

Department of Education
Caraga Region
SDO Bayugan City

**20
26**

1ST EDITION



CITIZEN'S CHARTER

SDO EXTERNAL SERVICES

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CURRICULUM AND INSTRUCTION DIVISION

1. Borrowing and Returning of Supplementary Learning Resources from Library Hub

The Library Hub is a component of DepEd's Learning Resource Management and Development System (LRMDS) implementation at school or division levels, providing a physical or hybrid service for borrowing educational materials to support teaching and learning activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	Schools, Teachers, Learners, School Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Standard Requirement				
Duly accomplished Request Form/ List of Supplementary Learning Resources (SLRs) from to be borrowed			Client/ Requesting School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing of Learning Materials				
1. Submit the duly accomplished Request Form, indicating the list of Supplementary Learning Resources (SLRs) to be borrowed	1.1 Receive, review, and verify the availability of the SLRs in the library hub.	None	20 minutes	Librarian II (CID-LRMS)
	1.2 Record the SLRs in the Borrowing Logbook.	None	15 minutes	Librarian II (CID-LRMS)
	1.3 Sort and pack the SLRs	None	2 hours	Librarian II (CID-LRMS)
	1.4 Release the approved SLRs to the client.	None	10 minutes	Librarian II (CID-LRMS)
	1.4 Require the client to sign the Acknowledgment Receipt (AR) and file the signed document in the Borrowing Records.	None	5 minutes	Librarian II (CID-LRMS)
Returning borrowed Learning Materials				
1. Return the borrowed learning materials on or before the agreed due date to the Library Hub	1.1 Inspect and conduct an inventory of the returned SLRs	None	1 hour	Librarian II (CID-LRMS)
	1.2 Update the Borrowing Logbook by recording the date of return and affixing the stamp "RETURNED".	None	30 minutes	Librarian II (CID-LRMS)
TOTAL (Borrowing):		None	2 hours, 50 minutes	
TOTAL (Returning):		None	1 hour, 30 minutes	

CURRICULUM AND INSTRUCTION DIVISION

2. Registration for an Account in the LRMDs Portal

The Learning Resource Management and Development System (LRMDS) Portal is the Department of Education's official platform for accessing quality-assured learning resources, teaching resources and professional development materials. Authorized DepEd personnel must first register and secure approval from the Schools Division Office (SDO). Once approved, users may log in to search, view, and download available learning resources for instructional and to be used for teaching and learning process or other school related activities.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	District Supervisors, School Heads, Teachers, and DepEd Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Active DepEd email account		Client		
Accomplished Online Registration Form		Client		
Laptop / Desktop or mobile device with internet access and updated web browser		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration for the LRMDs Portal				
1. Access/visit the official LRMDs Portal https://lrmds.deped.gov.ph , click “Register”, and fill out the online form using DepEd email address	1.1 Check the registration, review, and validate the applicant’s identity, position, and affiliation	None	1 day	Project Development Officer II, CID
	1.2 Approve or disapprove the registration request based on verification results	None	4 hours	Project Development Officer II, CID
	1.3 Send system-generated notification to the applicant's email. Process the account request as follows: a. If approved, users can access the LRMDs Portal. b. If disapproved, a notification	None	10 minutes	Project Development Officer II, CID
	regarding the disapproval of the account shall be sent.			
TOTAL (Registration):		None	1 day, 4 hours, 10 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – ADMIN UNIT – CASH

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

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

The Cash Section of the SDO's Administrative Unit issues checks to Clients for payments of obligation that were made through checks.

This service charter pertains to the steps in the claiming of the checks, and is a continuation of the service charter on Payment of Obligation through Checks.

Office or Division:	Office of the Schools Division Superintendent – Administrative Service – Cash Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen)			
Who may avail:	Any Client that DepEd has financial obligations to			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person (ID must have a signature). This may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - Unified Multi-Purpose Identification (UMID)		Client		
For an authorized representative				
Authorization Letter – One (1) Original Copy		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Client		
One (1) photocopy of the requesting person's valid ID (ID must have a signature)		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cash Unit and present required documents to claim the check.	1.1 Check and verify submitted documents	None	10 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section

OFFICE OF THE SCHOOLS DIVISION

SUPERINTENDENT – ADMIN UNIT – CASH

	1.2 Give Client releasing logbook and disbursement voucher for signing	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
2. Sign releasing logbook and disbursement voucher.	2.1 Check and verify signature against the ID presented	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
	2.2 Release check	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
3. Receive check and validate correctness of data (name of payee and amount). <i>Note: If the Client is a supplier*, the Client must give an official receipt to the Cash Division.</i>	3.1 Receive the official receipt given by the Client*	None	5 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash Section
TOTAL:		None	30 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – LEGAL UNIT

1. Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any graduate of public and private schools, including the Alternative Learning System, whose school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuance of a Resolution directing the correction of such error/s.

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

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	Graduates of Public or Private School, including ALS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Request Letter indicating the entry/entries to be corrected – one (1) original copy		Client		
School records to be corrected: Diploma or Form 137 or SF 10, whichever is applicable – one (1) original, one (1) photocopy		School		
Certification or Endorsement from the School Head – one (1) photocopy		School		
Certificate of Live Birth issued by the Philippine Statistics Authority – one (1) original, one (1) photocopy		Philippine Statistics Authority		
Affidavit of Discrepancy – one (1) original copy		Client		
Affidavit of Two Disinterested Persons – one (1) original, one (1) photocopy		Affiants		
Valid ID of the requesting party showing photo and signature; if filed by a representative, include an Authorization Letter/or Special Power of Attorney and valid ID of both parties		Client		
Data Privacy Consent Form -One (1) original copy		Legal Unit		
If the Client is a graduate of a private school				
Special Order of Graduation (<i>required only for graduates of private schools</i>) – one (1) original		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the SDO through	1.1 Receive and record to logbook	None	10 minutes	Administrative Officer IV, Records Section

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – LEGAL UNIT

the Records Section.	<i>Note: Inform Client that s/he will be notified once document is available</i>			
	1.2 Refer the documents to Legal Unit	None	10 minutes	Administrative Officer IV, Records Section
	1.3 Evaluate submitted documents for completeness and legal sufficiency <i>Note: If there is any requirement that is lacking, inform the client that request will only be processed upon submission of lacking requirement/s</i>	None	20 minutes	Attorney III / Legal Assistant I, OSDS-Legal Unit
	1.4 Draft Resolution/Order then forward to Schools Division Superintendent for signature	None	1 day	Attorney III, OSDS-Legal Unit
	1.5 Review and sign the Resolution/Order, then forward to Records Section for releasing of document	None	1 day	Schools Division Superintendent <i>Note: In the absence of the SDS, the Officer-in-Charge or authorized representative may sign on his/her behalf</i>
	1.6 Notify the client that the approved Resolution/Order is available for release	None	10 minutes	Legal Assistant I, OSDS-Legal Unit
2. Receive the signed Resolution	2.1 Release the signed Resolution to the Client	None	10 minutes	Admin Officer IV, Records Section
TOTAL:		None	2 days and 1 hour	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – LEGAL UNIT

2. Legal Assistance to Walk-in Clients

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

Office or Division:	Office of the Schools Division Superintendent – Legal Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen)			
Who may avail:	School Personnel, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
A copy of written query/concern (if applicable)		Client		
Identification Card - Any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Legal Unit	1.1 Instruct the Client to register in the Visitor’s Logbook then refer to the Legal Officer.	None	5 minutes	Legal Assistant I, OSDS-Legal Unit
	1.2 Ask for the necessary information on query, determine whether information is sufficient, or relevant documents are needed before legal assistance is given.	None	1 hour	Attorney III, OSDS-Legal Unit
	1.3 Provide appropriate legal assistance based on the information and documents submitted. <i>Note: If the information provided is incomplete, advise the client to secure the necessary documents and return for final evaluation and legal assistance.</i>	None	1 hour	Attorney III, OSDS-Legal Unit
TOTAL:		None	2 hour, 5 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

1. Acceptance of Application for Reclassification of Teaching Positions

This service is to validate the classification level of teachers applying for reclassification. The Personnel Section will assess and validate the documents submitted to be endorsed to the Regional Office for approval.

Office or Division:	Office the Schools Division Superintendent – Personnel Unit	
Classification:	Simple	
Type of Transaction:	Government to Government (G2G)	
Who may avail:	DepEd Licensed Public School Teachers / School Principal	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of intent addressed to the SDS containing the following information – one (1) original copy): i. Statement of Purpose/ Expression of interest ii. Position applied for	Applicant/Client	
Duly accomplished PDS (CS Form 212, Revised 2025, with Work Experience Sheet – one (1) original copy	Civil Service Commission (CSC) Website	
Valid and updated PRC License/ID – one (1) photocopy	Professional Regulatory Commission (PRC)	
Certificate of Competency level issued by authorized body (if applicable) – one (1) photocopy	Technical Education and Skills Development Authority (TESDA)	
Scholastic/academic record (i.e., Special Orders, Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available) – one (1) photocopy	Applicant/Client	
Certificate/s of completion of National Educators Academy of the Philippines (NEAP)-accredited professional development programs/ courses, or certificates of training issued by NEAP-accredited public and private institutions or Photocopy of certificate/s of relevant specialized trainings or professional development programs, if any – one (1) photocopy	Public and Private Accredited Training Institution	
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy	Previous/Current Employer/s	
Latest appointment – one (1) photocopy	Applicant/Client	
Required Performance Ratings with at least Very Satisfactory rating – one (1) photocopy	Applicant/Client	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

(Note: The applicant must submit three (3) performance Rating depending on the performance requirements needed in particular position they applied for; and the latest performance rating shall cover one (1) complete performance rating period in the current position)				
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form pursuant to RA No. 10173 (Data Privacy Act of 2012), using the attached form (Annex C-2) – one (1) original copy		DepEd Order No. 7, s. 2023 / Personnel Section		
Other documents as may be required by the HRMPSB including but not limited portfolio for the assessment of identified PPST non-classroom observable indicators – one (1) photocopy		Applicant/Client		
Duly accomplished Reclassification Form for Teachers Position (RFTP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Reclassification Form for School Principal Position (RFSP) – four (4) original copies		DepEd Order No. 24, s. 2025 / Personnel Section		
Duly accomplished Commitment Form, if applicable – one (1) original copy		DepEd Order No. 34, s. 2025 / Applicant		
TESDA National Certificate/s / Trainers Methodology Certificate (TMC) (for SHS applicants in the Technical-Vocational-Livelihood (TVL) track only)		Technical Education and Skills Development Authority (TESDA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to the Division's online system for the assignment of an application code	1.1 Issue the application code to the Applicant	None	15 minutes	Administrative Assistant III, OSDS- Personnel Section
2. Submit the complete pertinent documents to the applicant's incumbent school/ district station	2.1 Receive, stamp and check the completeness of the submitted documents vis-as-vis application code	None	1 hour	School or District Sub-Committee
TOTAL:		None	1 hour, 15 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated based on applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified 475 accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

2. Acceptance of Employment (Non-Teaching and Teaching Related Positions)

Any individual with an interest in applying for a position in the Department of Education may submit his/her credentials and other requirements. This service charter outlines the procedures on accepting employment applications for non-teaching and teaching-related positions through online and walk-in applications.

Office or Division:	Office of the Schools Division Superintendent – Personnel Unit	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen)	
Who may avail:	All interested applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent addressed to the Head of Office – one (1) original copy		Applicant/Client
Duly accomplished CSC Form 212 or Personal Data Sheet (Revised 2025) with the latest passport size ID picture and, if applicable, Work Experience Sheet – one (1) original copy		Civil Service Commission (CSC) Website
Valid and updated PRC License/ID, if applicable – one (1) photocopy		Professional Regulatory Commission (PRC)
Certificate of Eligibility/Rating – one (1) photocopy		CSC/PRC
Scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees – one (1) photocopy		School/s attended
Certificate/s of Training – one (1) photocopy		Applicant/Client
Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable – one (1) photocopy		Previous/Current Employer/s
Latest appointment, if applicable – one (1) photocopy		Previous/Current Employer
Performance Rating in the last rating period(s) covering one (1) year performance in the current/latest position prior to the deadline of submission, if applicable – one (1) photocopy		Previous/Current Employer
Other Documents as may be required for comparative assessment, including but not limited to:		Applicant/ Previous/Current Employer

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

i. Means of Verification showing Outstanding Accomplishment, Application of Education, and Application of Learning and Development ii. Photocopy of Performance Rating obtained from the relevant work experience				
Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form – one (1) original copy		DepEd Order No. 7, s. 2023, Annex C / Personnel Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online Application				
1. Submit complete pertinent documents to the official email address/online portal of the SDO	1.1 Acknowledge receipt of email for online submission	None	10 minutes	Administrative Assistant III/ HRMO Staff
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
Walk-in Application				
1. Submit the complete pertinent documents to the Records Section	1.1 Stamp Receive, issue a receiving copy, and transmit the documents submitted to the Personnel Unit <i>Note: Inform Client that s/he will be notified of the progress of his/her application</i>	None	30 minutes	Administrative Officer IV/Records Officer, OSDS-Records Section
	1.2 Review the submitted documents for completeness	None	1 hour	HRMO Staff/ Administrative Officer IV
TOTAL (Online Application):		None	1 hour, 10 minutes	
TOTAL (Walk-in Application):		None	1 hour, 30 minutes	

Note: All interested applicants to vacant positions, whether internal or external to DepEd, upon submission and acceptance of complete mandatory documents for the position applied for on the set deadline, shall be initially evaluated on the basis of applicants' qualification vis-à-vis CSC-approved QS Standards. Applicants shall then be notified accordingly of the results through a written notice served through official communication channels, in consonance with DepEd Order No. 7 s. 2023.

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

3. Issuance of Certificate of Employment (COE)

Certificate of employment is issued upon request of previous and current DepEd employee/s which shall serve as proof of evidence to verify employment history with Department of Education.

Office or Division:	Office of the Schools Division Superintendent – Personnel Section			
Classification:	Simple			
Type of Transaction:	(G2G) Government to Government			
Who may avail:	Former employees of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1. Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, and check and obtain the employment records of the client. <i>Note: In cases where records require retrieval from archives, processing time may be extended.</i>	None	30 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.3. Encode and print COE, affix initial before forwarding the document for signature of the HRMO	None	5 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.4 Review the accuracy of the	None	10 minutes	Administrative Officer IV /

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

	information and sign the document			Administrative Officer V, OSDS-Personnel Section
	1.5 Release COE and file the request for reference/records purposes.	None	3 minutes	Administrative Officer IV, OSDS-Records Section
TOTAL:		None	58 minutes	

4. Issuance of Service Record (SR)

Service Record is issued upon request of previous and current DepEd employee/s for purposes of employment verification, application, appointment and/or reclassification, availing of loans, PAGIBIG/GSIS reconciliation of government service, and other matters thereof.

Office or Division:	Office of the Schools Division Superintendent – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Former Employee of the SDO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Identification Card – one (1) original copy		Applicant/Client		
Letter Request – one (1) original copy		Applicant/Client		
For authorized representative				
Authorization Letter – One (1) original copy		Applicant/Client		
Any valid identification card of the requesting party		Applicant/Client		
Any valid identification card of the authorized representative		Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1.Receive and issue a receiving copy, then transmit the documents to Personnel Unit	None	10 minutes	Administrative Officer IV, OSDS-Records Section
	1.2 Verify the completeness of the requirements submitted, then prepare the Service Record	None	30 minutes	Administrative Assistant III, OSDS-Personnel Section
	1.3 Ensure authenticity and correctness of the Service Record and affix signature	None	10 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PERSONNEL UNIT

	1.4 Release the Service Record to Client	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section
2. Claim the Service Record and affix signature in the logbook	2.1 Review the correctness of Client's entry in the logbook	None	3 minutes	Administrative Officer IV / Administrative Officer V, OSDS-Personnel Section
TOTAL:		None	56 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

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

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Specifically, this service covers the re-inspection of items procured by the Central Office through a third-party service provider and delivered to the Schools Division Office. It includes the conduct of a pre-inspection prior to the signing of the Delivery Receipt and the subsequent physical inspection by the Inspectorate Team.

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

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
1.7 Give Client three (3) copies of Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of TMO.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:	None	2 days, 25 minutes	

2. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/ Equipment) – Central Office (CO)-Procured

In reference to DepEd Order No. 41, s.2021, this service refers to the systematic process of verifying and confirming that delivered supplies, materials, and equipment meet the required specifications, quality standards, quantities, and contractual terms before they are formally accepted.

Items procured by the Central Office and delivered to the Schools Division Office must be reinspected through the conduct of pre-inspection before the signing of the Delivery Receipt and the conduct of physical inspection by the Inspectorate Team.

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit
Classification:	Complex
Type of Transaction:	G2G (Government to Government)
Who may avail:	DepEd Central Office – Asset Management Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)	Client

OFFICE OF THE SCHOOLS DIVISION

SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

Property Transfer Report (PTR) / Inventory Transfer Report (ITR) – Four (4) original copies / Requisition and Issue Slip (RIS) – three (3) original copies		DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the Delivery Receipt and PTR/ITR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Forward the Delivery Receipt to the Inspectorate Team for the inspection of goods.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Inspect the items delivered as to physical form or condition and quantity.	None	4 hours	Inspectorate Team
	1.5 Prepare and sign the Inspection Report (4 copies) and recommend the acceptance of the items to the Supply Officer. <i>Note: Rejected goods, if any, shall be briefly described in the said report and returned to the supplier for ratification and replacement.</i>	None	4 hours	Inspectorate Team
	1.6 Prepare and sign the Acceptance Report (4 copies) and the ITR/PTR/RIS.	None	4 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Give Client three (3) copies of the Inspection Report, Acceptance Report, PTR/ITR/two (2) copies of RIS, and the original copy of Delivery Receipt.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
TOTAL:		None	2 days, 25 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

3. Delivery Inspection and Acceptance of Tangible Assets (Supplies/ Materials/Equipment)

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

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Delivery Receipt (DR) – Two (2) copies (1 original, 1 duplicate)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the Supplies/ Materials/ Equipment together with the receipt/s.	1.1 Verify the items delivered as to quantity and specifications in the DR in accordance with the Purchase Order (PO)/Contract.	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.2 Sign the Delivery Receipt and indicate the actual date of delivery.	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.3 Prepare Inspection and Acceptance Report (IAR)	None	2 hours	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.4 Forward the IAR to the Inspectorate Team for the actual physical inspection of the items delivered.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.5 Inspect the delivered items in accordance with the applicable guidelines for pre-delivery inspection in Part. V.B of the DepEd Order 41 s. 2021 and the applicable manual or Inspection and Test Protocol, if any.	None	4 hours	Inspectorate Team
	1.6 Sign the inspection portion of the IAR and forward to the Supply	None	10 minutes	Inspectorate Team

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

	Officer to sign the acceptance portion. <i>Note: Rejected goods shall be returned to the supplier for rectification or replacement.</i>			
	1.7 Sign the acceptance portion of the IAR	None	10 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.8 Release a copy of the signed DR to the Client.	None	10 minutes	OSDS-PSU – AO IV (Supply Officer)
TOTAL (Returning):		None	1 day, 45 Minutes	

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

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

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Signed Delivery Receipt/s – One (1) duplicate copy		Client		
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Receive submitted documents, stamp “Received” with Date and Signature and Forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document’s release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

2. Claim the signed Certificate of Final Acceptance/Certificate of Completion at OSDS-Records Unit	1.2 Receive submitted documents and forward to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	10 minutes	Administrative Assistant III, OSDS
	1.5 Receive request letter and check proper requirements for verification including the filed accomplished IAR.	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare and sign (for notation) the Certificate of Final Acceptance/Certificate of Completion and forward to SDS office for signature.	None	15 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.7 Sign certificate and release to Records Unit for releasing to client.	None	10 minutes	Schools Division Superintendent
	1.8 Notify the PSU that the certificate is ready for release before forwarding to Records Unit.	None	5 minutes	Administrative Assistant III, OSDS
	1.9 Notify the client that the document is ready for pick-up	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Certificate of Final Acceptance/Certificate of Completion with stamp "RELEASED"	None	5 minutes	Administrative Officer IV , OSDS-Records Unit
TOTAL (Returning):		None	2 Hours, 5 Minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

5. Request for Supplier's Performance Evaluation

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

Office or Division:	Office of the Schools Division Superintendent – Property and Supply Unit (OSDS-PSU)			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent (SDS) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Request Letter indicating the Purchase Order Number and Date	1.1 Receive submitted documents, stamp "Received" with Date and Signature and forward request to SDS Office. <i>Note: Determine if the client wishes to wait. If not, advise them that notification of the document's release will be sent to their provided contact info.</i>	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Receive submitted documents and forwards to SDS for review.	None	10 minutes	Administrative Assistant III, OSDS
	1.3 Review and endorse to PSU for appropriate action.	None	30 minutes	Schools Division Superintendent
	1.4 Forward documents to PSU	None	5 minutes	Administrative Assistant III, OSDS
	1.5 Receive documents for proper verification.	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	1.6 Prepare Supplier's Performance	None	30 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – PROPERTY AND SUPPLY UNIT

2. Claim the signed Supplier's Performance Evaluation Form	Evaluation Form and forwards two (2) copies for SDS's signature			
	1.7 Receive documents and forward to SDS for signature.	None	5 minutes	Administrative Assistant III, OSDS
	1.8 Sign the Supplier's Performance Evaluation Form and release one (1) copy to PSU for filing and one (1) copy to Records Unit for release to the client.	None	10 minutes	Schools Division Superintendent
	1.9 Notify the client that the document is ready for pick-up at the Records Unit	None	5 minutes	Administrative Officer IV (Supply Officer), OSDS-PSU
	2.1 Release the Supplier's Performance Evaluation Form	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL (Returning):		None	1 Hour, 50 Minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

1. Issuance of Academic School Record (Referral from the School of the Non-Availability of School Records)

This service provides the process of issuing the available academic school records of learners/graduates endorsed by the school with no available academic school records in accordance with DepEd Order No. 048, s.2017 (Policy and Procedural Guidelines on the CAV of Basic Education School Records).

Office or Division:	Records Unit, Office of the Schools Division Superintendent	
Classification:	Simple	
Type of Transaction:	G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	Learners/Graduates, Schools	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
School Referral Form (CAV Form 2) – one (1) original copy	School attended	
Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID	Client	
Additional Requirement if data of learner is with discrepancy/ies		
PSA Birth Certificate- one (1) original copy	PSA	
For Authorized Representative		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: - Philippine Identification System (PhilSys) ID/ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID	Authorized Representative	
Authorization Letter (if representative is an immediate family) one (1) original copy	Client	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Client /Authorized Representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Record is present in the SDO				
A.1 Submit the School Referral Form (SRF)	A.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records (ASR) a. If the records are available, proceed to A.2.3. b. If records are not available, proceed to B.1.3	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Officer IV/ Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and return endorsement to the school (CAV Form 8) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement (CAV Form 8), and forward signed endorsement to Records Unit for releasing	None	1 hour	Schools Division Superintendent

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	A.2.7 Receive signed endorsement and prepare Validated ASR, and release to School/Client.	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Record is not present in the SDO				
B.1 Submit the School Referral Form (SRF)	B.1.1 Receive the SRF	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Search for the appropriate Academic School Records (ASR)	None	1 hour	Administrative Officer IV, OSDS-Records Unit
	B.1.3 Inform the requesting school that there is no record thru a Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	B.1.2 Prepare and issue the Certification of Non-Availability of ASR (CAV Form 7)	None	15 minutes	Administrative Officer IV, OSDS-Records Unit/ Administrative Officer V
	B.1.3 Release the Certification to the School/Client	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 35 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	1 hour and 40 minutes	

2. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) of ALS and PEPT Completers/Passers

This service provides the process of issuing the available academic school records of ALS learners and PEPT completers/passers for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent
Classification:	Simple
Type of Transaction:	G2C (Government to Citizen)
Who may avail:	ALS & PEPT Passers
CHECKLIST OF REQUIREMENTS	
Standard Requirement	
Request Form – one (1) copy	Records Unit
Certificate of Rating - one (1) original copy and two (2) photocopy, or ALS Learner's	Bureau of Education Assessment (BEA)/ EPS-ALS

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

Permanent Record (AF-5) – One (1) original copy and two (2) certified true copies				
Diploma – One (1) original copy and two (2) certified true copies	Bureau of Educational Assessment (BEA)/ EPS- ALS			
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID	Applicant/Client			
Birth Certificate* - one (1) photocopy or Passport*- One (1) photocopy * <i>for validation purposes only</i>	PSA/DFA			
Long Brown Envelope - one (1) piece	Applicant/Client			
Latest photo w/ white background (Passport Size) – Two (2) pieces (Regional Requirement)	Applicant/Client			
Documentary Stamp (if available) or Documentary Stamp Fee at the Regional Cashier (Regional Requirement)	Regional Cashier			
Additional Requirement if data of learner is with discrepancy/ies				
PSA Birth Certificate one (1) original (if data of learner is with discrepancy/ies)	PSA			
For Authorized Representative				
Identification Card - One (1) original and one (1) photocopy of any government-issued valid ID	Authorized Representative of the Client			
Authorization Letter (for immediate family) one (1) original copy OR Valid Special Power of Attorney (SPA) (for non-immediate family) one (1) original copy	Authorized Representative of the Client / Client/Notary Public			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If A&E / PEPT Results are available in the SDO				
A.1. Ask request form	A.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
A.2. Accomplish the request form (RF) and submit all other required documents.	A.2.1 Receive and check the completeness of information and requirements required in Request Form	None	10 minutes	Administrative Aide VI, OSDS-Records Unit

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	<i>Note: Inform Client that process will not proceed should there be any lacking document</i>			
	A.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.3 Prepare the following: 1. Division Office Transmittal to the Regional Office (CAV Form 13) 2. Academic School Records 3. Certification of Rating-A&E/PEPT (CAV Form 12) 4. Certification of English as a Medium of Instruction (CAV Form 17, if applicable) and affix his/her initials, then forward to the Schools Division Superintendent for signature	None	1 hour	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	A.2.4 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	30 minutes	Schools Division Superintendent
	A.2.5 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS/ Administrative Officer IV, OSDS-Records Unit
	A.2.6 Inform Client that requested	None	5 minutes	EPS-ALS, CID/

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	documents are available for pick up			Administrative Aide VI, OSDS-Records Unit
A.3.1 Claim the requested document and transmit it to the Regional Office	A.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
B. If A&E / PEPT Results are not available in the SDO				
B.1. Ask request form	B.1.1 Provide the client with the request form	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
B.2. Accomplish the request form (RF) and submit all other required documents.	B.2.1 Receive and check the completeness of information and requirements required in Request Form <i>Note: Inform Client that process will not proceed should there be any lacking document</i>	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	B.2.2 Search for the Result of Rating as requested by the client	None	30 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.3 Inform client the non-availability of results and verification will be made by A&E/PEPT Focal Person with the Bureau of Education Assessment (BEA) DepEd CO	None	10 minutes	Administrative Aide VI/ Administrative Officer IV, OSDS-Records Unit
	B.2.4 Coordinate and verify results to the Bureau of Education Assessment (BEA) DepEd CO <i>Note: If with negative verification, inform the Applicant accordingly and issue a Certification of Non-availability of Rating</i>	None	2 hours	EPS-ALS, CID

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	B.2.5 Prepare the Endorsement to the Regional Office, Academic School Records and Certification and affix initials, then forward to the Schools Division Superintendent for signature	None	40 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.6 Check the accuracy and veracity of the Academic School Records and Request Form, and affix signature	None	15 minutes	Schools Division Superintendent
	B.2.7 Prepare the approved A&E/PEPT Rating and Certification for release <i>Note: One (1) original and one (1) duplicate copy of the Certification; and two (2) certified true copies of the Academic School Records</i>	None	35 minutes	EPS-ALS, CID/ Administrative Officer IV, OSDS-Records Unit
	B.2.8 Inform Client that requested document is available for pick up	None	5 minutes	EPS-ALS, CID
B.3.1 Claim the requested document and transmit it to the Regional Office	B.3.1 Release the requested documents in a sealed brown envelope*	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	3 hours	
TOTAL (If A&E / PEPT Results is Available in the SDO):		None	4 hours and 35 minutes	

*Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on "Certification, Verification and Authentication (CAV)" at the Regional Office.

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

3. Issuance of Academic School Records for Certification, Authentication, and Verification (CAV) for Learners from Closed Private Schools

This service provides the process of issuing the academic school records of learners/ graduates of closed Private Schools available in the Schools Division Office for the application of Certification, Authentication, and Verification (CAV) in accordance with DepEd Order No. 048, s. 2017.

Office or Division:	Records Unit, Office of the Schools Division Superintendent		
Classification:	Simple		
Type of Transaction:	G2C (Government to Citizen)		
Who may avail:	Learners/Graduates from closed private schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Standard Requirement			
1.Request Form – one (1) original copy		Records Unit	
2.Identification Card - One (1) original copy and One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client	
3.Latest Photo w/ white background (Passport size) – Two (2) pieces		Client	
Additional Requirement if data of learner is with discrepancy/ies			
5.PSA Birth Certificate- one (1) original copy		PSA	
For Authorized Representative			
1.Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • PhilHealth ID • TIN ID		Client	
2.Authorization Letter (if representative is an immediate family) one (1) original copy		Authorized Representative of the Applicant / Client	
3.Special Power of Attorney (SPA) (if representative is non-immediate family) – One (1) original copy		Authorized Representative of the Applicant / Client	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. If School Academic Records are present in the SDO				
A.1 Ask for Request Form (RF).	A.1.1 Provide the client with the Request Form (CAV Form 1)	None	5 minutes	Administrative Aide VI, OSDS-Records Unit
A.2. Accomplish the Request Form (RF) and submit with all other required documents	A.2.1 Receive the accomplished form and other documents and forward to the records custodian. <i>Note: Inform Client that he/she will be notified once the requested document/s is/are available for release.</i>	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.2 Search for the appropriate Academic School Records a. If the records are available, proceed to A.2.3. b. If records are not available*, inform the client accordingly and issue Certification of Non-Availability of Academic School Records in the Division Office (CAV Form 7) <i>*Note: Client must still secure a supporting document by doing any of the following:</i> i) Go to the Regional Office and request for a copy of the Special Order of Graduation; or, ii) Produce a sworn statement of any two (2) of the applicant's classmates,	None	1 hour	Administrative Officer IV, OSDS-Records Unit

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	<i>principals, or teachers, and supported by either the school graduation photos, souvenir program, or graduation program or duly certified copy of either Form 137 of Form 138 of the learner on file in any Tertiary Learning Institutions. Once the required document from (i) or (ii) is secured, proceed to Step B.1.</i>			
	A.2.3 Check and validate the correctness and completeness of the information in the RF a. if no discrepancy/ies proceed to A.2.4 b. If with discrepancy/ies, inform the client and refer to the process on the correction of school entries	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	A.2.4 Prepare the Validated Academic School Records (ASR) and endorsement letter (CAV Form 13) for SDS signature	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	A.2.5 Review and affix signature on endorsement letter (CAV Form 13), and forward signed endorsement letter (CAV Form 13) to	None	1 hour	Schools Division Superintendent

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	Records Unit for releasing			
	A.2.7 Receive signed endorsement letter and prepare Validated ASR, and release to Client.**	None	5 Minutes	Administrative Aide VI, OSDS-Records Unit
B. If School Academic Records is not present in the SDO				
B.1. Submit copy of Special Order or Sworn Statement	B.1.1 Receive and validate documents, and endorse to SGOD for the preparation of the Certificate of Graduation and Closure	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	B.1.2 Prepare Certificate of Graduation and Closure and forward to SDS for signature	None	1 hour	Private School Focal, SGOD
	B.1.3 Review and affix signature on the Certificate of Graduation and Closure, and forward the signed Certificate to Records Unit for releasing	None	1 hour	Schools Division Superintendent
	B.1.4 Receive signed Certificate and release to Client.**	None	5 minutes	Administrative Staff (Records)
TOTAL (If School Academic Records are present in the SDO):		None	2 hours and 45 minutes	
TOTAL (If School Academic Records is not present in the SDO)		None	3 hours and 30 minutes	

***Once the requested documents are received, proceed to the Regional Office for the issuance of CAV. Refer to the Service Charter on "Certification, Verification and Authentication (CAV)" at the Regional Office.*

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4. Issuance of Requested Documents – Walk-In

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

Office or Division:	Office of the Schools Division Superintendent – Records Unit			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Requisition Slip - One (1) original copy		Records Unit		
Identification Card - One (1) original copy and one (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
For an authorized representative				
Authorization Letter – One (1) original copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to the following: - Philippine Identification System PhilSys ID/ ePhilID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents along	1.1 Receive and assign control number	None	10 minutes	Administrative Aide VI.

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with the accomplished Requisition Slip				OSDS-Records Unit
	1.2 Search for the document being requested and print or photocopy the requested document <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI OSDS-Records Unit
	1.3 Forward to Administrative Officer IV or Administrative Officer V for certification or authentication	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.4 Certify or authenticate the requested document	None	1 hour	Administrative Officer IV OSDS-Records Unit/ Administrative Officer V
	1.5 Release the document to the Client	None	10 minutes	Administrative Aide VI OSDS-Records Unit
TOTAL:		None	5 hours and 30 minutes	

5. Issuance of Requested Documents (Online)

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

Office or Division:	Office of the Schools Division Superintendent – Records Unit	
Classification:	Simple	
Type of Transaction:	G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter Request - One (1) original copy indicating the following: - Document being requested - Full name of requesting person		Client

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

Purpose of request				
Valid identification card- One (1) scanned copy of any government-issued valid ID of the requesting person, which may include, but is limited to, the following: - Philippine ID - Passport - Driver's License - Professional Regulation Commission (PRC) ID - Philippine Postal ID - PhilHealth ID - TIN ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter request through Schools Division Office official email address, along with the required documents	1.1 Print the letter request and check the completeness of the submitted requirements and acknowledge receipt of email	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
	1.2 Search the document being requested and forward to AO IV for review and approval <i>Note: Inform the Client in case the document being requested is not available.</i>	None	4 hours	Administrative Aide VI, OSDS-Records Unit
	1.3 Review the document and approve the release of the requested document	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
	1.4 Scan and send the requested document to the client through email.	None	10 minutes	Administrative Aide VI, OSDS-Records Unit
TOTAL:		None	4 hours and 50 minutes	

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

6. Handling of Incoming Communications

This refers to the process of receiving all official documents, letters, and requests addressed to the Schools Division Office through walk-in or e-mail.

Office or Division:		Office of the Schools Division Superintendent – Records Unit		
Classification:		Simple		
Type of Transaction:		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communications addressed to the Schools Division Superintendent – two (2) original copies			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Via Walk-In				
1. Submit official Communication	1.1 Receive and check completeness of communication as to: • Addressee • Date of document • Subject Matter • Sender/Signatory	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Stamp "Received", affix date, time, name and signature.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.3 Return the receiving copy to the client.	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
Via E-mail				
1. Send communication through the Schools Division Office official email address	1.1 Open and read the communication	None	10 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.2 Print the emailed communication	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT – RECORDS UNIT

	1.3 Stamp the communication with “RECEIVED”, indicating the date, time, name and signature	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
	1.4 Acknowledge receipt of email	None	5 minutes	Administrative Aide VI/Administrative Officer IV, OSDS-Records Unit
TOTAL (via Walk-in):		None	20 minutes	
TOTAL (via Email):		None	25 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

1. Application for the Issuance of Government Recognition to Private Schools (Kindergarten, Elementary, and Junior High School levels)

This service facilitates applications for formal Government Recognition from the Department of Education to private basic education institutions (Kindergarten, Elementary, and Junior High School) that demonstrate sustained, compliant, and satisfactory operation. Recognition confirms that a school's curriculum, facilities, faculty qualifications, governance, and learner outcomes meet national standards and allows the school to issue official, nationally recognized academic credits and diplomas.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Recognition.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy	Securities and Exchange Commission (SEC)
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	Applicant/Client
School Site/Documents of Ownership – one (1) original copy	Applicant/Client
Occupancy Permit – one (1) certified true copy	Applicant/Client
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	Applicant/Client
Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client			
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client			
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)	Applicant/Client			
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees • Other Fees (if any)	Applicant/Client			
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank			
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client			
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client			
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client			
School Calendar – one (1) original copy	Applicant/Client			
Student/ School Manual – one (1) original copy	Applicant/Client			
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office			
Application/Inspection Fee - P2,035.00 (per program/course)	Applicant/Client			
Recent Issued Government Permit – one (1) original copy	Department of Education-Regional Office			
Attestation – one (1) original copy	Applicant/Client			
Fire Exit and Emergency Signages – one (1) original copy	Applicant/Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and	None	1 hour	Chief Education Supervisor, SGOD

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	Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/Inspection	9 days, 1 hour, 20 minutes	

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

	n Fee - Php 2,035.00 (per program/ course)	
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2. Application for the Issuance of Government Permit to Operate for the Opening/Establishment of New Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels/Additional Grade Level for Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) for Private Schools

This service facilitates applications of private schools to secure a Government Permit to Operate, that authorizes a private school to open or establish a new Kindergarten, Elementary (Grades 1–6) or Junior High School (Grades 7–10) program—or to offer additional grade levels—for one school year. The permit certifies that the proposed school/program meets Department of Education (DepEd) minimum standards for curriculum, personnel, facilities, health and safety, and governance. Issuance is contingent on submission of required documents, satisfactory documentary review, and any required on-site verification.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Government Permit to Operate.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)
Who may avail:	Private Schools within the Division
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement	
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy	Applicant/Client
Certified true copy of latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy	Securities and Exchange Commission (SEC)
Student or School Manual with Child Protection Policy (SCPP) and Anti-Bullying Policy pursuant to DepEd Order No. 40, s. 2012 and DepEd Order No. 55, s. 2013 (The Schools Division Office shall check the submitted SCPP Pursuant to their mandate provided under DO 40, s. 2012) – one (1) original copy	Applicant/Client
School Site/Documents of Ownership – one (1) original copy	Applicant/Client

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Occupancy Permit – one (1) certified true copy	Applicant/Client
Inventory/List of laboratory facilities, equipment, furniture, supplies and material classified by subject area – one (1) original copy	Applicant/Client
Inventory/List of library holdings classified per subject area or category – one (1) original copy	Applicant/Client
Inventory/List of Athletic Facilities, Equipment, Supplies and Materials – one (1) original copy	Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy	Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses Capital Expenditures (Building, Property and Equipment)	Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)	Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy	Bank
Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy	Applicant/Client
List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy	Applicant/Client
School Initiated Retirement Plan registered with the BIR – one (1) original copy	Applicant/Client
School Calendar – one (1) original copy	Applicant/Client
Student/ School Manual – one (1) original copy	Applicant/Client
Payment Letter Form	School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office

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Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client		
Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
Notarized Feasibility Study		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation (SMM&E), School Governance and Operations Division (SGOD)	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD)	None	1 hour	Schools Division Superintendent

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	for appropriate action			
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD

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	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection Fee - Php 2,035.00 (per program/course)	9 days, 1 hour, 20 minutes	

3. Application for the Issuance of Special Orders (SO) for Graduation of Private School Learners

Private schools with a provisional permit to operate within a certain school year (SY) or prior to that school year must request the issuance of a special order to authorize the graduation of their qualified Grade 12 learners.

This charter covers the procedures from the school's submission of the application to the Schools Division Office (SDO) to the SDO's processing of the application and subsequent endorsement to the Regional Office.

Office or Division:	School Governance and Operations Division	
Classification:	Complex	
Type of Transaction:	G2B (Government to Business)	
Who may avail:	Legally established private schools offering Kindergarten, Elementary, or Junior High programs that have operated for the required probationary period and meet all regulatory requirements.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent - One (1) Original Copy		Applicant / Client

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<i>Note: Letter must be addressed to the Regional Director thru the Schools Division Superintendent</i>				
List of Qualified Graduates (per track/strand/ specialization) - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Junior High School - One (1) Original Copy		Applicant / Client		
Form 137/School Form 10 of Qualified Graduates during Senior High School - One (1) Original Copy		Applicant / Client		
Form 9 (Senior High School Graduation Form) - One (1) Original Copy		Applicant / Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the Schools Division Office through the Records Unit	1.1. Receive the application and forward to the to the Schools Division Superintendent	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.3 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.4 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	3 days	Education Program Specialist II, SGOD-SMME

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	1.5 Validate evaluated documentary requirements and prepare Indorsement Letter and Attestation of Document for SGOD Chief's initials	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.6 Affix initials to the Indorsement Letter and Attestation, and forward to Assistant Schools Division Superintendent for review	None	1 hour	Chief Education Supervisor, SGOD
	1.7 Review the Indorsement Letter and Attestation of Document, and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.8 Review and sign the Indorsement Letter and Attestation of Document then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	1.9 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	3 days, 7 hours, 30 minutes	

4. Application for the Opening/Additional Offering of Senior High School (SHS) Program for Private Schools

This service enables private schools to apply for a DepEd Provisional Permit to open a Senior High School (Grades 11–12) program or to add new SHS tracks/strands. It streamlines initial assessment and approval for schools that meet DepEd's minimum standards for facilities, staffing, curriculum, learning resources, and learner support, ensuring safe, compliant, and high-quality Senior High offerings.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)

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Who may avail:	Private Schools within the Schools Division	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client
Certified true copy of latest Security and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) original copy		Security and Exchange Commission (SEC)
Board Resolution certified by the secretary and approved by the Board of Directors/Board of Trustees – one (1) original copy A. Purpose B. School year of intended operation		Applicant/Client
SHS Curriculum for the track/s and strand/s to be offered – one (1) original copy		Department of Education Website
Certificate of Recognition – one (1) original copy		Applicant/Client
Certified true copy of Occupancy Permit – one (1) original copy		Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy Proposed Tuition and Other School Fees must indicate the following: • Tuition Fee • Miscellaneous Fees • Other Fees (if any)		Applicant/Client
Curriculum Offering – one (1) copy Class Program for the course/s applied for, including the Time Allotment per Grade Level and Subject Area		Applicant/Client
Proposed list of academic and non-academic personnel which includes the following information – one (1) original copy: A. Qualifications B. Job Descriptions C. Teaching Load D. Number of working hours per week E. Certification from Recognized National/International Agencies (TESDA/ ABA, and others)		Applicant/Client
Memorandum/Memoranda of Agreement/Memorandum of Understanding for Partnership Arrangements Relative to the SHS Program Implementation – one (1) photocopy		Applicant/Client
Proposed School Calendar – one (1) original copy		Applicant/Client
Minimum Program Requirements for the SHS Tracks/Strands – one (1) original copy		Applicant/Client

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Attestation – one (1) original copy)		Applicant		
Fire Exit and Emergency Signages		Applicant		
For TVIs and Stand-Alone Schools				
Articles of Incorporation and by-laws for private schools only – one (1) photocopy		Applicant/Client		
Documents of ownership of school sites under the name of the school, or deed of usufruct – on (1) photocopy		Applicant/Client		
Proposed annual budget and annual expenditures – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	3 days	Education Program Specialist II, SGOD-SMME
	<i>Note: Inform Client should there be any discrepancies.</i>			
	1.6 Validate evaluated	None	2 days	Senior Education Program

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	documentary requirements			Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	1.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	6 days, 35 minutes	

5. Application for the Renewal of Government Permit to Operate of Kindergarten, Elementary (Grades 1 to 6) and Junior High School (Grades 7 to 10) Levels of Private Schools

This service facilitates the application of private schools for the renewal of a Government Permit by the Department of Education, authorizing a private school to continue operation for Kinder, Elementary (Grades 1 to 6), and Junior High School (Grades 7 to 10) levels), or program, subject to submission of required documents and compliance with DepEd standards.

After careful evaluation and validation at the Division Level, the application is then forwarded to the Quality Assurance Division, Regional Office for the issuance of Renewal of Government Permit.

Office or Division:	School Governance and Operations Division
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business)

SCHOOL GOVERNANCE AND OPERATIONS DIVISION

Who may avail:	Private Schools within the Division that were granted Government Permit to Operate in the last School Year	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirement		
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent – one (1) original copy		Applicant/Client
Latest Securities and Exchange Commission (SEC) Certificate of Registration and Articles of Incorporation – one (1) certified true copy		Securities and Exchange Commission (SEC)
School Site/Documents of Ownership – one (1) original copy		Applicant/Client
Occupancy Permit – one (1) certified true copy		Applicant/Client
Original Pictures of Physical Facilities – one (1) original copy		Applicant/Client
Proposed Annual Budget for the School Year – one (1) original copy • Annual Salaries • Maintenance Expenses • Capital Expenditures (Building, Property and Equipment)		Applicant/Client
Proposed Tuition and Other School Fees for school year signed by the School Head – one (1) original copy • Tuition Fee • Miscellaneous Fees Other Fees (if any)		Applicant/Client
Latest Certificate of Bank Deposit in the name of the school indicative of adequate funds to support operation for one year – one (1) original copy		Bank
Proposed Curriculum and Class Program for the course/s applied for (Kinder, Elementary, SPED, Junior High School) and Time Allotment per Grade Level and Subject Area – one (1) original copy		Applicant/Client
Updated List of Administrative Officials and Academic Teaching Personnel (presented in tabular form indicating the following information: name, education qualification, PRC license no., status of employment, no. of years of employment, and monthly salary) – one (1) original copy		Applicant/Client
School Calendar – one (1) original copy		Applicant/Client
Payment Letter Form		School Governance and Operations Division – School Management Monitoring & Evaluation, Schools Division Office
Application/Inspection Fee - P2,035.00 (per program/course)		Applicant/Client

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Recent Issued Government Permit – one (1) original copy		Department of Education-Regional Office		
Attestation – one (1) original copy		Applicant/Client		
Fire Exit and Emergency Signages – one (1) original copy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Payment Letter Form from the School Management Monitoring & Evaluation	1.1 Provide Payment Letter Form and instruct Client to fill-out the Form and proceed to Accounting Unit	None	15 minutes	Education Program Specialist (EPS) II, SGOD-SMME
2. Fill out the Payment Letter Form and proceed to Accounting Unit to secure a Payment Order Form	2.1 Provide Payment Order Form and instruct Client to proceed to Cashier	None	15 minutes	Accountant III, OSDS-Finance Unit
3. Pay the application/ inspection fee	3.1 Receive payment and issue an Official Receipt	Application/ Inspection Fee - Php 2,035.00 (per program/ course)	15 minutes	Administrative Officer IV, OSDS-Admin Unit-Cash
4. Submit all required documents with the Official Receipt to the Schools Division Office through the Records Section	4.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	4.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	4.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	4.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and	None	1 hour	Chief Education Supervisor, SGOD

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	Evaluation (SMME) for evaluation			
	4.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	5 days	Education Program Specialist II, SGOD-SMME
	4.6 Validate evaluated documentary requirements	None	3 days	Senior Education Program Specialist, SGOD-SMME
	4.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	4.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	4.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	4.10 Review and sign the endorsement letter then refer to Records Unit for release	None	1 hour	Schools Division Superintendent
	4.11 Stamp "released" the endorsement letter then release to the Quality Assurance Division of the Regional Office.	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		Application/ Inspection Fee - Php 2,035.00 (per	9 days, 1 hour, 20 minutes	

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	program/ course)	
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6. Application of Summer Permit for Private Schools

This service involves the application of private schools for a Summer Permit from the Department of Education, authorizing the conduct of summer classes or programs subject to compliance with prescribed policies, standards, and requirements.

Office or Division:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter of request to offer remedial or advancement classes during summer to the Schools Division Office – One (1) original copy		Applicant		
List of students who will take up remedial or advancement classes during summer – One (1) original copy		Applicant		
List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher as part of the endorsement for summer classes – One (1) original copy		Applicant		
Tentative list of learning area/s to be offered and schedule of classes approved by the School Head – One (1) original copy		Applicant		
Written consent of parents/guardians whose learners will attend summer classes – One (1) original copy		Parent		
List of teachers and the subjects that they will teach during summer classes – One (1) original copy		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1 Receive, stamp, and input in the Data Tracking System the application from the school and forwards to SGOD	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Route to designated/in- charge for Private School	None	10 minutes	Chief Education Supervisor, SGOD
	1.3 Process, evaluate the documentary requirements and	None	1 day	Private School Focal, SGOD-SMME

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	prepares indorsements, then submit to the SGOD Chief for review and signature			
	1.4 Review evaluation results, and forward Indorsement to SDS for approval	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Signs and approve the Indorsement	None	1 day	Schools Division Superintendent
	1.6 Inform Client the document is ready for release	None	10 minutes	Private School Focal, SGOD-SMME
2. Claim the Indorsement	2.1 Release of the approved indorsement to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 1 hour, 10 minutes	

7. Application for Tuition and Other Fees Increase, No Increase, and Proposed New Fees of Private Schools

This service facilitates the application process for private schools seeking approval for Tuition and Other School Fees (TOSF), whether for cases of no increase, an increase, or new fee proposals. It ensures compliance with the Department of Education's (DepEd) policies and guidelines, streamlining the evaluation and validation process for stakeholders.

Office or Division:	School Governance and Operations Division - School Management Monitoring and Evaluation Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Private Basic Education Schools within the Region	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
With NO Increase		
Letter of Intent addressed to the Regional Director through the Schools Division Superintendent (SDS), signed by the School Head/Administrator, indicating the school's intention not to increase the Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client	
Latest approved fees – one (1) original copy	Applicant/Client	
With Increase		
Letter of Intent addressed to the Regional Director through the SDS signed by the School Head/Administrator, indicating among others the school's intention to increase Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client	

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Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client
Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy	Applicant/Client
Statement Under Oath signed by the School Head – one (1) original copy	Applicant/Client
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy	Applicant/Client
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy	Applicant/Client
Schedule of Fees/Proposed New Fees	
Letter of Intent addressed to the Regional Director indicating among others the school's intention for such schedule of fees/Tuition and Other School Fees (TOSF) – one (1) original copy	Applicant/Client
Notarized Certificate of Authenticity and Veracity of Documents signed by the School Head/Administrator – one (1) original copy	Applicant/Client
Statement under oath by the School Head/Administrator of the itemized current rates of tuition and other charges and the corresponding itemized proposed charges thereon as well as the new fees or charges proposed to be imposed and of the proposed allocation of the incremental proceeds – one (1) original copy	Applicant/Client
Latest Audited Financial Statements of the school – one (1) original copy	Applicant/Client
Latest Income Tax Returns filed with the Bureau of Internal Revenue (BIR) – one (1) photocopy	Applicant/Client

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Minutes of the consultation showing the date of the meeting, objectives made by the organization and counter-proposals offered and other information, with the list of attendees with their addresses and signatures – one (1) photocopy		Applicant/Client		
Statement Under Oath signed by the School Head – one (1) original copy		Applicant/Client		
Approved Tuition and Other School Fees (TOSF) of previous school year or latest noted/approved fees signed by the Regional Director – one (1) photocopy		Applicant/Client		
Latest Government Permit/Government Recognition signed by RD – one (1) photocopy		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to the Schools Division Office through the Records Unit.	1.1 Receive the submitted documents and stamp "received"	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent
	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation	None	2 days	Education Program Specialist II, SGOD-SMME

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	<i>Note: Inform Client should there be any discrepancies.</i>			
	1.6 Validate evaluated documentary requirements	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.7 Prepare endorsement letter for the Regional Director, and submit to the Chief, SGOD for review	None	2 hours	Senior Education Program Specialist, SGOD-SMME
	1.8 Review the validated requirements and endorsement letter, and submit to Assistant Schools Division Superintendent for review	None	2 hours	Chief Education Supervisor, SGOD
	1.9 Review the endorsement letter and recommend approval to the SDS	None	1 hour	Assistant Schools Division Superintendent
	1.10 Review and sign the endorsement letter then refer to Records Unit for release to the Regional Office	None	1 hour	Schools Division Superintendent
TOTAL:		None	3 days, 6 hours, 20 minutes	

8. Application for Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO.

The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service charter outlines the procedures in which a private school will apply for temporary or permanent closure of all or part of its programs or operations. This service is connected to the external service on “Endorsement of Voluntary (Temporary/ Permanent) Closure of Private Schools”

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Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Private Basic Education Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Notarized Letter of Intent stating the following in Two (2) original copies: 1. Program/s to close 2. Effectivity of the closure 3. Reason for closure 4. Statement of Undertaking: 4.1. that the parents, learners, and school personnel were notified of the intent for voluntary closure two months before the submission of this letter of intent; 4.2. that the school will facilitate the smooth transfer of learners including issuance of transfer credentials.		Applicant/Client		
Proof of publication (posting on school website or official FB page and school bulletin board) of the notification of voluntary closure done two months prior submission of letter of intent to the Schools Division Office – one (1) original copy		Applicant/Client		
Proof of acknowledgment of the Department of Labor of the notification for voluntary closure – one (1) original copy		Department of Labor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Schools Division Office through the Records Unit through walk-in two months before the end of the School Year	1.1 Receive the submitted documents and stamp “received”	None	15 minutes	Administrative Officer IV, OSDS-Records Unit
	1.2 Forward the submitted documents to the Schools Division Superintendent	None	5 minutes	Administrative Officer IV, OSDS-Records Unit
	1.3 Review and refer the submitted documents to the Chief of the School Governance and Operations Division (SGOD) for appropriate action	None	1 hour	Schools Division Superintendent

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	1.4 Review the submitted documents and advise the Senior Education Program Specialist (SEPS) and Education Program Specialist (EPS) II of School Management Monitoring and Evaluation (SMME) for evaluation	None	1 hour	Chief Education Supervisor, SGOD
	1.5 Evaluate the submitted documents for completeness and compliance, and submit to SEPS for further validation <i>Note: Inform Client should there be any discrepancies.</i>	None	1 day	Senior Education Program Specialist, SGOD-SMME
	1.6 Prepare the acknowledgment letter stating strict compliance of the school to the listed requirements	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.7 Review the Acknowledgment Letter and forward to ASDS for his/her recommendation	None	1 hour	Chief Education Supervisor, SGOD
	1.8. Review the Acknowledgment Letter and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent
	1.9. Review and sign the acknowledgment letter then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.10 Inform the Client on the availability that the Acknowledgment Letter is ready for release	None	10 minutes	Senior Education Program Specialist, SGOD-SMME
2. Claim the Acknowledgment Letter from the Records Unit	2.1 Release the document/s to the Client	None	10 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	2 days, 40 minutes	

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9. Endorsement of Voluntary (Temporary/Permanent) Closure of Private Schools

Private schools voluntarily deciding to close all or part of its program or operations, either temporarily or permanently, are required to submit documents for endorsement to the Regional Office. The process ensures compliance with applicable policies and safeguards the rights and welfare of learners and personnel by requiring the school to provide timely transfer credentials, student records, and personnel documentation to affected parties and the SDO.

The SDO evaluates submissions, coordinates necessary notifications and record transfers, and endorses closure to the Regional Office only after confirming that all protections and administrative requirements have been met.

This service outlines the succeeding procedures from the Client's receipt of the Acknowledgment Letter in relation to its application, to the Client's turn-over of necessary documentary requirements which will trigger the onward endorsement of the Schools Division Office of the voluntary closure to the Regional Office.

Private Schools must provide learners affected by the closure with the necessary transfer credentials at the end of the School Year.

Office or Division:	School Governance and Operation Division – School Management Monitoring and Evaluation			
Classification:	Simple			
Type of Transaction:	G2B (Government to Business)			
Who may avail:	Private Basic Education Schools within the Region			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Credentials of the Former and Current Learners - Original Copies (<i>At the end of current school year</i>) - School Form 9 (formerly Form 138/Learners Report Card) - School Form 10 (formerly Form 137/Learners Permanent Record) - Anecdotal Records (For SNED Learners) - Unclaimed Diploma (if any) Unclaimed Certificate of Good Moral (if any)		Applicant/Client		
Current Learners' Transfer Credentials - Original Copies (<i>At the end of current school year</i>) - School Form 9 (formerly Form 138/Learners Report Card) - Certificate of Good Moral		Applicant/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over the learners' records/ credentials to the Schools Division Office through the	1.1 Receive and record the documents/ requirements, and forward to the SGOD for review	None	15 minutes	Administrative Officer IV, OSDS-Records Unit

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Records Section at the end of School Year	1.2 Check the correctness and completeness of the documents	None	4 hours	Planning Officer III, SGOD-PRS
	1.3 Prepare Certification of Compliance and Endorsement addressed to the Regional Director, and forward to Chief, SGOD for review	None	1 hour	Senior Education Program Specialist, SGOD-SMME
	1.4 Review the drafted Certification of Compliance and Endorsement and forward to ASDS for his/her recommendation	None	30 minutes	Chief Education Supervisor, SGOD
	1.5 Review the Certification of Compliance and Endorsement, and recommend approval to SDS	None	2 hours	Assistant Schools Division Superintendent
	1.6 Review and sign the Certification of Compliance and Endorsement then refer to Records Unit for release	None	2 hours	Schools Division Superintendent
	1.7 Release and forward the endorsement and Certification of Compliance to the Regional Office	None	30 minutes	Administrative Officer IV, OSDS-Records Unit
TOTAL:		None	1 day, 2 hours, 15 minutes	

10. Recognition of Professional Development (PD) Programs – SDO Level

The Schools Division Office (SDO), through the Human Resource Development Section (HRDS) and the Division Recognition Evaluation Committee (DREC), evaluates and recognizes professional development programs and courses proposed by schools and learning centers. This ensures alignment with the Philippine Professional Standards (PPST, PPSSH, PPSS) and NEAP quality standards.

Office or Division:	Human Resource Development Section (HRDS), Schools Governance and Operations Division (SGOD)
Classification:	Highly Technical
Type of Transaction:	G2G (Government to Government)

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Who may avail:		Public Schools (Elementary and Secondary), Community Learning Centers (CLCs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Recognition Application Form – One (1) original Copy		DepEd Website / SDO HRD Section		
PD Program Profile (Includes: Title, Rationale, Program Description, Target Participants, Delivery Platform, and Indicative Dates) – One (1) original copy		Client		
Program Design and Objectives (Includes: Terminal and Enabling Objectives aligned with Professional Standards; Session Guide/Matrix.) – One (1) original copy		Client		
Resource Speakers/Learning Facilitators Profile (Curriculum Vitae (CV) highlighting relevant expertise) – One (1) original copy		Client		
Assessment Strategies and Tools (Includes: Pre-test/Post-test, Outputs/Rubrics, Satisfaction Survey/QAME Tool, etc) – One (1) original copy		Client		
Budget Estimate / Financial Plan (Itemized breakdown of expenses) – One (1) original copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Recognition Application Form and supporting documents to the SDO Records Section to HRD Section.	1.1 Receive documents, stamp "Received" with date and time, and route to the HRD Section	None	30 minutes	Administrative Assistant VI, OSDS-Records Section
	1.2 Verify the completeness of submitted documents against the prescribed checklist. <i>Note: Inform Client that application will only be processed if documents are complete. Client shall be informed in writing of the lacking requirements. Complete applications shall be accepted and endorsed to the Division Recognition Evaluation Committee for further evaluation.</i>	None	1 day	Education Program Specialist II, SGOD-HRDS
	1.3 Review the technical specifications	None	2 days	Senior Education Program

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	(formatting, signatories, basic components) before endorsing to the Division Recognition Evaluation Committee (DREC)			Specialist, SGOD-HRDS
	1.4 Evaluate for its alignment with Professional Standards (PPST/ PPSSH/ PPSS), congruence of content, pedagogy, and assessment, and competence of Resource Speakers	None	5 days	Division Recognition Evaluation Committee (DREC)
	1.5 Consolidate evaluation scores and deliberate on the status (Recognized, Recognized with Recommendations, or Deferred)	None	2 days	Division Recognition Evaluation Committee (DREC)
	1.6 Prepare the Evaluation Report and Resolution recommending approval (or disapproval) for the Superintendent.	None	1 day	Education Program Specialist II / Senior Education Program, SGOD-HRDS
	1.7 Review and approve the Certificate of Recognition (or Notice of Deferral).	None	1 day	Schools Division Superintendent
	1.8 Inform Client that the Certificate is available for release	None	5 minutes	Education Program Specialist II, SGOD-HRDS
2. Claim the Certificate of Recognition or Notice of Deferral.	2.1 Record the recognized program in the Division PD Information System and release the signed Certificate to the client	None	5 minutes	Senior Education Program Specialist, SGOD-HRDS
TOTAL:		None	12 days and 40 minutes	

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11. Request for Basic Education Data

This service provides official access to DepEd basic education data — including enrollment certifications; district-level master lists of schools and school heads with contact details; teacher inventories; and key performance indicators — for legitimate use by school districts, public/private schools, researchers, and other authorized requestors. Requests must state purpose and be submitted through prescribed channels. Release of data follows the Data Privacy Act of 2012, its IRR, and FOI rules to ensure lawful, secure, and appropriate disclosure.

Office or Division:	School Governance and Operations Division - Planning and Research Unit			
Classification:	Simple			
Type of Transaction:	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
Who may avail:	Stakeholders requesting basic education data			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement				
Letter Request addressed to the Schools Division Superintendent – One (1) original and one (1) photocopy		Client		
For researchers				
Endorsement Letter from the Thesis Adviser or Dean of College/Principal - 1 Copy photocopy		Originating school		
For authorized representative				
Authorization Letter – One (1) Original Copy		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the requesting person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID • Recent School ID (<i>for student</i>)		Client		
Identification Card - One (1) photocopy of any government-issued valid ID of the authorized person , which may include, but is not limited to, the following: • Philippine ID • Passport • Driver's License • Professional Regulation Commission (PRC) ID • Philippine Postal ID		Authorized Representative of the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1. Submit letter request addressed to the Schools Division Superintendent (SDS) (attn: Planning Officer) either through walk-in or through the SDO's official email address	1.1 Receive and acknowledge the letter request from the client (walk in or via email)	None	10 minutes	Administrative Officer IV-Records Unit
	<i>Note: Inform the Client that s/he will be notified once the requested data is available</i>			
	1.2 Forward the letter request to the SDS	None	5 minutes	Administrative Officer IV-Records Unit
	1.3 Review and evaluate the request in consideration of the Data Privacy Act and Freedom of Information guidelines, and forward to Chief, SGOD for appropriate action	None	4 hours	Schools Division Superintendent
	1.4 Refer the letter request to the Planning Officer	None	5 minutes	Chief, School Governance and Operations Division
	1.5 Undertake the necessary action in response to the approved request	None	2 days	Planning Officer, School Governance and Operations Division
	1.6 Prepare the transmittal letter and required attachment for review of the SGOD Chief.	None	30 minutes	Planning Officer, School Governance and Operations Division
	1.7 Review the transmittal letter and the attachment for the SDS's signature	None	10 minutes	Chief, School Governance and Operations Division
	1.8 Sign the document, then refer to Record Section for release	None	1 hour	Schools Division Superintendent

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	1.9 Inform the Client on the availability of requested data	None	10 minutes	Planning Officer, SGOD
	1.10. Release the document to the client	None	5 minutes	Administrative Officer IV-Records Unit
TOTAL:		None	2 days, 6 hours, 17 minutes	



