

Schools Division Offices

External Services

SCHOOLS DIVISION OFFICE – EXTERNAL SERVICES

Office of the Schools Division Superintendent

A. Legal Unit

1. Request for Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any student 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.

Office or Division:	Legal Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government; G2C- Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application indicating the entry/entries to be corrected (1 original copy)			Requesting party	
2. Certificate of Live Birth issued by Philippine Statistics Authority (1 original, 1 photocopy)			PSA	
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable (1 original, 1 photocopy)			School	
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 photocopy)			Affiants	
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application			Requesting party	
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record)			Requesting party	
7. Data Privacy Consent Form			Legal Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records with consideration to Data Privacy Act	1.1 Receives and records to DTS and/or logbook then forward to SDS for appropriate action	None	10 minutes	JOECIL PURGANAN AO-IV
	1.2 Refers the documents to Legal Unit	None	10 minutes	MA. TERESA M. REAL
	1.3 Check the completeness of all the requirements then	None	8 hours	LUCILLE H. MADELO AO-V

	prepare the Resolution for correction			
	1.4 Forward to SDS for signature	None	5 minutes	LUCILLE H. MADELO AO-V
	1.5 A signed Resolution will be issued by the SDS to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.	None	8 hours	SDS/ SDS Staff
2. Receive a copy of the Order	2.1. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	JOECIL PURGANAN AO-IV
Total		None	2 days and 35 minutes	

B. Personnel Unit

1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)

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

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant Number (application.deped.gov.ph) – indicated in the DO but applicant can’t easily access the website			Applicant	
2. Letter of Intent for teaching position (1 original)				
3. Duly accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet (3 original copies)			Form from CSC Website/ SDO	
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)			Certification from PRC	
5. Certified true copy of ratings obtained in the LET/PBET (1 original)			PRC	
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)			SDO	
7. Certified true copy of Transcript of Record (1Original Copy)			Applicant	
8. Certificate of specialized trainings (1 Photocopy of each)			Applicant	
9. NBI Clearance (1 Original Copy)			NBI	
10. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School Screening Committee (1 original)			Applicant	
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies			Applicant	
12. Application thru Division Website (if applicable)			SDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department’s online system at application.deped.gov.ph		None	10 minutes	Client
2. Submit the complete pertinent documents to the school where	2.1. Receive and stamp and check completeness of the submitted	None	5 minutes	School Head/

vacancy regular and/or natural) exists, and receive the receiving copy.	documents			
	2.2. Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	District Screening Committee
	2.3. Submit a Soft and Hard copy of the result of pre- assessment at the HR Office through the Records Section	None	1 day	District Screening Committee
	2.4. Receive and stamp the hardcopy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	JOECIL PURGANAN AO-IV
	2.5. Receive the result of the pre- assessment and verify if the applicant registers online	None	10 minutes	HRMO, Personnel Section, SDO
3. Receive the notification from HRMO	3.1. Notify applicant on the initial evaluation through posting/ email	None	10 minutes	HRMO, Personnel Section, SDO
Total		None	1 day and 55 minutes	

2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

Any individual with interest in applying for a position in DepEd may submit his/her following credentials and other requirements.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Any person who has interest to the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website Form from CSC or SDO Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy of CSC eligibility or PRC professional ID, whichever is applicable (1 original copy)			CSC/PRC	
5. Certified true copy of Transcript of Records or Certification, Authentication and Verification of TOR (1 original copy)			School/s attended	
6. Performance Ratings for the last 3 semesters (1 Photocopy of the 3 Performance Ratings for the last 3 rating periods), if any			Previous/Current employer	
7. Certificate of relevant Trainings and Seminars attended (1 Photocopy each), if any			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy), if any, pursuant to DepEd Order 66, s. 2007			Applicant	
9. File of Electronic-copy of requirements			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/email complete documents to Records/ SDO email	1.1. Stamp Receive, issue receiving copy, and forward the documents to HR	None	5 minutes	JOECIL PURGANAN AO-IV
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural) exists, and receive the receiving copy.	1.2. Check completeness of documents submitted	None	5 minutes	HR Unit staff
2. Receive acknowledgement email	2.1. Encode application details	None	5 minutes	JASMINE B. NEPA HRMO
	2.2. Pre-evaluate qualifications of the applicant vs. qualification standards of position	None	5 minutes	JASMINE B. NEPA HRMO
3. Receive Result of Evaluation	3.1. Inform applicant of result of initial evaluation via email	None	5 minutes	JASMINE B. NEPA HRMO
Total		None	25 minutes	

C. Property and Supply

1. Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

This service is the issuance and receiving of the textbooks and equipment that are needed for Elementary & Non-Autonomous Secondary Schools

Office or Division:	Property and Supply Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government To Government			
Who may avail:	DepEd employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Delivery receipts			Supplier	
2. Inspection and Acceptance report/Property Transfer Report Requisition and Issuance Slip			Employee/ Property and Supply Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers the textbook and/or equipment together with the receipts	1.1. Receives textbooks and/or equipment from suppliers	None	8 hours	NINO R. IYANA AO-IV
	1.2. Checks the quantity of the items received through comparing the DR of delivered textbooks and/or equipment to the PO and/or Property Transfer Report of originating office	None	8 hours	
	1.3. Inspects, verifies, and approves the receipt of textbooks and/or equipment	None	3 hours	
	1.4. Prepare Inventory Custodian Slip(ICS) and Requisition and Issuance Slip(RIS) for recipient schools	None	8 hours	
	1.5. Reviews and approves the ICS/RIS	None	8 hours	
	1.6. Informs the Recipient Schools for the distribution of textbooks and/or equipment	None	8 hours	
	1.7. Preparation of	None	3 hours	

	distribution list and in coordination with district/schools			
2. Receive the textbooks and/or equipment by the recipient schools	2.1. Distributes the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	8 hours	
Total		None	6 hours and 6 minutes	

Note: Additional steps or increase in TAT is due to the geographical challenge in districts/schools

D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	JOECIL P. PURGANAN AO-IV
2. Submit the accomplished requisition slip with a valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	JOECIL P. PURGANAN AO-IV
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	20 minutes	JOECIL P. PURGANAN AO-IV
Total		None	30 minutes	

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

CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slipform	1.1 Provide client the requisition slipform	None	5 minutes	JOECIL P. PURGANAN AO-IV
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party(photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	JOECIL P. PURGANAN AO-IV
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	JOECIL P. PURGANAN AO-IV
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	JOECIL P. PURGANAN AO-IV
3. Receive the requested document	3.1. Release the document to the client	None	5 minutes	JOECIL P. PURGANAN AO-IV
Total		None	45 minutes	

3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book /Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017.

Office or Division:	Records Unit	
Classification:	Complex	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
High School/Elementary Graduates: 1.CAV Form 2 – School Referral Form(SRF) 2.Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2photocopies) 3.Diploma (1 Original and 2 certified true copies certified by the School Head) 4.PSA Birth Certificate Copy (1 Original and2 photocopies) 5.List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6.Latest passport size ID Pictures (2 copies) 7.Valid ID 8.Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9.Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) <i>Additional Requirement for Undergraduates:</i> 10.Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) 11.Transmittal (1 Original and 2 photocopies certified by the School Head) <i>Additional Requirements for Graduates from private schools:</i> 12. Special Order (1 original and 2 photocopies certified by the School Head)		School Attended School attended School attended Client School attended Client Requesting Person and/or Authorized Person Requesting Person School Attended School Attended School Head
Graduate and undergraduate from public schools: 1.List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy) 2.Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2photocopies) 3.Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)		School Attended (for CAV form 6);Division Office (for CAV form 14) School Attended/ BEA Division Office

4. Diploma (1 Original and 2 certified true copies certified by the School Head) 5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies) 6. PEPT Test Result Rating (1 original and 2 certified true copies) 7. PSA Birth Certificate Copy (1 Original and 2 photocopies) 8. Latest Passport size ID picture (2 copies) 9. Documentary Stamp 2 pcs			School Attended Division Office Division Office/BEA Client Client BIR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1. Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	JOECIL P. PURGANAN AO-IV
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	JOECIL P. PURGANAN AO-IV
	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	JOECIL P. PURGANAN AO-IV
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	JOECIL P. PURGANAN AO-IV
3. Receive the completed CAV	3.1 Inform client of steps to avoid	None	10 minutes	JOECIL P. PURGANAN AO-IV

documents	tampering or forging any of the documents subject for the CAV. The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client			
Total		None	1 hour and 5 minutes	

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Communication			Records Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	JOECIL P. PURGANAN AO-IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	JOECIL P. PURGANAN AO-IV
	1.3. Read and review communication	None	4 hours	MA. TERESA M. REAL SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	16 hours	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	JOECIL P. PURGANAN AO-IV
Total		None	2 days, 4 hours, 25 minutes	

***Note:** For ministerial transaction - within 3days, complex transaction - within 7 days, and for Highly Technical transaction - within 20 days

5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “*Revised Rules of Procedure of the Department of Education in Administrative Cases*” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2 Stamp received the documents and receiving copy with transaction number	None	3 minutes	
	1.3 Log the received document/s to the Incoming Logbook.	None	5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	JOECIL P. PURGANAN AO-IV
Total		None	21 minutes	

6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)


Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “*Revised Rules of Procedure of the Department of Education in Administrative Cases*” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent			
Classification:	Complex			
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B) Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non- Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2 Stamp received the documents and receiving copy with transaction number	None	3 minutes	
	1.3 Log the received document/s to the Incoming Logbook.	None	5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	JOECIL P. PURGANAN AO-IV

	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	JOECIL P. PURGANAN AO-IV
	2.3. Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.4. Evaluate and make necessary Notation and sign the routing slip.	None	8 hours	MA. TERESA M. REAL SDS
	2.5. Forward to Legal Unit, for appropriate action.	None	5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6. Evaluate the complaint if the same is grievable/ mediatable or not and prepare necessary Communication, copy furnished the client	None	8 hours	LUCILLE H. MADELO AO-V
	2.7. Forward to OSDS the initialed communication	None	8 hours	LUCILLE H. MADELO AO-V CORAZON P. ROA - ASDS Administrative Aide VI (ASDS)
	2.8 Log the document, with attachment/s to the appropriate logbook 2.9 Return signed communication to Legal Unit, for organization of documents	None	10 minutes 5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.10 Arrange the documents to be forwarded to Records Unit.	None	20 minutes	LUCILLE H. MADELO AO-V


	2.11 Forward to Records Unit, for releasing		5 minutes	Officer
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee	None	10 minutes	JOECIL P. PURGANAN AO-IV
	2.13. Coordinate with the Office/Agency and contact the client.	None	30 minutes	
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	3.1 Release the Communication	None	5 minutes	JOECIL P. PURGANAN AO-IV
	3.2 If there is a proof of service, serve and secure a signed Proof of Service.		10 minutes	
Total		None	3 days, 2 hours, and 21 minutes	

SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit


Date of Filing (Paksa kailan inilile): _____

COMPLAINANT (Nagrereklamo)				
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail: o Facebook Account name: o Viber)	CELLPHONE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)	
VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagrereklamo]				
NAME (Pangalan): M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
NAME OF SCHOOL (Ngalan ng Paaralan)	ADDRESS OF SCHOOL (Lokasyon ng Paaralan)	GRADE/YEAR (Antas)	AGE (Gulang)	
RELATIONSHIP TO COMPLAINANT (Relasyon sa Nagrereklamo) (Pakilagyan ng Check (✓) ang angkop na sagot)		1) Father (Ama) _____ 2) Mother (Ina) _____ 3) Others (Iba pang relasyon) _____		
RESPONDENT'S INFORMATION (Inirereklamo)				
NAME (Pangalan): Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
In case there are more than one respondent, please indicate details in the table (Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye)				
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)		
1.	1.	1.		
2.	2.	2.		
3.	3.	3.		
4.	4.	4.		
5.	5.	5.		
ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Inirereklamang Insidente)				
1. Basic details of Complaint (Pangunahing detalye):				
Dates of Incident (Paksa/Mga petsa Kailan nangyari ang ini-rereklamo)	Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng Inirereklamo)	Place of Incident (Saan nangyari ang inirereklamo)		
2. Evidence for Complaint (Ebidensya):				
Do you have Witness/es to the matter complained of? (Meron bang Naka-saksi/nakakita sa bagay na inirereklamo?)			Do you have supporting documents? (Meron ka bang pansuportang dokumento?)	
Pakilagyan ng Check (✓) ang angkop na sagot Yes _____ None _____			Yes _____ None _____	
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)	
1.	1.	1.	1.	
2.	2.	2.	2.	
3.	3.	3.	3.	
4.	4.	4.	4.	
5.	5.	5.	5.	

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
 (Please use/ask for another paper if the space provided is not enough)
 / (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
 [ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN]

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOQ SA REKLAMO AT SA WALA NG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), _____,
 Filipino, of legal age (may hustong edad) and with address (at may address na) _____,
 after having been
 duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at
 nagsasaad na), THAT:

- I / we am / are the complainant/s in the above-complaint;
 (Ako / Kami ay ang / mga nagreklamo sa reklamong ito)
- I / we have caused the preparation of the foregoing complaint;
 (Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
- I / we have read the contents thereof;
 (Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
- All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;
 (Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)
- I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. ((Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisina ng ito sa loob ng limang araw mula sa pagka-alam ko nito)

IN WITNESS WHEREOF, I/We have signed this _____ day of _____, 20____, at _____
 (Bilang patunay, ako/kami ay lumagda nitong ika _____ ng _____, 20____, dito sa _____)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this _____ day of _____, 20____, by affiant/s who personally appeared before me, exhibiting his/her/their _____ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong _____ araw ng 20____, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Blg.) _____;
 Page No. (Pahina Blg.) _____;
 Book No. Doc. No. (Libro Blg.) _____;
 Series of 20____ (Serye ng 20____).

E. Curriculum Implementation Division

1. Accessing Available Learning Resources from LRMDs Portal

The LRMDs Portal is a repository of digitized quality learning/teaching resources from the Central Office, Regional, Division, or Cluster/School level and providing its clientele access to the following:

- Books - (textbooks, story books, etc.) information on quantity and quality and location of and supplementary materials, and cultural expertise,
- Learning, Teaching, and Professional Development Resources in digitized format and locates resources in print format and hardcopy,
- Media Gallery – copyright-free illustrations and graphics for teachers and learners use
- Standards, Specifications and Guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Computer/Laptop and Internet Connection			Client	
2. Active LRMDs Portal Account using a. DepEd Email Address for DepEd Employees b. Any active Email Address for Learners, Parents and Non-DepEd Stakeholders			LRMDs Portal (lrmds.deped.gov.ph) <i>(for activation of inactive accounts, seek assistance from CID LR Section of your Schools Division)</i>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Register to LRMDs Portal(New Account)	1.1 Access https://lrmds.deped.gov.ph	None	1 minute	Client
	1.2 Assist creation of LR Account Log-in to the LR Portal/ assist in technical issue	none	5 minutes	GENEVIEVE S. VERCELES EPS
2.Request for Resetting of Password (Old Account)	2.1. Accomplish online form for Resetting of Password	None	1 minute	Client
	2.2. Receive request for resetting of password	None	1 minute	GENEVIEVE S. VERCELES EPS
	2.3. Reset password in LRMDs Portal Dashboard	None	3 minutes	
	2.4. Send email notification for new password	None	2 minutes	
3. Access LR thru https://lrmds.deped.gov.ph	3.1. Provide further assistance, as needed	None	1 minute	ELJUN CALIMPUSAN PDO-II
4. Click the Begin		None	3 minutes	Client

Quick Tour				
5. Sign-in using username and password		None	1 minute	Client
6. Search for LRs on the Navigation Bar a. Resources Menu b. Filter Menu		None	1 minute	Client
7. Select from the List of the specific LRs needed	7.1 Provide LR Number code of the desired resources (upon request)	None	5 minutes	ROSE TEJANO Librarian
8. Click the View button to check the details of the select LRs		None	1 minute	Client
9. Click Download button to save digital copy of the select LRs		None	2 minutes	Client
10. Provide feedback on LRs searched /downloaded by giving comments on the Add New Comment box (Optional)		none	1 minute	Client
11. Sign-out of the LR Portal		None	1 minute	Client
Total		None	29 minutes	

2. Borrowing of Learning Materials from Libraries

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

Office or Division	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students and Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form / Slip (1 Original Copy)			Client	
2.Valid ID (1 Scanned/ Photocopy)			Client	
3. Borrower's Form			Librarian	
4. Returning Transaction Form			Librarian	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form / Slip (online or face to face)	1.1. Check Accomplished request form /slip and ID	None	2 minutes	ROSE TEJANO Librarian
2. Check and browse available LMs	2.1. Prepare and check the availability of LM requested	None	5 minutes	ROSE TEJANO Librarian
	2.2. Send the (1) list of available LMs,(2) Borrower's Form, and (3)Returning Transaction Form	None	1 minute	ROSE TEJANO Librarian
3. Accomplish Borrower's and Returning Transaction Forms	3.1.Receive accomplished Borrower's and Returning Transaction Forms	None	1 minute	ROSE TEJANO Librarian
	3.2. Check the completeness of the Forms	None	3 minutes	ROSE TEJANO Librarian
	3.3. Inform the borrower on the schedule of pick-up (online) or release of resources (walk-in)	None	3 minutes	ROSE TEJANO Librarian
4. Receive LM	4.1 Prepare and release the LM	None	5 minutes	ROSE TEJANO Librarian
	4.2 Sign the Borrower's and Returning Transaction Forms	None	1 minute	ROSE TEJANO Librarian
Total		None	21 minutes	

3. Alternative Learning System (ALS) Enrollment

ALS provides opportunities for Out-of-School Youth and Adult (OSYA) to develop basic and functional literacy skills and to access equivalent pathways to complete basic education.

Office or Division	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest 1x1 ID picture (2pcs.) with name tag			Client	
2. Photocopy of Birth Certificate or Baptismal Certificate - 1 copy			Client	
3. Valid ID (Driver’s License, Postal ID, Voters ID) - 1 photocopy			Client	
4. Functional Literacy Test (FLT)			CID	
5. Assessment for Basic Literacy(ABL)			CID	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished enrollment form with required documents (walk-in or Google link)	1.1. Receive accomplished enrollment form and all required documents (face to face or online)	None	5 minutes	Curriculum Implementation personnel
	1.2. Conduct assessment/screening : AB Land FLT	None	3 hours	JERRY P. SALINO
	1.3. Identify the entry level attained	None	30 minutes	
	1.4. Group the learners according to literacy level	None	30 minutes	
2. Receive details and information regarding learning session	1.5. Inform schedule of learning session	None	10 minutes	
Total		None	4 hours and 15 minutes	

F. School Governance and Operation Division - Planning and Research Section

1. Request for Basic Education Data (External Stakeholders)

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

Office or Division	Planning and Research			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	External Stakeholder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request address to SDS (1Original Copy, 1 Photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address to SDS, attention to Planning Officer through division official email	1.1. Receive and acknowledge the letter request from the client thru walk-in/email	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2. Forward letter of request to the SDS	None	5 minutes	JOECIL P. PURGANAN AO-IV
	1.3. Read and review request letter in consideration of the DPA/FOI	None	4 hours	MA. TERESA M. REAL SDS
	1.4. Receive the endorsed letter request from SDS and refer it to Planning Officer	None	5 minutes	WILSON C. CALVO Chief, SGOD
	1.5. Make the necessary action undertaken to the said letter request	None	16 hours	ELMER T. NEPA PO-III
	1.6. Prepare the transmittal letter and attachments to be signed by SDS then forward to Records Section	None	15 minutes	ELMER T. NEPA PO-III
2. Receive the necessary documents	2.1. Release the documents to the client	None	2 minutes	JOECIL P. PURGANAN AO-IV
Total		None	2 days, 4 hours, 37 minutes	

G. School Governance and Operation Division - School Management, Monitoring and Evaluation Section

1. Issuance of Government Permit, Renewal, Recognition of Private Schools

This service is to process requests for government permit, renewal and recognition of operations of private schools.

Office or Division	School Management, Monitoring & Evaluation (SMM&E) Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen (G2C) Government to Business (G2B)			
Who may avail:	Private Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Board Resolution: Must be certified by the Corporate Secretary (for new/recognition)			School applicant	
1 copy of notarized comprehensive Feasibility Study (for new/recognition)			School applicant	
1 copy of application letter stating the nature of Government Permit being applied for (being renewed), or stating intent for recognition			School applicant	
1 copy of Articles of Incorporation and By-Laws duly registered with the Security and Exchange Commission (SEC). (for new/recognition)			SEC	
1 copy of Copy/ies of Transfer Certificate of Title of school sites (for New/Government Recognition)			School applicant	
Documents of ownership of school building(s) (for new/recognition)			School applicant	
1 copy of Certificate of Occupancy signed by proper authorities (for new/recognition)			School applicant	
1 copy of Class program of the classes offered (for new/recognition)			School applicant	
1 copy of Qualitative Evaluation Processing Sheet (for SHS application)			Provided by the EPS/In-charge of Private Schools	
School Bond (for new/recognition)			To be provided by the RO to the client	
Latest Enrolment Data (for renewal)			Client/from the Division planning Officer	
Copy of the Updated Government PTO (for renewal)			School applicant	
Ocular Inspection Report (for new/recognition/renewal)			Provided by the SMM&E (In charge of Private Schools)	
Endorsement from the Schools Division Superintendent (for new/recognition/renewal)			Provided by the SMM&E (In charge of Private Schools)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for pre-validation purposes thru Records Section	1.1. Receive and record the documents thru DTS/ Logbook with assign tracking number, then forward to SGOD Chiefs	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2. Receive	None	10 minutes	SGOD

	documents by SGOD Chief and route to designated/in-charge for Private School			WILSON C. CALVO SGOD Chief
	1.3. Process and evaluate the documentary requirements received	None	40 hours	SMM&E (In Charge of Private School)/ Alternate focal
	1.4. Conduct onsite validation to school applicant.	None	24 hours	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer(if available)
	1.5. Conduct post-conference regarding the results of the inspection and prepare reports.	None	2 hours	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID& SGOD)/ PSDS (CID)/ Division Engineer (if available)
2. School applicant acknowledge the results of validation and inspection	2.1. Inform the school applicant of the result of validation and inspection	None	1 hour	Senior Education Program Specialist (SMM&E) Education Program Supervisor (CID& SGOD) PSDS (CID) Division Engineer

				(if available)
3. Submit the lacking documents if any or comply with the monitoring tool/checklist of requirements	3.1. Receive the lacking documents/prepare the endorsement to Regional Office	None	8 hours	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
	3.2. Secure the signature of the SDS for indorsement.	None	8 hours	SDS
	3.3. Release and forward documents to Regional Office for their appropriate action	None	1 hour	JOECIL P. PURGANAN AO-IV
4. Receive the information thru email/SMS that status of application has been forwarded to RO	4.1. Inform the school applicant that the application has been forwarded to RO	None	15 minutes	Education Program Specialist II (SMM&E) Senior Education Program Specialist (SMM&E)
Total		None	10 days, 4 hours, 35 minutes	

2. Issuance of Special Orders for Graduation of Private School Learners

The Division Office is authorized to evaluate and process the complete documentary requirements for Special Order (SO) application of private schools with Provisional Permits to Operate in School Year or prior to the School Year (SY) for the graduation of qualified Grade 12 learners.

Office or Division	SGOD - School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Any private school with graduating students (Grade 12)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Schools Division Superintendent List of Qualified Graduates (per track/strand/specialization) Accomplished Special Order Form Original Form 137-A (SHS Student Permanent Record) Form IX (SHS Graduation Form) Original Form 137-A (JHS Student Permanent Record) Birth Certificate (PSA) 			School 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 forward to SGOD- SMM&E Section	None	10 minutes	JOECIL P. PURGANAN AO-IV JOECIL P. PURGANAN
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	MA. TERESA M. REAL SDS
	1.5. Refer to the Records Unit and release to Regional Office for their	None	10 minutes	JOECIL P. PURGANAN AO-IV

	appropriate action			
	Total	None	6 days and 30 minutes	

Note: Complete substantial and official documents should be submitted in order to process the requests. Otherwise, request will be denied due to lack of document, and it cannot be processed.

3. Application for Senior High School (SHS) Additional Track/Strand

The Schools Division Office is authorized to evaluate, process, and validate the complete documentary requirements of private schools applying for additional SHS track/strand.

Office or Division	SGOD - School Management, Monitoring and Evaluation	
Classification:	Complex	
Type of Transaction:	Government to Business (G2B)	
Who may avail:	Any private school	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Application for DepEd Permit to Operate / Recognition		
Application documents (1 original and each document) <ul style="list-style-type: none"> • Letter of intent addressed to the Regional Director thru the Superintendent • Board Resolution • Feasibility Study Philosophy and Goals of the course <ul style="list-style-type: none"> - Demand for the graduates - Prospective learners - Existing schools offering one same course within the community • Articles of Incorporation and By- Laws • Copy(ies) of Transfer Certificate(s) of Title of the school site • Location of school in relation to its environment • Campus development and landscaping plans • Document(s) of Ownership of school building(s) • Certificate of Occupancy of school building(s) • Pictures of school building(s), classrooms, laboratories, libraries, medical and dental facilities, canteens, etc. • Proposed budget for the succeeding schoolyear approved by the Board of Trustees/Directors • List of school administrators (president, vice-president, deans, department heads) • List of academic-non teaching personnel(registrar, librarian, guidance counselor, researcher) • List of athletic facilities, equipment, supplies and materials (to be certified by the school head) • School bond • Copy of retirement Plan registered with the Securities and Exchange Commission • Copy of Latest Financial Statement of the school certified by an independent CPA • Proposed Curriculum • Proposed tuition and other school fees • List of New Teaching/Academic Staff for the Course(s) program(s) applied for • List of laboratory facilities, equipment, furniture, supplies and materials classified by subject area, (to be certified by the school head) • List of library holdings (to be certified by the school 		School Applicant

head) <ul style="list-style-type: none">Inspection and Application Fees				
B. SHS New Application or Additional Track/Strand				
Application documents (1 original of each documents) <ul style="list-style-type: none">Letter of intent addressed to the Regional Director thru the SuperintendentBoard Resolution certified by the secretary and approved by the Board of Directors/ Board of Trustees (Purpose, School year of intended operation, SHS Curriculum for the track/s and strand/s to be offered)Certificate of Recognition of any of the following: (a) Secondary Education Program –DepEd; (b) Training Program –TESDA; (c) Highest Education Program – CHED; (d) Others: FAAP recognize accrediting agencies, Asia Pacific Accreditation and Certification Commission (APACC)Proposed Tuition and other feesProposed School CalendarProposed list of academic and non-academic personnel: (a) Qualifications; (b) Job Descriptions; (c) Teaching Load; (d) Number of Working Hours Per Week; (e) Certificate from Recognized National/ International Agencies (TESDA, ABA, and Others)Curriculum Offering: Academic, Tech-Voc, Arts and Design, SportsMinimum program requirements for the SHS tracks/strands: (a) Instructional Rooms; (b) Laboratories: (Computer, Science (for STEM, minimum of 3 laboratories), Workshop Room/ Studios); (c) Athletic Facilities; (d) Learners' Resource Center or Library; (e) Internet Facilities; (f) Ancillary ServicesA copy of Memorandum / Memoranda of Agreement/ Memorandum of Understanding for partnership arrangements relative to the SHS Program Implementation. These arrangements may include: (a) Engagement of stakeholders in the localization of the curriculum; (b) Work Immersion; (c) Apprenticeship; (d) Research; (e) Provision of equipment and laboratories, workshops, and other facilities; (f) Organization of career guidance and youth formation activities; (g) othersAdditional requirements for Category D: (a) Articles of Incorporation and By-Laws for Private Schools only; (b) Documents of ownership of school sites under the name of the school, or Deed of Usufruct; (c) Proposed Annual Budget and Annual Expenditures		School Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary	1.1 Receive, stamp, and input in the Data	None	10 minutes	JOECIL P. PURGANAN AO-IV

requirements to the SDO	Tracking System the application from the school and forward to SGOD-SMME Section			(Records)
	1.2. Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.3. Process, evaluate the documentary Requirements and prepares Indorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	MA. TERESA M. REAL SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	JOECIL P. PURGANAN AO-IV
Total		None	6 days and 30 minutes	

4. Application of Summer Permit for Private Schools

The Schools Division Office is authorized to evaluate, process, and issue summer permit to private school with summer enrollees to address the learning gaps or failed subjects of learners.

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with summer enrollees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent School Calendar for Summer – 35days List of teachers who intent to teach during summer classes General class program for summer Tuition and other school fees Tentative list of summer enrollees with learning areas to be taken written opposite each name A copy of the approved PTA/PTCA Resolution requesting the conduct of summer classes and stating the amount of fees the PTA/PTCA will contribute for each student. Written consent of parents whose children will attend student summer classes Post summer activities 			School Applicant School Applicant School Applicant Teachers/School Applicant School Applicant PTA/PTCA Parents School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 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-SMM&E Section	None	10 minutes	JOECIL P. PURGANAN AO-IV JOECIL P. PURGANAN
	1.2.Forward documents to SGOD Chief and route to designated/in-charge for Private School	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.3.Process, evaluate the documentary requirements and prepares Indorsement	None	5 days	SMM&E (In charge of Private School)/ Alternate focal
	1.4.Secure the signature of the SDS for the indorsement.	None	8 hours	MA. TERESA N. REAL SDS

	1.5.Refer to the Records Unit and	None	10 minutes	JOECIL P. PURGANAN AO-IV
	release to Regional Office for their appropriate action			(Records)
Total		None	6 days and 30 minutes	

5. Application for No Increase in Tuition Fee

The Schools Division Office is authorized to evaluate, process, and approve notification of no increase to private schools operating with permit/recognition.

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with permit to operate/recognition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document) <ul style="list-style-type: none"> Letter of intent addressed to the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year Xerox copy of the latest approved tuition, miscellaneous & other school fees Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms of no increase. Note: The miscellaneous and other fees should be itemized. Copy of Government Permit to Operate/Recognition Certificate 			School Applicant School Applicant School Applicant School 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-SMM&E Section	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2. Forward documents to SGOD Chief and routes to designated/in-charge for Private School	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.3. Process, evaluate the documentary requirements and prepares Indorsement	None	40 hours	SMM&E (In charge of Private School)/ Alternate focal
	1.4. Secure the signature of the SDS for the indorsement.	None	8 hours	SDS
	1.5. Refer to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	JOECIL P. PURGANAN AO-IV
Total		None	6 days and 30 minutes	

6. Application for Increase in Tuition Fee

The Division Office is authorized to evaluate, process, and endorse the complete documentary requirements of private schools applying for increase in tuition and miscellaneous fees. Only private schools with recognition are allowed to apply for increase in tuition and miscellaneous fees.

Office or Division	School Management, Monitoring and Evaluation			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any private school with recognition			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application documents (1 original and each document)			School Applicant	
<ul style="list-style-type: none"> Letter of intent addressed to the Regional Director thru the Schools Division Superintendent stating the intention to comply with the provision of R.A. 6728 for the forthcoming school year; 			School Applicant	
<ul style="list-style-type: none"> Xerox copy of the latest approved tuition, miscellaneous & other school fees; 			School Applicant	
<ul style="list-style-type: none"> Comparative schedule of tuition, miscellaneous & other school fees for current school year with that of the previous year indicating in both peso and percentage the forms for increase. Note: The miscellaneous and other fees should be itemized; 			School Applicant	
<ul style="list-style-type: none"> Percentage of Increase of Tuition/Miscellaneous& other fees; 			School Applicant	
<ul style="list-style-type: none"> Copy of Government Recognition Certificate; and 			School Applicant	
<ul style="list-style-type: none"> Certificate under Oath (notarized by a duly licensed notary public) signed by the School Head that the following requirements of R.A.6728 have been complied with namely; (a), (b) and (c): 			School Applicant	
a. Appropriate consultation has been conducted with duly organized PTA/PTCA and Faculty Association.			School Applicant/PTA	
b. Seventy percent (70%) of the amount of tuition Increase (incremental proceeds) of the previous school year			School Applicant	
c. At least twenty percent (20 %) went to the improvement or modernization of buildings equipment, libraries and similar facilities. Itemized copy of improvements with the amount written opposite each item with supporting documents and photocopies of sample receipts of purchases and others.			School Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements to the SDO	1.1. Receives, stamps, and inputs in the Data Tracking System the application from the school and forwards to SGOD- SMM&E Section	None	10 minutes	JOECIL P. PURGANAN AO-IV
	1.2. Forwards	None	10 minutes	Admin Officer IV/

	documents to SGOD Chief and routes to designated/in-charge for Private School			JOECIL P. PURGANAN OV0IV SGOD Chief/ SGOD Staff
	1.3. Process, evaluate the documentary requirements and prepares Indorsement, and breakdown and schedule of fees for approval	None	40 hours	SMM&E (in charge of private school) / Alternate focal
	1.4. Secures the signature of the SDS for the indorsement.	None	8 hours	MA. TERESA M. REAL SDS
	1.5. Refers to the Records Unit and release to Regional Office for their appropriate action	None	10 minutes	JOECIL P. PURGANAN AO-IV
Total		None	6 days and 30 minutes	