None	15 minutes	BAC Sec
	4.8. Evaluate the documents and sign the RTA	None	1 hour	BAC
	4.9. Approve the RTA	None	10 minutes	HOPE
	4.10. Prepare Purchase Order (PO)	None	15 minutes	Supply Officer
	4.11. Attest to the “availability of funds” on the PO	None	10 minutes	Accountant III
	4.12. Approve PO	None	10 minutes	HOPE
	4.13. Ask the Supplier to sign the “conforme” on the PO	None	1 day	Canvasser
5. Prepare Obligation Request Status (ORS) or Budget Utilization	5.1. Process the budget claim	None	15 minutes	Budget Unit

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Request (BUR), Disbursement Voucher (DV) and BIR Forms 2306 and 23 (if applicable)				
	5.2. Process the financial claim	None	15 minutes	Accounting Unit
	5.3. Approve the documents	None	5 minutes	HOPE
	5.4. Inspect the delivery of goods and services	None	30 minutes	Contract Implementation Team (CIT), Inspectorate Team
	5.5. Prepare Inspection and Acceptance Report	None	15 minutes	Supply Officer
	5.6. Prepare the Check / Payment; release to the supplier	None	15 minutes	Cash Unit
	5.7. Monitor and evaluate the procurement	None	30 minutes	Division Field Technical Assistance Team (DFTAT)
	TOTAL TIME:		8 days, 6 hours, 10 minutes	

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ACCOUNTING UNIT

1. Checking of School Liquidation Reports (MOOE, SBFP, Gulayan, SBM)

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DepEd Order No. 8, s. 2019		Accounting Unit		
DM No. 2, s. 2020		Accounting Unit / Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Report to the Records Section	1.1. Receive the report and forward to the Accounting unit	None	3 mins	School Head, ADAS in Records
	1.2. Receive the report and forward to the ADAS in charge	None	3 mins	ADAS II in Accounting
	1.3. Evaluate the correctness of the submitted documents and forward to the	None	1 hour	Bookkeeper in-charge in the cluster

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	Accountant for further review. Otherwise, prepare transmittal report signed by the Accountant and return to the school through the Records unit for corrective action.			
	1.4. Review and sign the report and return to the Bookkeeper for COA submission. Otherwise, go back to process no. 1.3	None	10 mins	Accountant
	TOTAL TIME:		1 hour, 16 mins	

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1. Application of Provident Loan

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Provident Loan Application to the Records Section	1.1. Receive the application and forward to the Provident secretariat	None	1 min	Applicant, Records section
	1.2. Check the completeness of the attachment and assign Provident Loan Number. Forward to the Accounting unit for processing. Otherwise, return to the applicant	None	3 mins	Provident secretariat

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	through the Records Section if attachments are incomplete/ incorrect.			
	1.3. Verifies if net pay is capable in paying the monthly amortization and forward to the provident secretariat for numbering. Otherwise, return to the end-user.	None	2 mins	Loan verifier
	1.4. Receive the application and forward to the ADAS in charge	None	2 mins	ADAS II in Accounting
	1.5. Compute for the net proceeds and forward to the Provident Loan Committee for signature	None	3 mins	ADAS (Provident in charge)
	1.6. Review and sign the application and forward to the SDS for approval	None	3 mins	Provident Loan Committee

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	1.7. Approve / disapprove the application and return to the Accounting unit	None	2 mins	SDS
	1.8. Receive the application and forward to the ADAS in charge	None	2 mins	ADAS II in Accounting
	1.9. Check the funds availability and prepare the voucher. Otherwise, file the application and included in the list of applicants.	None	3 mins	ADAS (Provident in charge)
TOTAL TIME:			21 mins	

2. Processing of Financial Claims

Office or Division:	Accounting
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the financial claim to the Budget Office for processing	1.1. Receive, review and process the claim then forward to the accounting unit. Otherwise, return to the End-user.	None	15 mins	End-user, Budget unit
	1.2. Receive the claim and forward to the ADAS in charge	None	5 mins	ADAS II in Accounting
	1.3. Check the completeness and accuracy of the submitted documents and forward to the Accountant for signature. Otherwise, return to the End-user	None	10 mins	ADAS in-charge
	1.4. Double-check the claim and forward to the SDS for the approval. Otherwise, return to the End-user.	None	5 mins	Accountant
TOTAL TIME:			35 ins	

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3. Request of Provident Loan Certification

Office or Division:	Accounting			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrower fill-up the request form and submit to the Accounting unit	1.1. List the name of the requestor	None	4 mins	Borrower, Accounting unit
	1.2. Prepare the certificate and forward to the Accountant for signature	None	10 mins	ADAS
	1.3. Sign and forward to the ADAS	None	3 mins	Accountant
	1.4. Release to the borrower.	None	3 mins	ADAS
TOTAL TIME:			20 mins	

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RECORDS UNIT

1. Acquiring Authority to Travel

This describes the procedures in acquiring authority to travel of DepEd employees within and outside division and region.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to travel form		Records Unit		
2. Attachments– Regional/Division Memorandum/s, Advisory, etc.		Thru issuances (email, etc., depends upon the issuance of the document to be attached)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Authority to travel form in two copies	1.1 Provide Authority to Travel Form	NONE	2 minutes	Administrative Assistant III / Records Unit
	1.2 Receive and check the completeness of the accomplished form (alternate signatories as	NONE	3 minutes	Administrative Assistant III / Records Unit / Alternate signatories

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	option in the recommending approval)			
	1.3 Forward the document/s to the SDS Office for approval of disapproval	NONE	2 minutes	Schools Division Superintendent
	1.4 Receive the acted document/s from the SDS office	NONE	10 minutes	SDS Office
	1.5 Securing a copy to be scanned before releasing the document(1) to the concerned employee .	NONE	3 minutes	Administrative Assistant III / Records Unit
TOTAL TIME:			20 minutes	

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2. Receiving and Releasing of Incoming and Outgoing Communications

This describes the procedures in receiving and releasing of incoming and outgoing communications

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government Public / G2B – Government to Public / G2G – Government to Government			
Who may avail:	General Public, Private Employees, Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Incoming/Outgoing document/s and/or communication/s		Records Unit		
2. Authorization letter (1) (In case requesting person is unavailable)		Requesting Person and/or Authorized Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of incoming document/s and/or communication/s at the records section receiving area	1.1 Receive the document/s using the receiving stamp containing the time and signature	None	2 minutes	Aaron S. Sobrevilla/ Records Unit
	1.2 Evaluate the completeness of the document/s	None	4 minutes	Aaron S. Sobrevilla/ Records Unit
	1.3 Forward the document/s request to		3 minutes	Concerned Unit/s

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	the concerned unit/s	None		
	1.4 Preparation of response/ction for the communication/s and/or document/s	None	15 minutes	Concerned Unit/s
	1.5 Receive the acted request/s from the concerned unit/s	None	2 minutes	Concerned Unit/s
2. Acceptance of acted communication /s and/or document/s (In case the requesting person is unavailable the authorized person must present the authorization letter together with his/her Valid ID)	1.6 Marking of “Released” stamp containing time and signature and securing a copy to be scanned before releasing the document/s to the requesting person	None	3 minutes	Aaron S. Sobrevilla/ Records Unit and Client/s
TOTAL TIME:			29 minutes	

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BUDGET UNIT

1. Budget Execution

Office or Division:	Budget Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External and Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Execution Document (BED)		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
2. National Expenditures Program (NEP)		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
3. Unified Reporting System		Division Budget Unit		
4. Budget Monitoring System		Division Budget Unit		
5. Obligation Request Status		Division Budget Unit / Requesting Unit		
6. Prepares Realignment Advice Form (RAF)for MOOE; Reallocation Advice for PS Appropriations (RAPSA) for PS.		Division Budget Unit / Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation and Submission of Budget	1.1 Receives the National Expenditures Program (NEP) from Regional	none	2 days	Budget Officer

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Execution Document (BED)	Office Personnel as basis for preparation of BED 1. Prepares BED 1 for further review.			
	1.2 Coordinates with the Accountant and Planning Officers to review further BED 1	none	1 day	Budget Officer/Accountant/Planning Officer
	1.3 Encodes and submit BED 1 to DBM thru URS. Prints encoded BED for signature of SDS.	none	3-5 days	Budget Officer
	1.4 Forwards BED 1 to the Office of the Schools Division Superintendent for signature. Signs BED 1	none	5 mins	Budget Officer
2. Receipt of Obligational Authorities	2.1 Receives GAAAO, SAROs, GAROs and Sub-AROs from DepEd Central and Regional	none	1 day	Budget Officer

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	Office as the case maybe.			
	2.2 Encodes Obligational Authorities (OA) in the Budget Monitoring System (BMS). APPs/WFP as references and forwards it to the SDS for evaluation.	none	30 mins	Budget Officer
	2.3 Records the Obligational Authorities in the Log sheet and forward photocopy to the Office of the Schools Division Superintendent, Accounting Unit and concerned unit or office for reference and preparation of Work and Financial Plan	none	5 mins	Budget Officer
	2.4 Files original copy of OA to a specified folder for reference.	none	5 mins	Budget Officer
3. Incurrence of Obligations	3.1 Verifies the completeness of the document	none	5 mins	Administrative Assistant III

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	<p>received as to attachments, signatories and amount.</p> <p>Section A of the ORS/BURS must be signed by authorized requesting officer as to the necessity and legality of charges to the budget under his supervision and the validity, propriety and legality of supporting documents.</p>			
	3.2 Returns to claimant for completion	none	2 mins	Administrative Assistant I
	3.3 Records in the incoming/outgoing logsheet the returned document to claimant or originating unit for completion of attachments	none	2 mins	Administrative Assistant I
	3.4 Verifies availability of allotment and validates the	none	5 mins	Budget Officer

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	purpose payment.			
	3.5 ORS/BURS cannot be obligated Returns to claimant if ORS/BURS cannot be obligated.	none	2 mins	Administrative Assistant I
	3.6 ORS/BURS can be obligate. Checks the particulars and object codes used. Assigns control number and encodes in the AUC.	none	2 mins	Administrative Assistant III
	3.7 Signs Box B of the ORS/BURS as to availability of allotment and obligation for the purpose/adjustment as necessary. Signs to certify that funds are obligated.	none	5 mins	Budget Officer

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	3.8 Forwards signed ORS/BURS to the Accounting unit for processing of payment.	none	2 mins	Administrative Assistant I
	3.9 Encodes and records the obligations incurred from regular funds.	none	5 mins	Administrative Assistant III
4. Realignment of Funds	4.1 Determines funds for realignment Realignment can be done within a Program/ Activity / Project (PAP) only and it covers change in object of expenditures	none	1 hour	Budget Officer
	4.2 Prepares and signs the realignment of funds Prepares Realignment Advice Form (RAF) for MOOE; Reallocation Advice for PS	none	5 mins	Administrative Assistant III

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	Appropriations (RAPSA) for PS.			
	4.3 Forwards to the Office of the Schools Division Superintendent for approval Approves realignment of funds	none	2 mins	Administrative Assistant I
	4.4 Adjusts realignment based on findings and recommendations.	none	1 hour	Budget Officer
	4.5 Ensures inclusion of changes into BFARS as adjustments and files the original copy of Forms in a specified folder	none	1 hour	Budget Officer
TOTAL TIME:			9days,4hours ,22 minutes	

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2. Budget Execution

Office or Division:	Budget Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External and Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Budget Execution Document (BED)		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
8. National Expenditures Program (NEP)		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
9. Unified Reporting System		Division Budget Unit		
10. Budget Monitoring System		Division Budget Unit		
11. Obligation Request Status		Division Budget Unit / Requesting Unit		
12. Prepares Realignment Advice Form (RAF) for MOOE; Reallocation Advice for PS Appropriations (RAPSA) for PS.		Division Budget Unit / Requesting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation and Submission of Budget Execution	1.1 Receives the National Expenditures Program (NEP) from Regional Office Personnel as basis for	none	2 days	Budget Officer

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Document (BED)	preparation of BED 1. Prepares BED 1 for further review.			
	1.2 Coordinates with the Accountant and Planning Officers to review further BED 1	none	1 day	Budget Officer/Accountant/Planning Officer
	1.3 Encodes and submit BED 1 to DBM thru URS. Prints encoded BED for signature of SDS.	none	3-5 days	Budget Officer
	1.4 Forwards BED 1 to the Office of the Schools Division Superintendent for signature. Signs BED 1	none	5 mins	Budget Officer
2. Receipt of Obligational Authorities	2.1 Receives GAAAO, SAROs, GAROs and Sub-AROs from DepEd Central and Regional Office as the case maybe.	none	1 day	Budget Officer

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	2.2 Encodes Obligational Authorities (OA) in the Budget Monitoring System (BMS). APPs/WFP as references and forwards it to the SDS for evaluation.	none	30 mins	Budget Officer
	2.3 Records the Obligational Authorities in the Log sheet and forward photocopy to the Office of the Schools Division Superintendent, Accounting Unit and concerned unit or office for reference and preparation of Work and Financial Plan	none	5 mins	Budget Officer
	2.4 Files original copy of OA to a specified folder for reference.	none	5 mins	Budget Officer
3. Incurrence of Obligations	3.1 Verifies the completeness of the document received as to attachments,	none	5 mins	Administrative Assistant III

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	signatories and amount. Section A of the ORS/BURS must be signed by authorized requesting officer as to the necessity and legality of charges to the budget under his supervision and the validity, propriety and legality of supporting documents.			
	3.2 Returns to claimant for completion	none	2 mins	Administrative Assistant I
	3.3 Records in the incoming/outgoing logsheet the returned document to claimant or originating unit for completion of attachments	none	2 mins	Administrative Assistant I
	3.4 Verifies availability of allotment and validates the purpose payment.	none	5 mins	Budget Officer

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	<p>3.5 ORS/BURS cannot be obligate</p> <p>Returns to claimant if ORS/BURS cannot be obligated.</p>	none	2 mins	Administrative Assistant I
	<p>3.6 ORS/BURS can be obligate.</p> <p>Checks the particulars and object codes used.</p> <p>Assigns control number and encodes in the AUC.</p>	none	2 mins	Administrative Assistant III
	<p>3.7 Signs Box B of the ORS/BURS as to availability of allotment and obligation for the purpose/adjustment as necessary.</p> <p>Signs to certify that funds are obligated.</p>	none	5 mins	Budget Officer

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	3.8 Forwards signed ORS/BURS to the Accounting unit for processing of payment.	none	2 mins	Administrative Assistant I
	3.9 Encodes and records the obligations incurred from regular funds.	none	5 mins	Administrative Assistant III
4. Realignment of Funds	4.1 Determines funds for realignment Realignment can be done within a Program/ Activity / Project (PAP) only and it covers change in object of expenditures	none	1 hour	Budget Officer
	4.2 Prepares and signs the realignment of funds Prepares Realignment Advice Form (RAF) for MOOE; Reallocation Advice for PS	none	5 mins	Administrative Assistant III

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	Appropriations (RAPSA) for PS.			
	4.3 Forwards to the Office of the Schools Division Superintendent for approval Approves realignment of funds	none	2 mins	Administrative Assistant I
	4.4 Adjusts realignment based on findings and recommendations.	none	1 hour	Budget Officer
	4.5 Ensures inclusion of changes into BFARS as adjustments and files the original copy of Forms in a specified folder	none	1 hour	Budget Officer
TOTAL TIME:			9days,4hours ,22minutes	

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3. Budget Accountability and Reporting

Office or Division:	Budget Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	External and Internal Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
13. Budget Monitoring System		Division Budget Unit		
14. Budget Financial Accountability Reports		Division Budget Unit / Regional Finance Unit/ DBM/COA		
15. Unified Reporting System		Division Budget Unit / Regional Finance Unit/ DBM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Preparation and Submission of BFARs	3.1 Generates report from IUs school. FAR1 , FAR 1B, Flash Repor	none	15 mins	Administrative Assistant III
	3.2 Ensures that the data recorded are correct	none	30 mins	Budget Officer
	3.3 Certifies correctness of the reports pertaining to	none	5 mins	Budget Officer

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	appropriation, allotments, obligations, unpaid obligations, not yet due and demandable, unreleased appropriations and unobligated allotments			
	3.4 Forwards the BFARs for certification of correctness in terms of disbursements and unpaid obligations to the accountants	none	3 mins	Administrative Assistant I
	3.5 Forwards the BFARs to SDS for approval	none	2 mins	Administrative Assistant I
	3.6 Adjusts the report based on findings and recommendations.	none	1 day	Budget Officer
	3.7 Encodes and submits thru URS. Prints copy of encoded BFARs for submission	none	3-5 days	Budget Officer

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	to DBM and COA.			
	3.8 E-mails the BMS to DBM support team Documents.	none	5 mins	Budget Officer
	3.9 Sends BMS for repair of error that occurs in the BMS. Readiness for the data entry with accurate information. Encodes the data with accurate information	none	1 hour	Budget Officer
TOTAL TIME:			7 days,	

4. BUDGET PREPARATION

Office or Division:	Budget Unit	
Classification:	Complex	
Type of Transaction:	G2G - Government to Government	
Who may avail:	External and Internal Client	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

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Attendance for the Budget Forum		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
Tier 1 and Tier 2		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
Budget Proposal		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
Unified Reporting System		Division Budget Unit and Planning Unit DepEd Asset Management Section, Requesting Office/Unit and External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Attend Budget Forum	1.1 Attend Budget Forum on the 3 rd quarter of the year prior to the next year budget to discuss considerations and guidelines in the preparation of the Budget Proposal	none	1 day	Budget Officer

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	1.2 Prepares and Disseminates memorandum to conduct the Division Budget Preparation and Budget Proposal Template	none	5 min	Budget Officer
	1.3 Prepares the calendar of activities/timeline of submission of budget proposal	none	1 day	Budget Officer
	1.4 Orient the concerned units about the guidelines and submission of BP form for the preparation of budget	none	1 day	Budget Officer
	1.5 Requires concern unit to submit the BP forms for consolidation and prepares the Consolidated BP report	none	1 day	Budget Officer
	1.6 Reviews Division's Budget Proposal based on submitted data from HR, Planning Officer	none	1 day	Budget Officer

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	<p>and GAD Focal person.</p> <p>Prepares the Budget Proposal using the consolidated Physical Plans, Budget Proposals/PPM Ps/APPs/WFP as references and forwards it to the SDS for evaluation.</p>			
	<p>1.7 Forwards the Division Budget Proposal to the Office of the Assistant Schools Division Superintendent and Schools Division Superintendent</p> <p>Reviews and Signs the Division Budget Proposal</p>	none	3 day	Budget Officer
	<p>1.8 The Budget Section encodes the Budget Proposal into the Online Submission of Budget</p>	none	3 -5 days	Budget Officer

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	Proposal (OSBP) of the DBM and prints the Budget Documents.			
	1.9 Submits the signed Division Budget Proposal to the Finance Division of the Regional Office thru email Wait for the approved BP from Region Office	none	5 min	Budget Officer
	TOTAL TIME:		13 days, 10minutes	

5. Technical Assistance

Office or Division:	Budget Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	External and Internal Client
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DBM memorandum	Division Budget Unit / IU's School/Client
2. Emailed Group	Division Budget Unit / IU's School/Client

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3. Technical Assistance Form		Division Budget Unit / IU's School/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1 Query and Assistance	4.1 E-mails, personal query regarding the update of Budget guidelines	none	5 mins	Budget Officer
	4.2 Disseminates new Budget reform to all IU's School and School Head	none	5 mins	Budget Officer
	4.3 Conducts meeting to re-orient and discuss new budget guidelines	none	1 day	Budget Officer
	4.4 Give Technical Assistance by responding to the query regarding the New Budget Reform	none	5 mins	Budget Officer
	4.5 Assists revision of the data	none	1 hour	Budget Officer

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	4.6 Check the accuracy of information included in the data entry.	none	1 day	Budget Officer
5.1 System	5.1 E-mails, personal query regarding the update of BMS to check system error	none	1 day	Budget Officer
	5.2 Reviews possible Error	none	1 hour	Budget Officer
	5.3 Seeks Technical support for troubleshooting error from the Regional Office	none	1 day	Budget Officer
	5.4 Returns to the UI's School for data encoding.	none	5 mins	Budget Officer
TOTAL TIME:			4 days, 2 hours, 20 min	

SUPPLY UNIT

1. INSPECTION, ACCEPTANCE AND DISTRIBUTION OF TEXTBOOKS, SUPPLIES AND EQUIPMENT

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To ensure proper acceptance, recording and distribution of textbooks, supplies and equipment to schools/requesting personnel/unit.

Office or Division:	Supply Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Suppliers, SDO personnel and School Heads			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
Notice Form (1 original copy)				Supply Unit
Copy of Purchase Request (1 original copy)				Supply Unit
Delivery Receipt (DR) / Official Receipt (OR) (1 original copy)				Supplier
Certificate of Final Acceptance (CFA) (1 original copy)				Supply Unit
Inventory Custodian Slip (ICS) (1 original copy)				Supply Unit
Inspection and Acceptance Report (IAR) (1 original copy)				Supply Unit
Property Acknowledgement Receipt (PAR) (1 original copy)				Supply Unit
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Signs the Inventory Custodian Slip / Property Acknowledgement Report	1.1 Notifies the Inspection Committee for the delivery of textbooks by issuing a Notice Form attached with a Copy of Purchase Request as reference	None	1 minute	Supply Officer/ Administrative Aide VI

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	1.2 Inspects and verifies the delivery receipt / official receipt of textbooks / supplies / equipment through comparing the specifications of the items received	None	5 minutes	Inspection Officer and Supply Officer
	1.3 Signs and receives portion of the original and copy of Delivery Receipt / Official Receipt and prepares Inspection and Acceptance Report If the delivery is complete and conformed with the specifications, for textbooks prepares Certificate of Final Acceptance based on	None	3 minutes	Supply Officer/ Administrative Aide VI

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	<p>delivered books and for supplies and equipment secure the purchased supplies in the storage area/room in order to document the availability of the items for effective monitoring and supply management and prepares Inventory Custodian Slip / Property Acknowledgement Report for the recipient of supplies and equipment</p> <p>If incomplete and not in conformity with the specifications of the delivery, inform the supplier</p>			
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	If defective, return to the supplier			
	1.4 Obtains delivery receipt / official receipt and receives textbooks / supplies / equipment from suppliers	None	3 minutes	Supply Officer/ Administrative Aide VI
	1.5 Signs the Certificate of Final Acceptance	None	3 minutes	Supply Officer
	Undersigns the Certificate of Final Acceptance		3 minutes	Administrative Officer V
	Approves the Certificate of Final Acceptance		3 minutes	Schools Division Superintendent
	Signs the Inspection and Acceptance Report		3 minutes	Schools Division Superintendent

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			3 minutes	Inspection Officer and Supply Officer
	1.6 Informs the recipient through either online platforms or phone calls or messages for the distribution of textbooks / supplies / equipment	None	3 minutes	Supply Officer / Administrative Aide VI
2. Receives the textbooks / supplies / equipment	1.7 Issues the Inventory Custodian Slip / Property Acknowledgement Report. Files a copy of DR/OR, CFA and ICS/PAR for reference.	None	3 minutes	Supply Officer / Administrative Aide VI
TOTAL TIME:		None	29 minutes	

PERSONNEL

1. Submission of Employment Application for Teaching and Non-Teaching

This Process is under the Recruitment, Selection and Placement. Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her following credentials and other requirements.

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Office or Division:	Personnel			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C – Government to Pubic			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Intent/ Application letter		Requestor		
2. Duly Notarized Personal Data Sheet		CSC Website		
3. Authenticated Copy/Certified true copy of Eligibility		PRC		
4. Transcript of Records/ Diploma		School/s Attended		
5. Performance Rating for the last three (3) semesters		Previous/ Current Employer		
6. Certificate of Trainings and Seminars attended		Requestor		
7. Documentation of Outstanding Accomplishments		Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Records Unit and/or through the official email	1.1 Receive and forward the documents to the SDS office for	NONE	5 minutes	Records Unit Designated Administrator of

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address of the Division Office	attachment of routine slip If received via email, all submitted documents are printed and attach routine slip			Division Official email address
	1.2 Forward documents to the Office of HRMPSB Chairman	NONE	5 minutes	HRMPSB Chairman
TOTAL TIME			10 minutes	

2. Request for Service Record, Certificate of Service Credit, Certificate of Employment, Certificate of Last Salary

This procedure is applicable to all employees requesting for Service Record, Certificate of Service Credit, Certificate of Employment, Certificate of Last Salary

Office or Division:	Personnel	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DepEd Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Online Document Request		Personnel Unit

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the information needed in Online Document Request	1.1 Check the spreadsheet for requests	NONE	2 minutes	Personnel in charge of requested documents
	1.2 Prepare the requested document	NONE	5 minutes	Personnel in charge of requested documents
	1.3 Review and sign the document	NONE	2 minutes	Personnel Unit Head (HRMO) / In-charge
	1.5 Notify and release the signed document: 1.5a If through email, send the scanned requested document to the email address of the requestor 1.5b Release the requested document through the records section	NONE	3 minutes 3 minutes	Personnel in charge of requested documents Records Section

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	a.		
TOTAL TIME		15 minutes	

CURRICULUM IMPLEMENTATION DIVISION

1. Work Flow of Submission of Contextualized Learning Resources

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

Office or Division:	Curriculum Implementation Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Guide	LRMDS Portal
2. Contextualized Material Submitted	Author/Owner
3. School Pre-Evaluation	Office of the School Head/ Online Link
4. Indorsement from the School Head	Office of the School Head

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5. Accomplished Quality Assurance Tool/Evaluation Tool/Review Form 6. Endorsement Letter 7. Division Quality Assurance Form 8. Certificate of Recognition		LRMS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit online the School's Needs Analysis	1.1 Review School's Needs Analysis	None	1 day	School Head, School LR Coordinator, Subject Area Coordinator, Learning Area Supervisor, LR Supervisor
	1.2 Prepare documents for the conduct of virtual training, workshop, and writeshop	None	1 day	LR Supervisor
2. Attend the virtual training, workshop, and writeshop	2.1 Manage and facilitate the virtual training, workshop, and writeshop	None	5 days	School Head, LR Supervisor, Learning Area Supervisor, Writer, Illustrator, Lay-Out Artist
3. Submit a copy of contextualized LR to Division Office (on-	3.1 Conduct quality assurance of submitted LR	None	7 days	Writer, DLRQAT

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line or on-site)				
	3.2 Endorse back the evaluated LR to school for revision	None	1 day	LR Supervisor
4. Submission of revised LR	4.1 SDO does final review. If final, recommend pilot testing. If not, recommend for revision	None	7 days	Writer, DLRQAT
5. Conduct online pilot testing	5.1 Supervise/Monitor the conduct of online pilot testing	None	5 days	Writer, School Head, LR Supervisor
6. Writer finalizes the LR based on pilot testing result and submits in hard or soft copy	6.1 SDO approves the LR to be utilized.	None	1 day	Writer, LR Supervisor
	6.2 SDO informs the writer through written communication of the approved LR	None	1 day	LR Supervisor

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TOTAL TIME:	None	29 Days	
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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.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees and Students of nearby Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Collection Borrower's Form		Library Hub		
2. Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will go to the Library Hub to borrow materials needed	1.1 Assist Client	None	Depending on the distance of school/office to the Library Hub	Client
2. Ask borrower to present Valid ID <i>(for students)</i>	2.1 Assist Client	None	1 minute	Librarian
3. Check and browse available reading materials in	3.1 Assist Client	None	5 minutes	Client & Librarian

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the display shelves and bins				
4. Select titles of reading materials to borrow	4.1 Assist Client	None	3 minutes	Client
5. Prepare and record library hub materials for lending	5.1 Assist Client	None	5-10 minutes (Depending on the number of books to be borrowed)	Librarian
6. Accomplish the Collection Borrower's Form		None	2-3 minutes	Librarian
7. Release reading materials to borrow		None	1-2 minutes	Librarian
TOTAL TIME:		None	24 minutes	

3. 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

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Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer/Laptop/Cellphone with internet connection		Client		
2. Registered LR account a. DepEd Email for DepEd Employees or any active email account in case the client doesn't have an existing DepEd email account		LR Portal (lrmds.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrmds.deped.gov.ph	1.1 If the client is in library hub/LRMDS office, assist in browsing the LR Portal	None	1 minute	Client/LR Staff/Librarian
2. Click the Begin Quick Tour for new users (Optional)	2.1 Assist Client on-line/on-site (if necessary)	None	1 minute	Client/LR Staff/Librarian

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3. Log in to the LR Portal	3.1 Assist Client (if the password was forgotten by the user, the LR Portal admin in the DO must reset it)	None	1 minute/ 5 minutes (if the account needs to be reset)	Client/LR Staff/Librarian
4. On the upper left side menu bar, click the Resources Tab and select either K-12 Resources, Alternative Learning System or Professional Development	4.1 Assist Client (if necessary)	None	10 minutes	Client/LR Staff/Librarian
5. Select Grade Level and select the desired learning area	5.1 Assist Client (if necessary)	None		Client/LR Staff/Librarian
6. a. Select the content	6.1 Assist Client	None		Client/LR Staff/Librarian

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from the given list topic	(if necessary)			
b. Use the search button and type the keyword of the desired Learning Resource				
7. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users can download the resources available in the Portal)	7.1 Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
8. Copy or print the downloaded Learning Resource	8.1 Assist Client (if necessary)	None	5 minutes	Client/LR Staff/Librarian
9. Log-out account on LR Portal	9.1 Assist Client (if necessary)	None	1 minute	Client/LR Staff/Librarian
TOTAL TIME:		None	28 minutes	

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SCHOOL GOVERNANCE AND OPERATIONS DIVISION

1. Monitoring of Supreme Pupil and Student Government Election

Office or Division:		School Governance and Operations Division		
Classification:				
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supreme Pupil/Student Government Election Monitoring Tool		Schools Division Office-School Governance and Operations Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
All public elementary and secondary schools shall conduct synchronous elections based on the schedule to be given by the Central Office.	Schedule conduct of monitoring. (One for elementary and one for secondary since monitoring cannot be done to all schools because of synchronous schedule.	None	10 minutes	Youth Formation Coordinator
	Monitor the conduct of election based on the monitoring tool premises.	None	1 hour per school	Youth Formation Coordinator

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	Prepare report on based on the result of monitoring.	None	1 hour	Youth Formation Coordinator
TOTAL TIME:			3 hours, 10 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

- Consolidation of Supreme Pupil and Student Government Election results for a certain school year to identify each winning Presidents and Advisers of all public elementary and secondary schools.**

Office or Division:	School Governance and Operations Division			
Classification:				
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
List of Newly Elected Supreme Pupil and Student Government Officers		All Public Elementary and Secondary Schools		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
All public elementary and secondary schools shall submit the List of Newly Elected Officers after the election to the Schools	Records section shall receive the submitted list and forward to the Schools Division Superintendent for endorsement to the School Governance	None	10 minutes	Records personnel

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Division Office thru the Records Section.	and Operations Division.			
	Consolidation of all data upon receipt of list from the Schools Division Superintendent's Office.	None	1 minute per school	Youth Formation Coordinator
	Submission of consolidated data to the Regional Officer	None	5 minutes	Youth Formation Coordinator
TOTAL TIME:			51 minutes assuming all schools will submit list in one day	

HUMAN RESOURCE AND DEVELOPMENT SECTION

1. Learning and Development

Building Linkages to Support School Needs on Special Programs and Projects

Office or Division:	Social Mobilization and Networking Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Partnership Linkages		SMN In-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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Accomplish School Need Assessment	1.1 Conduct School Need Assessment	None	N/A	School Head/ Division Partnership Focal Person
	1.2 Consolidate the result	None	N/A	SMN In-charge
	1.3 Furnish copy to the unit heads	None	N/A	SMN In-charge
	1.4 Prepare appropriate resourcing activity	None	N/A	OSDS & SGOD Personnel
	1.5 Set a meeting between the Program owner and the potential partner	None	N/A	OSDS & SGOD Personnel
	1.5 Present proposal	None	N/A	OSDS & SGOD Personnel
	1.6 Finalize proposal	None	N/A	OSDS & SGOD Personnel
	1.7 Approve the proposal for implementation	None	N/A	SDS
	1.8 MOA Signing	None	N/A	SDS and Partner Agency
	1.9 File Document	None	N/A	SMN-In-Charge
TOTAL TIME:		1 hr assuming both parties are agreed upon in the		

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	content of MOA (Manner of writing: 1 day	
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SCHOOL HEALTH AND NUTRITION SECTION

1. Medical and Nursing Services

Medical Clearance of Newly Hired and Reinstated DepEd Employees

Office or Division:	School Health and Nutrition Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. CSC Form 211 2. Medical Clearance of Newly Hired and Reinstated Personnel Record	1. Human Resource Management Unit 2. SDO Clinic

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All Newly Hired and Reinstated Personnel should get the CSC Form 211 Medical Certificate from the Human Resource Office	1.1 HR Officer in charge will provide the CSC Form 211 or the Medical Certificate Form for employment and reinstatement of DepEd employee	none	5 minutes	Human Resource Personnel

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	from official leave of absence			
2.The employee concerned must comply with the CSC requirements as in the case of medical certificate requiring basic laboratory test such as CBC, Chest X-Ray, Urinalysis and ECG to be presented together with the medical certificate form upon medical clearance.			1 week	DepEd Employee concerned
3.the personnel will now proceed to the SDO Clinic for medical clearance	3.1 Health personnel on duty will interview the employee and take the vital signs including anthropometric measurement of the client	none	10 minutes	Health personnel
	3.2 Medical Officer will conduct medical history taking and interpret the laboratory findings and conduct physical examination of the client.	none	10 minutes	Medical Officer
	3.3 Medical Officer will fill up the medical certificate form recommending if	none	15 minutes	Medical Officer

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	the personnel is fit or unfit to work, give health advice and prescriptions and follow up instructions as needed.			
	3.4 Filing of medical records in accordance to the data privacy act law.	none	3 minutes	Health personnel
3.Submission of the CSC Form 211 to the Human Resource Office	3.1HR Officer will received the duly signed CSC form 211/ medical certificate for employment and reinstatement of DepEd Personnel	none	3 minutes	DepEd Personnel concerned Human Resource Officer
TOTAL TIME:			7 days and 46 mins	

SCHOOL HEALTH AND NUTRITION SECTION

1. Medical and Nursing Services

Outpatient Medical Consultation, Treatment and Referral of DepEd Employees

Office or Division:	School Health and Nutrition Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical Consultation and Treatment Record	SDO Clinic

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2. Employee Health Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All Clientele in need of medical and nursing services can visit and avail the services in the SDO clinic during office hours	1.1 Health personnel will accomplish all the necessary information in the health card/ medical consultation and treatment record	none	5 minutes	Health personnel
	1.2 Health Personnel will conduct vital signs taking such as BP monitoring, pulse and respiratory rate measurement and the patient's present chief complaint	none	5 minutes	Health personnel
	1.3 Medical Officer will conduct patient interview, medical history taking of the past and present illness.	none	10 minutes	Medical Officer

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	1.4 Medical Officer will conduct physical examination of the patient.	none	5 minutes	Medical Officer
	1.5 Medical Officer will provide consultation and treatment plan, provide medical health advice and prescriptions as needed and follow up instructions to the patient and referral for further evaluation and management to medical specialist as needed	none	15 minutes	Medical Officer
	1.6 Filling of medical records in accordance to the data privacy act law.	none	3 minutes	Health personnel
TOTAL TIME:			43 mins	

DENTAL SERVICES SECTION

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1. DENTAL SERVICES

Oral check-up of Learners

Office or Division:		School Health and Nutrition Section		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All Public Elementary and Secondary Learners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School Health Card 2. Parents' Consent (if necessary)		1. School (Thru Health and Nutrition Coordinator) 2. Guardian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-Up Health Card form	1.1 Provision of Health Card	none	3 minutes	School Health Coordinator
2.Wait for the scheduling of your school				Learners
3.School Head will inform your schedule	3. 1Dentist in charge will schedule the time of oral check-up	none		Dentist
4.Wait for your name to be called	4.1Dentist will conduct check-up	none	10 minutes	Dentist
	Recording of oral status of learners	none	2 minutes	Dentist
	2.Collect and secure all Health cards	none		School Health coordinator

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3. Inform parents of your oral status and ask for parents' consent if the dentist will perform other procedure	3.1 Dentist will inform learners about your oral status and if other procedure will be done, dentist will ask you to provide a parents consent	none	1 minutes	Dentist
TOTAL TIME:			16 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

1. Enhanced Basic Education Information System (E-Beis) Data Gathering And Management

This describes the procedures in the gathering of school profile data and to be updated in the system

Office or Division:	Division of Science City of Munoz			
Classification:	Highly Technical			
Type of Transaction:	G2G and G2B			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Profile Data Gathering Forms		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up and submission of	1.1. Receive the document	None	15 days	End-user, School Head

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School Data Gathering Forms				
	1.2. Manual checking of School Profiles	None	5 days	EBEIS Management Team
	1.3. Returning of School Profiles Data Gathering Forms to the School	None	15 minutes	Planning Unit and Records Unit
2. Encoding and uploading of School Profile Data in the EBEIS	1. Validates on-line submission in the system	None	5 minutes	Planning Unit
	2.2. Validation of documents and requests additional/ lacking data with the school heads thru phone and/or social media	None	1 day	Planning Unit
3. Submit signed copy of validated School Profile	3.1. Receive the document	None	5 minutes	End-user
TOTAL TIME:			21 days, 25 minutes	

2. Learner Information System

This describes the procedures in the data correction and LRN approval/ disapproval of enrolment in the system.

Office or Division:	Division of Science City of Munoz
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Classification:		Highly Technical		
Type of Transaction:		G2G and G2B		
Who may avail:		Public Schools, Private Schools, SUCs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		End user		
Birth Certificate		End User		
SF10/ Form 137/ Form 138/ Report Card		End User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request on Data Correction and LRN Approval	1.1. Receive the documents thru request letter or social media	None	1 day	School Heads/ LIS Coordinator
	1.2. Validation of documents	None	15 minutes	Planning Officer
	1.3. Approves/ disapproves data change request	None	15 minutes	Planning Officer
	1.4. Disapproval and Endorsement	None	1 day	Planning Officer and SDS
	1.5. Request of additional documents for endorsement to Regional and Central office	None	1 day	Planning Officer
2. Submission of Additional Documents	2.1. Checking of documents and endorsement of data correction to Region/ Central Office	None	1 day	Planning Officer and SDS

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	2.2. Data validation and confirmation of message from the Central Office	None	1 month	LIS Support Team
3. Confirmatory Actions	3.1. Receive the e- mail for action of School Heads/ Planning Officer	None	1 day	School Head/ Planning Officer
4. Approval of Data Change Request	4.1. Approves request/s	None	15 minutes	School Head/ Planning Officer
TOTAL TIME:			35 days, 45 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION
 HUMAN RESOURCE AND DEVELOPMENT SECTION

1. Rewards and Recognition

Implementation of Rewards and Recognition - MATCHES

Office or Division:	Human Resource and Development Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who may avail:	Teaching and Non-Teaching Personnel
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Guidleines and Criteria	PRAISE/MATCHES Committee
2.Nomination Form	PRAISE/MATCHES Committee/HRDD
3.Profile of Applicant/Nominee	Applicant/Nominee
4. Indorsement of the School Head to Division Level, SDS to Regional Director	School Head/SDS
5. Other required documents	Applicant/Nominee

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Plan activity	1.1 Draft/Approve Proposal	None	1 day	HRDD, SDS
	1.2 Issue Memorandum	None	Half day	HRDD
	1.3 Conduct/ Monitor the activity, assess papers, field validation	None	1 day	Committee
	1.4 Finalize the result	None	1 day	Committee
	1.5 Prepare certificate of recognition	None	Half day	HRDD
	1.6 Conduct awarding	None	Half day	HRDD
TOTAL TIME:			4 days	

RESEARCH

1. Learning and Development

Evaluation of Research Proposal for BERF

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Office or Division:		Research		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Basic Research Proposal Template		Research In-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls for the Submission Research Proposal	1.1 Issues Memorandum to submit research proposal for BERF	None	N/A	DRC
2. Receives Research Proposal Templates and Manuscript	2.1 Receives research proposal and checks if complied with the BERF format	None	10 minutes	EPS II
3. Evaluates Research Proposal	3.1 Evaluates the research proposals	None	1 hour	SDRC
4. BERF Proposal <ul style="list-style-type: none"> Failed (Returns to Proponent/s Passed (Forwards the Approved Research Proposal 	4.1 Notifies proponent on the result of evaluation.	None	N/A	SDRC

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•				
	4.2 Forwards the Approved Research Paper to Regional Research Committee (RRC)	None	N/A	EPS II
TOTAL TIME:			1 hr. 10 mins.	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION
 HUMAN RESOURCE AND DEVELOPMENT DIVISION

1. Learning and Development

Planning, Conducting and Evaluating Learning and Development

Office or Division:		Human Resource and Development Division		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		DepEd Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Needs Assessment Template		HRD In-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish TNA	1.1 Conduct TNA	None	N/A	School Head/ School Training Coordinators
	1.2 Consolidate the result	None	N/A	HRD In-charge

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	1.3 Furnish copy to the unit heads	None	N/A	HRD In-charge
	1.4 Assess/Draft Annual Training Plan	None	N/A	OSDS, CID & SGOD Personnel
	1.5 Present the Annual Training Plan	None	N/A	OSDS, CID & SGOD Personnel
	1.6 Finalize the Annual Training Plan	None	N/A	OSDS, CID & SGOD Personnel
	1.7 Approve the Annual Training Plan	None	N/A	SDS
	3.8 Furnishes copy to the Unit Heads	None	N/A	HRD In-charge
2. Conduct Training based on TNA	2.1 Prepare memo, attendance, matrix, venue, certificates with control number2, materials needed	None	N/A	Program Owner
	2.2 Facilitate the Management of Learning	None	15 to 30 minutes	Program Owner
	2.3 Introduce the resource speaker	None	N/A	Program Owner
	2.4 Serve as Facilitator while the training is on-going	None	7 hours and 30 minutes	Program Owner
	2.5 Check the materials, snacks, food and refreshment	None	N/A	Program Owner
	2.6 List down feedback and	None	N/A	Program Owner

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	address immediately as needed			
	2.7 Conduct Quality Assurance and Monitoring and Evaluation	None	N/A	Program Owner/QAME Coordinator
	2.8 Award certificate of recognition to the speaker	None	N/A	Program Owner
	2.9 Award certificates of participation	None	N/A	Program Owner
	2.10 Prepare/Submit Activity Completion Report/QAME to SGOD Chief	None	N/A	Program Owner
TOTAL TIME:			8 hours	

SCHOOL HEALTH AND NUTRITION SECTION

1. Conduct of DRRM Programs, Projects, and Activities

This describes the procedures in the dissemination of DRRM Programs, Projects, and Activities in the Schools Division Office

Office or Division:	DRRM
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who may avail:	DepEd Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. DRRM Consolidated reports	OSDS – DRRM unit

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2. DRRM School Reports		OSDS – DRRM unit		
3. Memorandum		OSDS - DRRM unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor and be ready for the receipt of memorandum for the programs, projects, and activities from the SDO	1.1 Prepare division memorandum for the programs, projects, and activities of the DRRM	NONE	10 minutes	Division DRRM Coordinator
	1.2 Approve the memorandum	None	5 minutes	SDS
	1.3 Disseminate the memorandum on the official DRRM FB group and Group chats for information and compliance	NONE	3 minutes	Division DRRM Coordinator
2. Prepare and submit reports for the programs, projects, and activities	2.1 Receive and validate reports	NONE	5 minutes	School DRRM Coordinator
	2.2 Consolidate reports and submit to Central Office or Regional Office	NONE	20 minutes	Division DRRM Coordinator
TOTAL TIME:			43 minutes	

2. Monitoring and Evaluation of DRRM Programs, Projects, and Activities

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This describes the procedures in the monitoring and evaluation of DRRM Programs, Projects, and Activities in the Schools Division Office

Office or Division:	DRRM			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DRRM Programs, Projects, and Activities		OSDS – DRRM office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare for the monitoring and evaluation of DRRM programs, projects, and activities	1.1 Prepare the memorandum for the monitoring and evaluation of schools	NONE	10 minutes	Division DRRM Coordinator
	1.2 Approve the memorandum	NONE	5 minutes	SDS
	1.3 Conduct Monitoring and Evaluation (face to face or virtual monitoring)	NONE	15 minutes	Division DRRM Coordinator
	1.4 Consolidate reports and submit to the Office of the SDS for approval	NONE	15 minutes	Division DRRM Coordinator, SDS
	1.5 Submit report to the Regional or Central Office	NONE	3 minutes	Division DRRM Coordinator

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TOTAL TIME:		48 minutes	
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PLANNING AND RESEARCH

1. Request For Basic Education Data (External Stakeholder)

Office Or Division:	Planning And Research			
Classification:	Simple			
Type Of Transaction:	G2g – Government To Citizen			
Who May Avail:	External Stakeholder			
Checklist Of Requirements		Where To Secure		
1. Letter Request Address To Sds (1 Original, 1 Photocopy)		· Client		
Client Steps	Agency Action	Fees	Processing Time	Person Responsible
1. Submit Letter Request Address To Records Office	1.1 Receive The Letter Request From The Client And Forward It To The Sds	None	10 Minutes	Aaron S. Sobrevilla
	1.2 Refer Letter Request T	None	4 Hours	Dante G. Parungao, CESO VI

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	o Sgod Chief			
	1.3 Refer The Letter Request To Planning Officer	None	5 Minutes	Bernardo A. Gargabite, Edd
	1.4 Make The Necessary Action Undertaken To The Said Letter Request	None	2 Days	Marlon V. Siminig
	1.5 Prepare The Transmittal Letter And Attachments To Be Signed By Sds	None	15 Minutes	Marlon V. Siminig
	1.6 Receive Signed Report And Forward To Records Section	None	10 Minutes	Marlon V. Siminig
2. Receive The Necessary Documents	2.1 Release The Documents To The End User	None	2 Minutes	Aaron S. Sobrevilla
Total		None	2 Days, 4	

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		Hours, 4 2 Minutes	
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