

## 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.

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Japheth A. Yoldan
2. Submit the accomplished requisition slip with 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	Japheth A. Yoldan
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	30 minutes	Japheth A. Yoldan
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

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

<b>Office or Division:</b>	Records Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Requisition Slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting person		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Japheth A. Yoldan
2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (xerox copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Japheth A. Yoldan
	2.2 Prepare, print or photocopy the requested document	None	30 minutes	Japheth A. Yoldan
	2.3 Once the document is obtained, Records Officer will review and verify the	None	15 minutes	Joecil P. Purganan

	document and certify true copy			
3. Receive the requested document	3.1 Release the document to the client	None	10 minutes	Japheth A. Yoldan
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 5 minutes</b>	

### 3. Certification, Authentication, Verification (A & E Test and Philippine Educational Placement Test (PEPT) only)

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.

<b>Office or Division:</b>	Records Unit	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A&amp;E AND PEPT:</b> <ol style="list-style-type: none"> <li>1. CAV Form 10 – Request Form</li> <li>2. Certificate of Rating on A &amp; E and PEPT</li> <li>3. PSA Birth Certificate Copy (1 Original and 2 photocopies)</li> <li>4. List of Graduates certified correct by authorized official (1 original and 2 photocopies)</li> <li>5. Latest passport size ID Pictures (2 copies)</li> <li>6. Valid ID</li> <li>7. Authorization Letter (If the requesting party is not the record owner) (1 original copy)</li> <li>8. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)</li> </ol>		Division Office A&E, PEPT Division Coordinator Client  A&E, PEPT Division Coordinator  Client  Requesting Person and/or Authorized Person Authorized Person

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request form and completely fill-out the CAV Application Form from the Records section	1.1 Receive and check the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by PEPT or ALS Coordinator	None	10 minutes	Joecil P. Purganan



**4. Receiving and Releasing of Incoming and Outgoing Communication** The procedure for proper receiving and releasing of communications

<b>Office or Division:</b>		Records Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
<b>Who may avail:</b>		DepEd Employee		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Communication		Records Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official communication/s to the Records Receiving Area	1.1 Receives, reads, sorts, stamps RECEIVED with date, time, initial & ctrl no., logs & routes communication to the Head of Office for notation (Incoming hard & electronic copy)	None	5 minutes	Joecil P. Purganan/ Japheth A. Yoldan
	1.2 Notates on the communication and routes communication to the Action Unit/individual for action	None	5 minutes	SDS
	1.3 Acts on the communication & forwards to SDS for approval	None	5 minutes	Action Individual

	1.4 Approves communication and forwards approved communication to the Records Section for release	None	5 minutes	SDS
	1.5 Receives, reads, stamps released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (outgoing)	None	5 minutes	Joecil P. Purganan/ Japheth A. Yoldan
<b>TOTAL</b>			<b>25 minutes</b>	