

SCHOOLS – EXTERNAL SERVICES

1. Acceptance of Employment Application for Teacher I Position (walk-in)

Teacher-Applicants may submit their complete application requirements to the school, for onward submission to the Schools Division Office for evaluation and assessment.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teachers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS			Teacher-applicant	
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)			Form from school or CSC website	
3. Certified True Copy of Certificate of Rating (2 copies)			PRC	
4. PBET/LET rating and valid and updated PRC License/ID			PRC	
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average			School where applicant graduated	
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable			Previous employer	
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable			Previous employer	
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable			Training provider/s	
9. NBI Clearance			NBI	
10. Voter’s ID and/or any proof of residence acceptable by the School Screening Committee			COMELEC/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee
	1.2 Prepare certification	None	5 minutes	School Screening Committee

	1.3 Sign the certification	None	2 minutes	School Head
2. Receive copy of checklist and signed certification	2.1 Issue a duly verified and attested checklist and certification of requirement to the applicants	None	7 minutes	School Screening Committee
	2.2 Inform applicant of next steps, i.e. school will submit documents to SDO and SDO will contact applicant for updates	None	6 minutes	School Screening Committee
Total		None	1 hour	

2. Acceptance of Employment Application for Teacher I Position (online)

Due to the COVID-19 pandemic, schools have provided teacher-applicants an online option where complete application requirements may be submitted, for onward submission to the Schools Division Office for evaluation and assessment.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teachers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Teacher-applicants are requested to bring both original/CTC and photocopies of each requirement.				
1. Letter of intent addressed to the SDS			Teacher-applicant	
2. Duly accomplished Personal Data Sheet (CS Form No. 212 Revised 2017)			Form from school or CSC website	
3. Certified True Copy of Certificate of Rating (2 copies)			PRC	
4. PBET/LET rating and valid and updated PRC License/ID			PRC	
5. Transcript of Records (Undergraduate and Graduate, if any) with General Weighted Average			School where applicant graduated	
6. Certificate of Employment, Contract of Service, or Duly signed Service Record with Inclusive Dates and School Clearance, whichever are applicable			Previous employer	
7. Performance Ratings covering one (1) year performance in the last rating period/s prior to the assessment, if applicable			Previous employer	
8. Certificates of related training/ seminar/workshop/ forum/specialized training, if applicable			Training provider/s	
9. NBI Clearance			NBI	
10. Voter's ID and/or any proof of residence			COMELEC/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1.1 Download submitted documents	None	15 minutes	School Screening Committee
	1.2 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	40 minutes	School Screening Committee

	1.3 Prepare certification	None	5 minutes	School Screening Committee
	1.4 Sign the certification	None	5 minutes	School Head
2. Acknowledge email	2.1 Inform applicant of next steps via email, i.e. school will submit documents to SDO and SDO will contact applicant for updates; attach copy of e-signed checklist and certification	None	5 min	School Screening Committee
Total		None	1 hour, 10 minutes	

3. Borrowing of Learning Materials from the School Library/Learning Resource Center

Learners, teaching and non-teaching personnel are given free access to learning materials (LMs) such books, journals, magazines from Libraries or Learning Resource Centers. However, accountability and accountability should be properly observed especially since borrowers are allowed to bring the LMs home. Thus, it is necessary to monitor the proper use and accounting of LMs.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Learners, Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card/QR Code – 1 original copy		School Library		
2. School Identification Card – 1 original copy		Client		
3. Borrower's Card –1 original copy		School Library		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the logbook		None	2 minutes	Librarian/ Designated School Librarian
2. Fill-out library card and present to librarian	2.1 Receive and check library/ SLRC card	None	3 minutes	
3. Request for the LM	3.1 Check card catalogue for LM requested	None	6 minutes	
4. Fill-out borrower's card	4.1 Receive and check borrower's card and clip it with the library card; issue the LM	None	3 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	3 minutes	
6. Return the LM and present the borrower's card	6.1 Check the borrowed LM, sign borrower's card and return the library card to the borrower	None	2 minutes	
TOTAL:		None	20 minutes	

4. Distribution of Printed Self-Learning Modules in Distance Learning Modality

The Basic Education-Learning Continuity Plan (BE-LCP) introduced different distance learning modalities that suit the learners' present situation due to the COVID-19 pandemic. One of the most appropriate modalities is the printed self-learning modules (SLMs) distributed to learners. Parents, guardians, and learners are oriented on how learning at home will be facilitated through the SLMs. The schedule and drop-off points for distribution are announced by the school through different channels.

Office or Division:		Schools		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Learners, Parents/Guardians		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Orientation of BE-LCP and Process of Distribution of Modules			School	
2. Schedule of Distribution and Retrieval of Learning Modules			School Information Officer/Class Adviser/School Facebook Page/FB Group Chat/Tarpaulin/School Bulletin Board	
3. Distribution and Retrieval Form of Learning Modules			Class Adviser	
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Parent/guardian report to the drop-off station	1.1. Ask the learner's name, log the attendance and release the module. Remind parents/guardians about schedule of distribution and submission of SLMs.	None	7 minutes	Class Adviser/Teacher-in-charge
2. Return the completed SLMs on the scheduled date.	2.1. Receive the completed SLMs. Check for completeness using module monitoring checklist.	None	10 minutes	Class Adviser/Teacher-in-charge
3. Segregate the submitted SLMs and answer sheets.	3.1 Assist in placing received SLMs and answer sheets in designated boxes.	None	3 minutes	Class Adviser/Teacher-in-charge

4. Receive new SLMs.	4.1 Release new set of SLMs.	None	5 minutes	Class Adviser/ Teacher-in-charge
	4.2 Affix signature in Distribution Form.	None	2 minutes	Class Adviser/ Teacher-in-charge
	4.3 Disinfect received SLMS and answer sheets (via disinfecting room/device).	None	14 minutes	Class Adviser/ Teacher-in-charge
	4.4 Forward disinfected submitted SLMs and answer sheets to assigned teacher.	None	5 minutes	Class Adviser/ Teacher-in-charge
TOTAL:		None	46 minutes	

5. Enrollment (walk-in)

This is the process of registering learners into the Learner Information System (LIS) upon submission of complete requirements.

Office or Division:	Schools
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Learners
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1 original, 1 photocopy	Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy	
3. Pledge of Transferee – 1 original copy	
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)	
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies	Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification	Barangay Hall
<i>Eligibility Standards from DepEd Order 03, s. 2018</i>	
Kinder Children aged five years old by October 31st of the School Year they enroll	
Grade 1 a. Children who completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six (6) years old and above by October 31 st of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO 47, s 2016) f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)	School
	Bureau of Education Assessment (BEA), DepEd Central Office

Grade 7				
a. Grade 6 Graduate		School		
b. School Form 9 Grade 6 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer				
d. Result of PEPT or A&E Test		BEA, DepEd Central Office		
Grade 11				
a. Grade 10 Completer		School		
b. School Form 9 Grade 10 (formerly Form 138)				
c. PEPT Passer or A&E Test Passer				
d. Result of PEPT or A&E Test		BEA, DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Legibly fill-out the Basic Education Enrollment Form, Affidavit of Undertaking, Pledge of Transferees (For Transferees)	1.1 Check the completeness of information in the Basic Education Enrollment Form and other relevant requirements. Accomplish needed information in the forms.	None	15 minutes	School Enrollment Focal Person
2. Submit complete requirements for enrollment per grade level	2.1. Receive and log complete requirements per grade level If incomplete, tag as Temporary enrolled & required to submit Affidavit of Undertaking	None	15 minutes	School Enrollment Focal Person
	2.2. Approval of transfer	None	10 minutes	School Head
	2.3 Endorse list of enrollees to Records/ Registrar	None	1 day	School Enrollment Focal Person
	2.4 Complete the List of	None	1 hour	Teacher/Adviser

	Enrollees for sectioning: a. old learners b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees			
	2.5 Post List of Learner's Section.	None	2 days	Teacher/Adviser
3. Access list of learner's section.	3.1 Post List of Learner's Sections	None	1 hour	Teacher/Adviser
TOTAL:		None	Old learners: 1 day, 1 hour, 40 minutes New Learners: 3 days, 40 minutes	

6. Enrollment (Online)

Due to the COVID-19 pandemic, schools began to accommodate the enrollment of learners through different web-based platforms such as Facebook (school's official account and FB Messenger), school's official email address, and Google form links. Learners are considered officially enrolled when all requirements are submitted online using the stated platforms.

Office or Division:	Schools	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Learners or their parents/guardians with access to the internet.	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner’s Enrollment Survey Form (MLESF) -1 original, 1 photocopy		Records/Guidance Office
2. Affidavit of Undertaking - 1 original copy		
3. Pledge of Transferee – 1 original copy		
4. Learner's Credentials (SF9/Form 138 and SF10/Form 137)		
5. PSA Birth Certificate (formerly NSO) - 1 original, 2 photocopies		Philippine Statistics Authority / Local Civil Registrar
6. Barangay Certification		Barangay Hall
Eligibility Standards from DepEd Order 32, s. 2021		
Kinder Children aged five years old by October 31st of the School Year they enroll		
Grade 1 a. Children who are completed Kindergarten programs in DepEd Accredited schools & centers b. Certificate of Completion and Progress Report Card c. Children who are six years old and above by August 31 st of the school year they will enroll in and who have not completed Kindergarten d. Result of Early Childhood Care and Development (ECCD) Assessment Checklist e. Children who are completed any form of Kindergarten program in non-DepEd accredited learning and day-care centers, or home-schooled learners (DO 47, s 2016)		School
f. Result of Philippine Educational Placement Test (PEPT) or Philippine Validating Test (PVT)		Bureau of Education Assessment (BEA), DepEd Central Office

Grade 7 e. Grade 6 Graduate f. School Form 6 Grade 6 (formerly Form 138) g. PEPT Passer or A&E Test Passer h. Result of PEPT or A&E Test		School BEA, DepEd Central Office		
Grade 11 a. Grade 10 Completer b. School Form 9 Grade 10 (formerly Form 138) c. PEPT Passer or A&E Test Passer d. Result of PEPT or A&E Test		School BEA, DepEd Central Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request digital Basic Education Enrollment Form and/or Affidavit of Undertaking (for Transferees)	1.1 Send digitized form and list of other relevant requirements to preferred online platform of the enrollee	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
2. Fill out the online enrollment form and submit complete requirements online	2.1 Download and print received documents. If requirements are incomplete, tag as temporary enrolled.	None	10 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
3. Receive status of enrollment and submit missing requirements if any.	2.6 Provide status of enrollment.	None	5 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.7 Endorse list of enrollees to Records/ Registrar	None	30 minutes	Teacher-in-Charge/ Adviser/ ICT Coordinator
	2.8 Complete the List of Enrollees for sectioning: a. old learners	None	1 hour	Teacher-in-Charge/ Adviser/ ICT Coordinator

	b. Incoming Kinder/ Grade 1 / Grade 7 / Grade 11 / Balik-Aral / Transferees	None	2 days	
4. Access list of learner's section.	2.9 Post List of Learner's Section.	None	1 hour	Teacher-in- Charge/ Adviser/ ICT Coordinator
TOTAL:		None	Old learners: 2 hours, 50 minutes New learners: 2 days, 1 hour, 50 minutes	

7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

Certified True Copy and Photocopy of DepEd official documents that are in the custody of the school may be released to the requesting client.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request Slip or Letter (1 Copy)			School/Client	
2. Valid ID - (original and 1 Photocopy)			Client	
3. Authorization Letter - 1 copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip	1.1 Provide client requisition slip	None	5 minutes	Teacher-in-Charge
	1.2 Check the completeness of the information, search for the requested document	None	8 minutes	Teacher-in-Charge
	1.3 Print or photocopy the requested document	None	8 minutes	Teacher-in-Charge
	1.4 Review, verify, and certify true copy of the document and affix school dry seal	None	10 minutes	Records Officer /Admin Officer
	1.5 Sign the CTC	None	5 minutes	Principal/ Records Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	8 minutes	Records Officer and/ or Admin Officer
TOTAL			44 minutes	

8. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)

Due to the COVID-19 pandemic, schools have provided the general public the option to request for documents via email.

Office or Division:	School Registrar/Guidance or LIS			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Request Slip or Letter – soft copy			School/Client	
2. One (1) Valid ID – soft copy			Client	
3. Authorization Letter - soft copy (if applicable)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requisition slip/Letter via school email address	1.1 Acknowledge request via email, search for the requested document	None	5 minutes	Teacher-in-Charge
	1.2 Print or photocopy/scan document	None	10 minutes	Teacher-in-Charge
	1.3 Review, verify, and certify true copy of the document and affix school dry seal	None	10 minutes	Records Officer /Admin Officer
	1.4 Sign the CTC		5 minutes	Principal/ Records Officer
2. Acknowledge email received	2.1 Email the document to the client	None for active learners. For others – client pays fee directly to courier, as applicable	8 minutes	Records Officer and/ or Admin Officer
TOTAL			38 minutes	

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9. Issuance of School Clearance for different purposes

Clearances may be requested by clients for a number of purposes: for clearance from money or property accountability, leaves (maternity, terminal, vacation/sick leave), retirement, travel, or transfer to another school, etc. Schools use CSC Form 7 as the template for the issuance of clearances, and the number of signatories would depend on the purpose of leave applicable to the client. Note that not all kinds of leave requests require clearances.

Office or Division:	School			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Active, Retired/Resigned DepEd Employees			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter addressed to School Head (except for emergency leave) – 2 copies			Client	
2. CSC Form 7 – 3 copies			School	
3. Other requirements, depending on the purpose of the clearance			Client	
4. Authorization Letter and ID - 1 copy (if applicable)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Review and decide on the request.	None	10 minutes	School Head/ Department Head
	If approved, refer to the office issuing CSC Form 7. Otherwise, provide further details.			
	1.2 Issue CSC Form 7.	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
2. Fill out form and process clearance by visiting offices of	2.1 Check applicant records and sign clearance	None	15 minutes per signatory	Authorized signatory

applicable signatories				
3. Upon completion of required signatures, submit form to office that issued form	3.1 Check form for completeness	None	10 minutes	Admin Officer/ HR-designate/ Personnel in-charge
	3.2. Provide receiving copy of CSC Form 7 and next steps, i.e. documents will be forwarded by the school to the SDO, SDO will provide feedback to the school	None	5 minutes	Admin Officer/ HR-designate/ Personnel in-charge
4. Acknowledge message from school	4.1 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	Admin Officer/ HR-designate/ Personnel in-charge
TOTAL			2 days, 30 minutes	

10. Issuance of School Forms, Certifications, and other School Permanent Records

This service pertains to issuance of pertinent school records, certifications and other credentials related to the learner that are in the custody of school that may be requested to for any legal purpose it may serve the requestor.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip – 1 copy		Records Section/Registrar's Office		
2. Valid Identification Card – 1 original copy and 1 photocopy		Client		
3. Authorization Letter–1 original copy for Authorized Personnel				
4. Request letter addressed to the School stating the reason for the Request				
5. Requisition slip given by School where the child is presently enrolled – For Certificate of Good Moral, Form 137 and/ or Form 138		School where child is presently enrolled (Follow the DO 54 s, 2016 -Guidelines on the Request and Transfer of 2.Learner's School Records)		
6. Request slip given by DSWD – For Certificate of Enrollment needed in 4Ps		DSWD/Request from Parent/guardian		
7. Affidavit of Loss – For duplicate copy of documents		Client		
8. List of requirements from Local Civil Registrar – For Late Registration of Birth		Local Civil Registrar		
9. List of requirements from DFA – For Passport Application		Department of Foreign Affairs		
10. Proof of migration from the embassy – For Migration Purpose		Embassy of the country of destination		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out requisition slip	1.1. Provide client requisition slip	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.2. Check the form for completeness	None	10 minutes	Teacher- in Charge/ Registrar's

	and search for the requested document.			Office Personnel
	1.3. Print or photocopy/scan document	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel
	1.4. Review and verify the document and certify true copy	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel /Records Officer/ Admin Officer
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	5 minutes	Teacher- in Charge/ Registrar's Office Personnel/Reco rds Officer/ Admin Office
TOTAL:		None	40 minutes	

11. Public Assistance (walk-in/phone call)

Schools need to work with different individuals and organizations to strengthen partnerships that would benefit the learners and the DepEd community. Consequently, schools also have to address the concerns of its clients.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete information			Client	
2. Intake sheet – 1 original copy			School Information Coordinator/Guidance Counselor/ Advocate	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1, Communicate details of concern (verbally or via intake sheet)	1.1 Note the client concern/ ask client to fill out intake sheet	None	15 minutes	School Information Coordinator (SIC)/Guidance Counselor/ Advocate
	1.2 For simple concerns – provide immediate reply. For complex concerns – advise client of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate
2. Take note of information received	2.1 Provide copy of intake form to client (for walk-in clients) and route another copy to the concerned office (internal resolution owner).	None	15 minutes	SIC/Guidance Counselor/ Advocate
TOTAL			1 hour	

* If the resolution owner is internal, processing time would depend on type of concern as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

12. Public Assistance (email/social media)

Due to the COVID-19 pandemic, schools started to accommodate queries and complaints through their official email address and social media account/s.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Complete information			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Communicate details of concern via school's official email address or social media account	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in-charge
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in-charge
	For complex concerns – advise client of next steps. CC the concerned office/ agency (if applicable) and request them to acknowledge email to the client directly, CC the school.	None	40 minutes	AO/ICT Coordinator/ Teacher in-charge
TOTAL			1 hour, 15 minutes	

*If the resolution owner is internal, processing time would depend on type of concern as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

13. Receiving and Releasing of Communications and other documents

The procedure for proper receiving and releasing of communications

Office or Division:		Schools		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter/official communication addressed to the School Head			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of letter/official communication	1.1 Check communication received and forward to the principal/school head	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.2 Review and provide instructions for further processing	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel	None	10 minutes	AO/ICT Coordinator / Teacher in-charge
	1.4 Act on the concern/request and forward to the school head for checking	None	2 days*	Concerned office/ personnel
	1.5 Check the action provided	None	20 minutes	School Head
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator / Teacher in-charge
TOTAL			2 days, 2 hours, 25 minutes	

*If the resolution owner is internal, processing time would depend on type of concern as guided by the 3-7-20 rule of RA 11032 and/or applicable laws.

14. Reservation Process for the use of school facilities

Schools regularly receive requests from other government agencies and private organizations to use classrooms or other school facilities for different purposes such as the conduct of CSC examinations, board exam review, or coop membership meetings. Note that this specific process only applies to requests received directly from clients and not the SDO/RO.

Office or Division:	Schools			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business G2C – Government to Citizen G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request addressed to the School Head stating the activity details			Client	
2. Valid ID			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Check activity details - date and time, purpose vs. the schedule of school activities	None	7 minutes	Receiving Clerk/AO
	1.2 If venue is available on the requested date, forward to School Head	None	5 minutes	School Head
	1.3 Inform client of next steps, i.e. request will be forwarded to SDO for approval and provide feedback to school	None	5 minutes	Receiving Clerk/AO
	1.4 Provide feedback to applicant upon receipt of SDO decision	None	2 days upon receipt of SDO decision	
2. Applicant settles other requirements with school	2.1 Issue official receipt for payment made, as applicable	None	10 minutes	AO/ Cashier
Total			2 days, 27 minutes	

15. Request for Personnel Records for Teaching/Non-Teaching Personnel

Teaching and non-teaching personnel or their authorized representatives may request the following documents for different purposes:

- Certificate of Compensation
- Certificate of Employment
- Certificate of Last Payment Received/Certificate of Oneness
- Certificate of No Benefits Received
- Service Record
- Certificate of Leave Credit Balance
- Certificate of Service Credit Balance

The steps in processing this service depend on whether the school has the authority to process the said request or would need to forward the request to the SDO.

For schools with authority to process the request directly:

Office or Division:	School			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Active and retired/resigned DepEd teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip - 1 copy		Admin Section		
2. Valid ID of the requesting person and Authorized Person – original and photocopy		Client		
3. Authorization Letter – 1 copy		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2 Prepare the requested document for signature	None	20 minutes	AO/Admin Assistant
	1.3 Sign the document	None	5 minutes	AO/School Head
	1.4 Affix dry seal, if applicable	None	5 minutes	AO/Admin Assistant
2. Sign the logbook upon receipt of document	2.1 Release document	None	5 minutes	AO/Admin Assistant
TOTAL:		None	1 hour	

For schools that need to forward the request to SDOs:

Office or Division:	School			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	Active and retired/resigned DepEd teaching and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip - 1 copy		Admin Section		
2. Valid ID of the requesting person and Authorized Person – original and photocopy		Client		
3. Authorization Letter – 1 copy		Client		
4. Transmittal letter from School Head		School		
<i>Additional for Certificate of Leave Credit Balance (non-teaching) and Certificate of Service Credit Balance (teaching)</i>		School		
5. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor (1 original copy)				
6. Duly signed DTR/Biometric Report of Attendance (CS Form 48) (1 original copy)				
7. Memorandum re: activity conducted				
8. Certificate of Appearance				
As applicable:				
9. Certificate of Attendance (for Brigada Eskwela)				
10. COMELEC Appointment (for National, Local and Barangay Election)		COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBL E
1. Fill out requisition slip	1.1. Check the request and retrieve the client data	None	25 minutes	AO/Admin Assistant
	1.2. Advise client of next steps, i.e. request will be forwarded to the SDO and SDO will provide document to school. School will inform the client when the document is available for release.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant

	letter to be signed by school head			
	1.4 Check and sign transmittal letter	None	5 minutes	School head
	1.5 Forward the collated requests to SDO	None	once a week	AO/Admin Assistant/Aide
	1.6 Follow-up status of request with SDO	None	2 days after submission	AO/Admin Assistant
	1.7 Upon advice of SDO, pick-up requested documents	None	once a week	AO/Admin Assistant/Aide
2. Sign the logbook upon receipt of requested document	2.1 Release document 2 working days upon receipt of from SDO	None	5 minutes	AO/Admin Assistant
TOTAL:		None	3 days, 30 minutes	