



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF MISAMIS ORIENTAL

THE DEPED VISION

We dream of Filipinos
who passionately love their country
and whose values and competencies
enable them to realize their full potential
and contribute meaningfully to building the nation.

As a learner-centered public institution,
the Department of Education
continuously improves itself
to better serve its stakeholders.

THE DEPED MISSION

To protect and promote the right of every Filipino to quality, equitable, culture-based, and complete basic education where:

Students learn in a child-friendly, gender-sensitive, safe, and motivating environment.

Teachers facilitate learning and constantly nurture every learner.

Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.

Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

OUR CORE VALUES

Maka-Diyos

Maka-tao

Makakalikasan

Makabansa



Address: Del Pilar corner Velez Street, Brgy. 29, Cagayan de Oro City 9000

Telephone Nos.: (088) 881-3094 | Text: 0917-8992245 (Globe)

Website: www.depedmisor.net

Email: misamis.oriental@deped.gov.ph



Republic of the Philippines
Department of Education
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SCHOOLS DIVISION OF MISAMIS ORIENTAL

OUR MANDATE

The Department of Education was established through the Education Decree of 1863 as the Superior Commission of Primary Instruction under a Chairman. The Education agency underwent many reorganization efforts in the 20th century in order to better define its purpose vis a vis the changing administrations and charters. The present-day Department of Education was eventually mandated through Republic Act 9155, otherwise known as the Governance of Basic Education act of 2001 which establishes the mandate of this agency.

The Department of Education (DepEd) formulates, implements, and coordinates policies, plans, programs and projects in the areas of formal and non-formal basic education. It supervises all elementary and secondary education institutions, including alternative learning systems, both public and private; and provides for the establishment and maintenance of a complete, adequate, and integrated system of basic education relevant to the goals of national development.



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DepEd Division of Misamis Oriental

The **Province of Misamis Oriental** is along the northern coast of the island of Mindanao. It is bounded on the north of Macajalar Bay, on the west by Iligan Bay, on the south and southwest by the Province of Bukidnon and Lanao del Norte and on the east by the Province of Agusan del Norte. It has an estimated total land area of 357,010 hectares making it the 2nd largest province in the region. It is subdivided into 24 municipalities and 3 cities of Cagayan de Oro, Gingoog and El Salvador.

The DepEd Division of Misamis Oriental was established in 1965 with its first Schools Division Superintendent Mr. Esteban Sarmiento. At present, the division is manned by 7,000+ teaching and non-teaching personnel under the able leadership of **Superintendent Jonathan S. Dela Peña PhD, CESO IV.**



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SERVICE NAME: Access to LRMS Portal				
SERVICE DESCRIPTION: The LRMS provides access to quality resources from the National, Region, Division, Cluster/Schools level including: <ul style="list-style-type: none"> • information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise, • access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy, • 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:	G2C - Government to Citizen			
Who may avail:	All			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Computer/Laptop and Internet Connection			Client	
2. Registered LR account a. DepEd Email for DepEd Employees b. Any active Email Address for Learners, Parents and Stake Holders			LR Portal (email)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to (Email)	1.1 Assist Client (If necessary)	None	1 minute	Client/LR Staff/Librarian
2. Click the Begin Quick Tour for new users (optional)	2.1 Assist Client (If necessary)	None	1 minute	Client/LR Staff/Librarian
3. Log-in to the LR Portal	3.1 Assist Client (If necessary)	None	1 minute	Client/LR Staff/Librarian
4. On the upper left side menu bar, click the Resources Tab and select either K to 12 Resources, Alternative Learning System or Professional Development	4.1 Assist Client (If necessary)	None	10 minutes	Client/LR Staff/Librarian
5. Select Grade Level	5.1 Assist Client (If necessary)	None		Client/LR Staff/Librarian
6. Select your desired learning area	6.1 Assist Client (If necessary)	None		Client/LR Staff/Librarian
7. Select the content from the given list	7.1 Assist Client (If necessary)	None		Client/LR Staff/Librarian

8.a. Select a title from the list. (The list could still be refined based on DepEd Special Programs such as IPEd, ALS, etc.) b. Use the search button to look for the desired Learning Resource	8.1 Assist Client (If necessary)	None		Client/LR Staff/Librarian
9. Click view or download. (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)	9.1 Assist Client (If necessary)	None	5 minutes	Client/LR Staff/Librarian
10. Copy or print the downloadable Learning Resource	10.1 Assist Client (If necessary)	None	5 minutes	Client/LR Staff/Librarian
11. Open feedback mechanism tab and accomplish Online Feedback form in the Contact Us Tab	11.1 Dispense Client Report	None	3 minutes	Client/LR Staff/Librarian
12. Log-out the LR Portal	12.1 Assist Client (If necessary)	None	1 minute	Client/LR Staff/Librarian
TOTAL:		None	28minutes	

SERVICE NAME: Access to Division Learning Management System (LMS)

SERVICE DESCRIPTION: The LMS provides access to quality resources from the National, Region, Division, Cluster/Schools level including:

- information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise,
- access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy,
- 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: G2C - Government to Citizen

Who may avail: Teachers, parents and learners enrolled in city schools

CHECK LIST OF REQUIREMENTS

WHERE TO SECURE

1. Computer/Laptop and Internet Connection

Client

2. Registered LR account a. DepEd Email for DepEd Employees and learners/parents		LR Portal (email)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Open any browser engine and go to (Email)	1.1 Assist Client Virtually (If necessary)	None	1 minute	Client/LR Staff/Librarian
2.Access the Division LMS using DepEd Email Account	2.1 Assist Client Virtually (If necessary)	None	1 minute	Client/LR Staff/Librarian
3.Select material needed	3.1 Assist Client Virtually (If necessary)	None		Client/LR Staff/Librarian
4.Copy or print the downloadable Learning Resource	4.1 Assist Client Virtually (If necessary)	None	5 minutes	Client/LR Staff/Librarian
TOTAL:		None	17 minutes	

SERVICE NAME: BORROWING PROCEDURES FOR BOOKS AND OTHER MATERIALS OVER				
SERVICE DESCRIPTION: DepEd, Schools Division of Misamis Oriental, recognizes the rights of every				
Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and Teaching Related Personnel			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Letter (1 Original Copy, 1 Photocopy)		Client		
2.Valid ID (1 Original, 1 Photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request letter to Record Section Online	1.1 Receive request letter Online	None	5 minutes	Record's Personnel
	1.2 Forward the request letter to the library Hub	None	5 minutes	Record's Personnel
	1.3 Receive the request letter	None	1 minute	Librarian/Library Staff
2.The borrower physically present the Received request letter valid ID, observing health protocols	2.1 Receive request letter and valid ID	None	5 minutes	Librarian/Library Staff

3. Check and browse available reading materials in the display shelves	3.1 Assist Client (If necessary)	None	3 minutes	Client & Librarian/Library Staff
4. Select titles of reading materials to borrow		None	20 minutes (Depending on the number of books to borrow)	Client
5. Accomplish two (2) copies of borrowing and Returning Transaction Form	5.1 Prepare and record reading materials for lending	None	3 minutes	Librarian/Library Staff
6. Receive reading materials	6.1 Return ID presented and Release reading materials to borrow	None	2 minutes	Librarian/Library Staff
TOTAL:		None	45 minutes	

SERVICE NAME: ALTERNATIVE LEARNING SYSTEM (ALS) ENROLLMENT				
SERVICE DESCRIPTION: It provides all opportunities for out-of-school youth and adult (OSYA) to				
Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest 1x1 ID picture (2pcs.) with name tag		Client		
2. Photocopy of Birth Certificate or Baptismal				
3. Valid ID (Driver's License, Postal ID, Voters ID)				
4. Functional Literacy Test (FLT)		CID		
5. Assessment for Basic Literacy (ABL)		CID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Submit duly accomplished enrollment form with required documents (Online/Physical submission observing health protocols)	1.1 Receive enrollment form and documents and record name of applicant	None	5 minutes	Curriculum Implementation Personnel
	1.2 Conduct assessment/screening in basic literacy (ABL) and functional literacy test (FLT) And identify the entry level attained and group clientele/learners according to literacy level	None	1 hour	
2. Receive details and	2.1 inform schedule of	None	10 minutes	

TOTAL:	None	1 hour and 15 minutes	
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SERVICE NAME: BE MORE SHARP AND SUPER SAIL

SERVICE DESCRIPTION: This Division initiatives ensure that all teachers are given technical assistance on improving delivery of instruction with the end goal of enhancing learning outcomes. Moreover, these initiatives quality assures provision of technical assistance to all School Principals and Department Heads on schools'implementation of curricular programs, projects and activities. The electronic implementation of this initiative includes: 1. Engagement With Teachers (Supervision of Teachers at Work and Enhancing Professional Development Activities for Teachers; 2. Engagement With School Principals/Department Heads (Monitoring of Curricular Programs, Projects and Activities and Provision of Technical Assistance to School Principals/Department Heads). for BE MORE SHARP this initiative is intended for the assessment of the learners .

Office or Division:	Simple
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Who may avail:	Education Program Supervisors, Public Schools District Supervisor, Education

CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cellphone/Tablet/Laptop and Internet connection		Client		
2. Project Link		Division IT Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Secure the project link.	1.1 Assist the client virtually	None	1 minute	Division IT Officer/CID staff
2. Secure the link to the online class/meeting with the School Principal	2.1 Assist the client virtually	None	1 minute	School Principal/ Concerned Teacher
3. Conduct engagement with the teacher/ School Principal	3.1 Assist the client virtually	None	30 minutes	Client School Principal/ Concerned Teacher
4. Accomplish online MODELO accomplishment form	4.1 Assist the client virtually	None	5 minutes	Client
5. Print accomplished form at the end of the month	5.1 Assist the client virtually	None	5 minutes (for the completed Monthly Accomplishment Report)	Client
TOTAL:		None	37 minutes	

SERVICE NAME: Request for Basic Education Data (External Stakeholder)

SERVICE DESCRIPTION: The Planning and Research Section generates data and reports from the Learner Information System (LIS) and the Basic Education Information System (BEIS) to provide the accurate, reliable and relevant basic education statistics to stakeholders.

Office or Division: School Governance and Operations Division-Planning & Research Section

Classification: Simple

Type of Transaction: G2G – Government to Government

Who may avail: All internal and external Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request and submitted to the	Office of the Chief ES - SGOD
1. Basic Education Data Report	Senior Education Program Specialist – Planning & Research

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief ES - SGOD
	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program Specialist – Planning & Research/ Planning Officer	none	10 minutes	Chief ES - SGOD
	1.3. Senior Education Program Specialist – Planning & Research and the Planning Officer III makes the necessary action on the request for provision	none	1 day	Senior Education Program Specialist – Planning & Research and the Planning Officer III

	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Senior Education Program Specialist – Planning & Research and the Planning Officer III
2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Planning Officer III
Total		None	1 day and 30	

SERVICE NAME: Quality Management System Implementation

SERVICE DESCRIPTION: The School Management , Monitoring and Evaluation Section primarily accountable for the implementation of standards and policies relevant to managing schools and to ensure that the following are provided to /implemented in schools for the purpose of effectiveness.

Office or Division:	School Governance and Operations Division- School Management ,Monitoring Evaluation
Classification:	Simple
Type of Transaction:	G2G – Government to Government , Government to Non - Government
Who may avail:	All internal and external Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD		Office of the Chief ES - SGOD		
1. Basic Education Data Report		Senior Education Program Specialist – Planning & Research Planning Officer III		

CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief ES - SGOD

	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program	none	10 minutes	Chief ES - SGOD
	1.3. Senior Education Program Specialist – makes the necessary action on the request for provision	none	1 day	Senior Education Program Specialist in SMME
	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Senior Education Program Specialist in SMME
2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Senior Education Program Specialist in SMME
Total		None	1 day and 30	

SERVICE NAME: Establishing Partnerships with Stakeholders	
SERVICE DESCRIPTION: The School Mobilization and Networking Section is to ensure provision of resources needed by the schools division office ,schools and learning centres,and compliance to standards towards good governance and effective operations	
Office or Division:	School Governance and Operations Division - School Mobilization and Networking Section and DRRM
Classification:	Simple
Type of Transaction:	G2G – Government to Government , Government to Non - Government G2C – Government to Citizen
Who may avail:	All internal and external Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD		Office of the Chief ES - SGOD		
1. Basic Education Data Report		Senior Education Program Specialist – Planning & Research Planning Officer III		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief ES - SGOD
	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program Specialist	none	10 minutes	Chief ES - SGOD
	1.3. Senior Education Program Specialist makes the necessary action on the request for provision	none	1 day	Senior Education Program Specialist in SMNS.
	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Senior Education Program Specialist in SMNS.
2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Senior Education Program Specialist in SMNS.
Total		None	1 day and 30	

SERVICE NAME: Install ,Implement, and Manage HRD Services and T &D System				
SERVICE DESCRIPTION: The Human Resources Development Section is to implement efficient and effective Human Resource Development Systems ensure the availability of competent education leaders , teaching and non - teaching personnel for the schools ,learning centers and schools division office at all time.				
Office or Division:	School Governance and Operations Division - Human Resource Development Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government , Government to Non - Government G2C – Government to Citizen			
Who may avail:	All internal and external Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD			Office of the Chief ES - SGOD	
1. Basic Education Data Report			Senior Education Program Specialist – Planning & Research Planning Officer III	
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief ES - SGOD
	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program Specialist	none	10 minutes	Chief ES - SGOD

	1.3. Senior Education Program Specialist makes the necessary action on the request for provision	none	1 day	Senior Education Program Specialist in HRDS.
	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Senior Education Program Specialist in HRDS.
2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Senior Education Program Specialist in HRDS.
Total		None	1 day and 30	

SERVICE NAME: Assess and Ensure Structural Integrity (All school buildings and Facilities)

SERVICE DESCRIPTION: The Education Facilities Section is to provide services to ensure structurally and physically safe buildings, grounds and facilities for the Division Office, schools and learning centers to maintain a conducive physical environment.

Office or Division:	School Governance and Operations Division - Education Facilities Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government , Government to Non - Government
Who may avail:	All internal and external Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and submitted to the Office of the Chief Education Program		Office of the Chief EPS - SGOD		
1. Basic Education Data Report		Senior Education Program Specialist – Planning & Research		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON

1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief EPS - SGOD
	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program Specialist	none	10 minutes	Chief ES - SGOD
	1.3. Senior Education Program Specialist makes the necessary action on the request for provision	none	1 day	Division Engineer in EFS.
	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Division Engineer in EFS.
2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Division Engineer in EFS.
Total		None	1 day and 30	

SERVICE NAME: Develop Healthy Habits and Practices (Teachers and Non Teaching Personnel)

SERVICE DESCRIPTION: The School Healty Sectios is to serve the Division and School Populace through the implementation of health programs, provision of basic health and nutrition services and establishment of a healthful school environment.

Office or Division: School Governance and Operations Division - School Health Section

Classification:	Simple			
Type of Transaction:	G2G – Government to Government , Government to Non - Government G2C – Government to Citizen			
Who may avail:	All internal and external Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD		Office of the Chief ES - SGOD		
1. Basic Education Data Report		Senior Education Program Specialist – Planning & Research Planning Officer III		
CLIENT STEPS	AGENCY ACTION	FEES TO	PROCESSING	PERSON
1. Letter request and submitted to the Office of the Chief Education Supervisor, SGOD	1.1. Receive the letter request via email	none	10 minutes	External End User/ Office of the Chief ES - SGOD
	1.2. Chief ES-SGOD endorses and refers the letter request to the Senior Education Program Specialist	none	10 minutes	Chief ES - SGOD
	1.3. Senior Education Program Specialist makes the necessary action on the request for provision	none	1 day	Medical officer in SHS.
	1.4. Forwards the requested report to the Office of the Schools Division Superintendent for Approval	none	10 minutes	Medical officer in SHS.

2. End User receives the requested data and sign on the log-book	2.1. Releases the request to end user and signs the logbook to acknowledge receipt of the requested data	none	10 minutes	Medical officer in SHS.
Total		None	1 day and 30	

SERVICE NAME: Random Act of Kindness (RAK)

SERVICE DESCRIPTION: This Division initiatives ensure that all teachers are given technical assistance on improving delivery of instruction with the end goal of enhancing learning outcomes. Moreover, these initiatives quality assures provision of technical assistance to all School Principals and Department Heads on schools' implementation of curricular programs, projects and activities. The electronic implementation of this initiative includes: 1. Engagement With Teachers (Supervision of Teachers at Work and Enhancing Professional Development Activities for Teachers; 2. Engagement With School Principals/Department Heads (Monitoring of Curricular Programs, Projects and Activities and Provision of Technical Assistance to School Principals/Department Heads). for BE MORE SHARP this initiative is intended for the assessment of the learners .

Office or Division:	School Governance and Operation Division
Classification:	Simple
Type of Transaction:	G2C - Government to Government
Who may avail:	Education Program Supervisors, Public Schools District Supervisor, Education Program Specialist & School Heads

CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cellphone/Tablet/Laptop and Internet connection		Client		
2. Project Link		Division IT Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Secure the project link.	1.1 Assist the client virtually	None	1 minute	Division IT Officer/SGOD staff
2. Secure the link to the online class/meeting with the School Principal	2.1 Assist the client virtually	None	1 minute	School Principal/ Concerned Teacher
3. Conduct engagement with the teacher/ School Principal	3.1 Assist the client virtually	None	30 minutes	Client School Principal/ Concerned Teacher
4. Identify and Provide basic necessities.	4.1 Assist the client virtually	None	5 minutes	Client
5. Print accomplished form at the end of the month	5.1 Assist the client virtually	None	5 minutes (for the completed Monthly Accomplishment Report)	Client
TOTAL:		None	37 minutes	

SERVICE NAME: Filing of Complaints

SERVICE DESCRIPTION: Administrative complaint may be filed for any of the following grounds for disciplinary action. This refers to the process of receiving formal administrative complaints against DepEd personnel filed before the appropriate Disciplining Authority. A party who is adversely affected by any offenses punishable under D.O. 49 s. 2006 may file a complaint with the disciplining authority.

Office or Division:	Legal Unit
Classification:	Simple to Complex
Type of Transaction:	Government to Citizen and Government to Business
Who may avail:	Any person complaining

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Complaint/Formal Complaint under oath containing certification/ statement of non-forum shopping (3 copies and 1 additional cope per additional person complained of)	Client
2. Sworn Complaint in three (3) copies containing the following: <ul style="list-style-type: none"> • Full name and address of the complainant; • Full name and address of the person complained of as well as his/ her position and office in the Department of Education • A narration of the relevant and material facts which should show the acts of omissions as allegedly committed by the person; • Certified true copies of documentary evidence and affidavits of his/ her witnesses; if any 	Client
3. Certification of Statement of Non-Forum Shopping	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint with supporting evidence, if necessary	1.1 Receive and check the formal complaint and other documents	None	5 minutes	Legal Unit Staff/ Legal Officer
	1.2 Evaluate the complaint using the Formal requirements under D.O. 49, s. 2006	None	30 minutes	
	a. Non-compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk-in			
	b. Compliant: Request the client to proceed to the Records Section for processing			
2. Receive copy of the complaint filed	2.1 Return Client's receiving copy of the Complaint	None	5 minutes	
TOTAL:		None	40 minutes	
3. Action on the Complaint	3.1. Conduct conferences/hearings	None	Time varies depending on the nature of the complaint	Legal Unit
4. Writing of the Report	4.1. Legal Officer makes the pertinent Report (Action Taken, Fact Finding Investigation Report, Preliminary Investigation Report	None	Time varies depending on the nature of the complaint	Legal Officer

5. Indorsement/Submission of the Report	5.1. Make the Indorsement/Transmittal Letter 5.2. Secure the approval and signature of the SDS 5.3. Route the Report to the Records Section for trasmittal	None	30 minutes	Legal Staff
Electronic Filing				
1. Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	1.1 Evaluate the complaint using the formal requirements under D.O 49, s. 2006	None	20 minutes	Legal Staff/ Attorney
	a. Non- compliant: respond with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/ action taken.			
	b. Compliant: Acknowledge receipt of the email, print and froward to Records Section for processing and require complainant to sent physical copy through registered mail or private courier			
TOTAL:		None	20 minutes	

CORRECTION OF ENTRIES IN THE SCHOOL RECORDS				
SERVICE NAME: Correction of Entries in the School Record				
SERVICE DESCRIPTION: 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 .				
Classification:	Simple			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	ALL			
CHECK LIST 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. Certifefd 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 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	PROCESSING	PERSON
	1.1 Review and check all the requirements submitted as to completeness.			

1. Submit all the required documents and fill out the application form Correction of Entries in the School Records.	a. If complete, proceed to verification and evaluation of documents. b. If incomplete, return the documents to the applicant with an advice as to how to acquire his/her deficiency.	None	10 minutes	Legal Unit personnel / Legal Officer
	1.2 Verify the authenticity of all required documents and run the original PSA Birth Certificate under the UV Blue Lamp to determine existence of PSA Seal.	None	5 minutes	
2. Client/ Applicant will fill out and sign the Data Privacy Consent Form	2.1 verify the completeness of the filled-out of form	None	2 minutes	Legal Officer
	2.2 Endorse/ recommend to the SDS or in his absence, the ASDS, the granting of the application	None	5 minutes	
	2.3 A signed Order will be issued by the SDS or, in his absence, the ASDS, to the public or private school to change the entries in the school records of the applicant.	None	1 Day	SDS
3. Receive a copy of the receipt	3.1 Release a copy of the Order to the applicant and to the concerned school.	None	3 minutes	Legal Unit personnel
TOTAL:		None	1 Day and 25 Minutes	

Remarks : The Jurisdiction of this action is within the Legal Unit of the Regional Office

CERTIFICATE OF NO PENDING CASE FOR NON-TEACHING PERSONNEL				
SERVICE NAME: Issuance of Certificate of No Pending Case for Non-Teaching Personnel				
SERVICE DESCRIPTION: This process covers the issuance of a Certificate of No Pending Case for the Non-Teaching Personnel of SDO Pasay City				
Classification:	Simple			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	SDO Pasay City Non-Teaching Personnel			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Requesting Party		
2. Photocopy of Employee's ID		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Submit all the required documents and fill out the application form Request for Certificate of No Pending Case (CNPC)	1.1 Review and check all the requirements submitted as to completeness.	None	4 minutes	Legal Staff
	a. Prepare the tracking form of the transaction b. If with complete requirements, proceed to evaluate the application. b. If incomplete, return the documents to the applicant with an advice as to how to acquire his/her deficiency.			Legal Staff Legal Officer
	2.1 Prepare the CNPC	None	4 minutes	Legal Staff
	a. Draft the CNPC			Legal Officer
	b. Check the CNPC			Legal Staff
	c. Print the final CNPC			Legal Officer
	d. Sign the CNPC			Legal Officer

3.Receive a copy of the receipt	3.1 Release a copy of the Order to the applicant and to the concerned school.	None	2 minutes	Legal Staff
TOTAL:		None	10 minutes	

SERVICE NAME: Submission of Employment Application Teaching (Teaching Related)						
SERVICE DESCRIPTION: Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her credentials and other requirements.						
Office or Division:	Personnel Section					
Classification:	Simple					
Type of Transaction:	G2C-Government to Citizen					
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only)					
CHECK LIST 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)			CSC			
4. Certified and Authenticated of Professional Regulation Commission (PRC) Identification Card (1 original)			Applicant			
5. Certified and Authenticated copy of ratings obtained in the LET/PBET (1 original)						
6. Service Record/Certificate of Employment, performance rating, and school's clearance for those with teaching experience (1 original)						
7. Certified true copy of Transcript of Record (1 Original Copy)						
8. Certificate of specialized trainings (1 Photocopy of each)						
9. NBI Clearance (1 Original Copy)						
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)						
11. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)						
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	Within 30 minutes	Client		
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural exists	2.1 Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/ Personnel		
3. Received receiving copy of the documents	3.1 Evaluate the documents submitted by the applicant/s for authenticity and veracity	None	15 minutes	School/ District Screening Committee		

	3.2 Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	1 day	School/ District Screening Committee
	3.3 Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff
	3.4 Receive the result of the pre-assessment and verify if the applicant registers online	None	10 minutes	HRMO
TOTAL:		None	1 day, 1 hour, 5 minutes	

SERVICE NAME: Submission of Employment Application Non-Teaching				
SERVICE DESCRIPTION: Any individual with interest in applying for a position in DepEd, and that is qualified				
Office or Division:	Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Any person who is eligible for the position			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 (Revised 2017)- Personal Data Sheet with the latest 2x2 ID picture (3 original copies)			CSC Website	
3. Government issued ID (1 photocopy)			Applicant	
4. Certified and Autheticated of PRC professional ID or CSC eligibility (1 original copy)			PRC/CSC	
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)			Previous/Current employer	
7. Trainings and Seminars attended (1 Photocopy each)			Applicant	
8. Documentation of Outstanding Accomplishments (1 copy)			Applicant	
9. Electronic-copy of requirements/documents (if availbale)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1. Submit the complete pertinent documents to the Records Unit	1.1 Stamp, Receive, issue a receiving copy, and forward the pertinent documents to the HR UNit	None	10 minutes	Recordsofficers/AA VI
	1.2 Check the completeness of documents submitted	None	10 minutes	HR Unit Staff
2. Receive application receipt	2.1 Encode application details	None	10 minutes	HR Unit Staff/HRMO
TOTAL:		None	30 minutes per transaction	

SERVICE NAME: Online Application for Service Record Request	
SERVICE DESCRIPTION:	
Office or Division:	Personnel Section
Classification:	Simple

Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Non-Teaching and Teaching Personnel			
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Electronic Submission (Requesting Client)		
2. Photocopy of I.D.				
3. Photocopy of Updated Payslip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
1.Submission of requirements through email	1.1 Received request via email	None	1 minute	Personnel in-charge
	1.2 Evaluate documents submitted by the client for authenticity and veracity	None	5 minutes	Personnel in-charge
	1.3 Submit the hard copy to the HR for initial signature	None	1 minute	HRMO
	1.4 Submit accomplished service record to SDS for signature	None	5 minutes	SDS
2.Releasing of signed service record	2.1 Release the signed Service Record to the Client (by schedule)	None	3 minutes	Client
TOTAL:		None	15 minutes per transaction	

SERVICE NAME: Issuance of Official Receipt

SERVICE DESCRIPTION: Official Receipt are issued to clients where transactions have corresponding payments as an acceptable evidence or proof of receipt of payment for disbursements where payee/recipient is a dealer, supplier or business establishment. Official receipts issued to clients may vary depending on the type, purpose of the transaction and specific fund it belongs.

Office or Division:	Cash Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	DEPED Employees, Bidders and DEPED MIS.OR Private Schools/NON-DEPED PARTNERS

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
1. Order of Payment Form (2 Copies)	For payment for bid documents: Bids and Awards Committee For School permits and recognition Disallowance: Finance Division/Accounting Office Salary Overpayment: Personnel Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment form from Accounting Section	1.1. Issue Order of Payment form	None	5 minutes	Accounting Staff/Accountant
2. Bring the duly filled-out Order of Payment	2.1 Verify the completeness of the filled-out Order of Payment Form with corresponding fee	None	2 minutes	Collecting Officer
	2.1. Accept the payment and encode the details to the Official receipt	Payment varies depending on type of transactions	5 minutes	Collecting Officer
3. Check and receive the Official Receipt	3.1 Issue the Office Receipt	None	3 minutes	Collecting Officer
TOTAL:		None	15 Minutes	

SERVICE NAME: Acceptance and Distribution of Textbooks, Supplies and Equipment				
SERVICE DESCRIPTION: 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			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Delivery receipts			Supplier	
2. Inspection and Acceptance report/ Property Transfer Report			Employee/Property and Supply Unit	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the textbook and/or equipment together with the receipts	1.1 Receive textbooks and/or equipment from suppliers	None	1 day	Property and Supply personnel
	1.2 Check 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	1 day	
	1.3 Inspect, verify, and approve the receipt of textbooks and/or equipment	None	3 hours	
	1.4 Prepare ICS for recipient schools	None	1 day	
	1.5 Review and Approve the ICS	None	1 day	
	1.6 Inform the Recipient Schools for the distribution of textbooks and/or equipment	None	1 hour	
2. Receive the textbooks and/or equipment	2.1 Forward the textbook and/or equipment together with the copy of signed Inventory Custodian Slip	None	3 hours	

TOTAL:	None	4 days and 7 hours	
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SERVICE NAME: Issuance of Requested Documents (Non-CTC)				
SERVICE DESCRIPTION: 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 Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	General Public			
CHECK LIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition slip (1 Copy)			Records Section	
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 up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
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	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	30 minutes	Administrative Staff (Records)
TOTAL:		None	40 minutes	

SERVICE NAME: Issuance of Requested Documents (CTC and Photocopy of Documents)	
SERVICE DESCRIPTION: 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 waer and tear to be used for appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer and for other legal purposes	
Office or Division:	Records Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government
Who may avail:	All

CHECK LIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Section		
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	PROCESSING	PERSON
1. Fill up the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the 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	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	30 minutes	Administrative Staff (Records)
	2.3 Once the document is obtained, Records Officer will review and verify the document and certify true copy	None	15 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1 Release the document to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	1 hour, 5 minutes	

SERVICE NAME: Certification, Authenticatin, Verification (CAV)		
SERVICE DESCRIPTION: 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 Department; 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) Tpurist visa; (f) Fiance visa; Descendant's visa; (h) Reimbursement of education allowance/tuition feed of children of Overseas Filipino Workers (OFW); (i) Such other purposes as maybe required in writing by the DFA.		
Office or Division:	Records Section	
Classification:	Simple	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level	
CHECK LIST OF REQUIREMENTS		WHERE TO SECURE
High School/Elementary Graduates:		
1. CAV Form 2-School Referral Form (SRF)		School Attended
2. Certificate of Enrollment/Completion/Graduation-CAV Form 4 (1 original and 2 photocopies)		School Attended
3. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended