

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	Records Unit				
Classification:	Simple					
Type of Transaction		Government to Citizen				
Who may avail:	General F	Public				
CHECKLIST			WHERE TO SEC	CURE		
REQUIREME						
1. Requisition slip (Records U	nit			
2. Valid ID (Original	ID and 1	Requesting	person and/or A	uthorized Person		
Photocopy)		·				
3. Authorization Let		Requesting		555601		
	GENCY	FEES TO	PROCESSING	PERSON		
	ACTION	BE PAID	TIME	RESPONSIBLE		
	rovide ient the			Administrative		
- 1	equisition	None	5 minutes	Staff (Records)		
<u> </u>	ip form			Stail (Necolus)		
	eceive the					
	rm, forward					
•	the					
requisition re	cords					
·	ustodian.					
valid ID or (0	Custodian					
authorizatio s	earch the			Administrative		
	equested	None	5 minutes	Staff (Records)		
	ocuments)			Otali (iteooras)		
requesting						
party and						
the original ID of the authorized						
person						
	repare, print					
	nd give the			Administrative		
· · · · · · · · · · · · · · · · · · ·	ocument to	None	20 minutes	Staff (Records)		
	e client			(2221213)		
	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	G2C – Government to Citizen					
Transaction:	G2G – Government to Government					
Who may avail:	All					
	REQUIREMENTS		HERE TO SE	CURE		
Requisition Slip		Records				
2. Valid ID (Origina	al ID and 1 Photocopy)	Requestir Person	ng person and	I/or Authorized		
Authorization Le	etter (1 Copy)	Requestir	ng person			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIB LE		
1.Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrativ e Staff (Records)		
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	Administrativ e Staff (Records)		
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrativ e Staff (Records)		
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer		
3. Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrativ e Staff (Records)		
	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	G2C – Government to Citizen			
Transaction:				
Who may avail:	Graduates/learners from defunct private schools and			
CHECKI IST C	ALS/PEPT passers in the PREQUIREMENTS	WHERE TO SECURE		
High School/Eleme		WHERE TO SECORE		
	chool Referral Form	School Attended		
(SRF)				
, ,	ollment/ Completion/	School attended		
Graduation - CA\	/ Form 4 (1 original and 2			
photocopies)				
	nal and 2 certified true	School attended		
•	y the School Head)	Olicant		
2 photocopies)	cate Copy (1 Original and	Client		
' ' '	certified correct by	School attended		
	I (1 original and 2	Control attended		
photocopies)	. (1 6119.1141 4114 =			
6. Latest passport size ID Pictures (2 copies)		Client		
7. Valid ID	, ,			
	ter (If the requesting party	Requesting Person and/or		
	owner) (1 original copy)	Authorized Person		
•	wer of Attorney (SPA) for	Requesting Person		
	presentative (1 original			
copy)				
Additional Requirem	nent for Undergraduates:			
·	nent Record (Form 137)	School Attended		
	2 photocopies certified by			
` •	d/ Records Custodian/			
Registrar)				
· · · · · · · · · · · · · · · · · · ·	Original and 2 photocopies	School Attended		
certified by the	School Head)			
·	nents for Graduates from			
private schools:				



12 Special Order (1	Original and 2	Sobool Atto	andad	
12. Special Order (1	•	School Attended		
	tified by the School			
Head)				
	rgraduate from public			
schools:				
1. List of Approved	CAV Request – CAV	School Atte	ended (for C	AV form 6)
Form 6, CAV Fo and 2 photocopy	rm 14, CAV 14 (1 original	Division Of	fice (for CA\	/ form 14)
2.Request Form for Rating – CAV For photocopies)	School Atte	ended/ BEA		
3. Indorsement fro Form 13 (1 origin	Division Of	fice		
4. Diploma (1 Orig	School Atte	ended		
5. ALS Accreditation	Accreditation & Equivalency Test (for ALS) (1 original and 2 certified			
' '	ult Rating (1 original and opies)	Division Office/BEA		
7. PSA Birth Certif and 2 photocopic	Client			
8. Latest Passport	size ID picture (2 copies)	Client		
9. Documentary S	,	BIR		
,		EEES TO	PROCES	PERSON

	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPON SIBLE
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	Administra tive Staff (Records)
		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	Administra tive Staff (Records)
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 (Docume ntary stamp is available at BIR offices)	10 minutes	Administra tive Staff (Records)



	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administra tive Staff (Records)
	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	Administra tive Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid 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	None	10 minutes	Administra tive Staff (Records)
	TOTAL:	None	1 hour, 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 l	Jnit		
Classification:		Simple			
Type of Transactio	n:	G2C – Government to Public G2B – Government to Private G2G - Government to Government			
Who may avail:		All			
CHECKLIST OF	REQUIREM	ENTS	WHE	RE TO SEC	URE
Official Communicat	ion		Records Un	it	
CLIENT STEPS	AGENCY	ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSI BLE
Submit official communication/ to the Records Receiving Area	1.1. Receive check th complet commun	ne teness of	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to SDS		None	5 minutes	Records Staff
	1.3. Read ar commu		None	4 hours	SDS
	to the co	nications oncerned ersonnel	None	5 minutes	SDS Staff
	1.5. Act on t commul for minis transact	he nication sterial	None	2 days	Concerned office/perso n
	1.6. Forward acted communication	the nication to	None	5 minutes	SDS Staff

TOTAL

None

5 minutes

2 days 4 hours,

25 minutes Releasing

personnel/ Records Officer IV

Records Section

communication

2.1. Release the

2. Client receives

communication

^{*}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:	G2G - Government to Government
	G2C - Government to Client
	G2B - Government to Business
Who may avail:	All

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. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping 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-	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPON SIBLE
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. 1.2. Stamp received the documents and receiving 	None	10 minutes 3 minutes	Administra tive Aide VI or Administra tive Officer IV (Records)
vviiiao ii)	copy with transaction number 1.3. Log the received document/s to the Incoming Logbook.		5 minutes	



2. Receive the	2.1. Return client's	None	3 minutes	Administra
receiving copy	receiving copy			tive Aide
for reference				VI or
				Administra
				tive Officer
				IV
				(Records)
	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:	G2G - Government to Government
	G2C - Government to Client
	G2B - Government to Business 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. Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping	Client
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 STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBL E
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. 1.2. Stamp received the documents and receiving copy with transaction number. 	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)



		1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2.	Receive the receiving copy for reference	2.1.Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
		2.2.Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
		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.		1 day	Schools Division Superintendent (OSDS)
		2.5.Forward to Legal Unit, for appropriate action.		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	1 day	Attorney III/ Designated Legal Officer
		2.7.Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer 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. 2.11. Forward to Records Unit, for releasing	None	20 minutes 5 minutes	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	2.12. Stamp Release the documents and arrange for servicing/ sending to addressee 2.13. Coordinate with the Office/Agency and contact the client.	None	10 minutes 30 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communic ation, if with proof of service, sign the proof of service.	3.1. Release the Communication 3.2. If there is a proof of service, serve and secure a signed Proof of Service.	None	5 minutes 10 minutes	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
	TOTAL	None	3 days, 2 hours, 11 minutes	