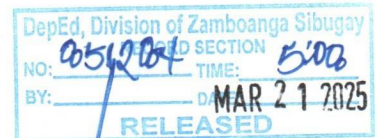




Republic of the Philippines  
**Department of Education**  
REGION IX – ZAMBOANGA PENINSULA  
**SCHOOLS DIVISION OF ZAMBOANGA SIBUGAY**



March 20, 2025

**DIVISION MEMORANDUM**

No. 113 S. 2025

**UNIFIED SCHOOL CITIZEN'S CHARTER IMPLEMENTING RA 11032**

- To: All District Supervisors/DICS  
All School Principals/Heads of Elementary/Junior and Senior Highschool  
All Administrative Officers II  
*All others concerned*
1. In compliance with RA 11032 otherwise known as the ***Ease of Doing Business and Efficient Government Services Delivery Act***, this office implements Unified School Citizen's Charter with streamlined systems, processes and procedure relevant to the needs of our internal and external clients.
  2. The School Citizen's Charter shall be placed in a tarpaulin or board with a standard size of 4x6 mounted near the entrance of the school to ensure transparent display of the Charter in close proximity with the Vision and Mission statements.
  3. Two (2) sets of the Charter were streamlined for the use of both the Implementing Units and Non-Implementing Units. Enclosed is a copy of the Unified School Citizen's Charter with external services (Enclosure 1) and internal services (Enclosure 2) as reference in the conduct of the Customer Satisfaction Measurement Survey.
  4. Wide dissemination on the content of this memorandum is desired.

**VIRGILIO P. BATAN JR., CESO V**  
Schools Division Superintendent

Reference: RA 11032  
To be indicated in the perpetual index  
Under the following subject:

CITIZEN'S CHARTER  
GUIDELINES  
POLICIES  
PROCESS

SCHOOL  
SERVICES  
SYSTEMS

ZS-DM-OSDS-2025-03-025-0  
GRJ20250320

**Enclosure 1**

## **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:	Government to Citizen (G2C)	
Who may avail:	Teacher Applicants	
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. Voter's ID and/or any proof of residence acceptable by the School Screening Committee		COMELEC/Barangay

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete requirements	1.1 Check documents for completeness, accuracy, veracity and authenticity of and fill out checklist	None	15 minutes	AO-II/Personnel In-Charge



	1.2 Prepare certification/stamp received the documents	None	5 minutes	AO-II/Personnel In-Charge
	1.3 Routed to the School Screening Committee for review and verification	None	30 minutes – 1 hour	School Screening Committee
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	5 minutes	School Screening Committee
	2.2 Informs applicant of next steps, i.e. Add as member to Applicants GC, inform schedule of Orientation, TRF, CO, Open Ranking	None	10 minutes	AO-II/Personnel In-Charge
	<b>Total</b>	<b>None</b>	<b>1 hour &amp; 35 mins</b>	

**Note:** Under Normal Circumstances

## 2. 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 Center. However, 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.

<b>Office or Division:</b>		Schools		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)/(G2G)		
<b>Who may avail:</b>		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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Log-in to the logbook		None	5 minutes	Librarian/ Designated School Librarian
2. Fill out library card and present to librarian	2.1 Receive and check library/ SLRC card	None	5 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	4 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	5 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	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	



### 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 Center. However, 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.

<b>Office or Division:</b>		Schools		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C)/(G2G)		
<b>Who may avail:</b>		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	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in to the logbook		None	5 minutes	Librarian/ Designated School Librarian
2. Fill out library card and present to librarian	2.1 Receive and check library/ SLRC card	None	5 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	4 minutes	
5. Receive the book	5.1 Remind the borrower of the rules on the use /return of LM	None	5 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	5 minutes	
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	

#### 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.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	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	PROCESSIN G 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 the schedule of distribution and submission of SLMs.	None	10 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	5 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	5 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	5 minutes	Class Adviser/ Teacher-in-charge



## 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:	Government to Citizen (G2C)	
Who may avail:	Learners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Basic Education Enrollment Form/Modified Learner's Enrollment Survey Form (MLESF) -1 original, 1photocopy		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 03, s. 2018		

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	

	2.4 Complete the List of Enrollees for sectioning: a. old learners b. Incoming Kinder/ Grade1 / Grade 7 / Grade 11 / Balik- Aral / Transferees	None	1 hour	Teacher/Adviser
	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
	<b>TOTAL:</b>	None	2 days	<b>Old learners: 1 day, 1 hour, 40 minutes</b> <b>New Learners: 3 days, 40 minutes</b>

## 6. 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 custody of the school may be released to the requesting client.

Office or Division:	School Registrar/Guidance or LIS Coor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Government to Citizen (G2C) Government to Government (G2G)			
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	10 minutes	Registrar/AO-II/Designate



	1.2 Check the completeness of the information, search for the requested document	None	15 minutes	Registrar/AO-II/Designate
	1.3 Print or photocopy the requested Document	None	15 minutes	Registrar/AO-II/Designate
	1.4 Review, verify, and certify true copy of the document and affix dry seal	None	20 minutes	Registrar/AO-II/Designate
	1.5 Sign the CTC	None	10 minutes	Principal/Registrar/AO-II/Designate
2. Receive the requested document and sign the logbook	2.1 Release the document and ensure client signed the logbook upon receipt	None	10 minutes	Registrar/AO-II/Designate
<b>TOTAL</b>			<b>1 hour &amp; 20 minutes</b>	

## 7. 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 (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.

<b>Office or Division:</b>	School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Active, Retired/Resigned DepEd Employees			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
1. Letter addressed to School Head (except for emergency leave) – 2 copies			Client	
2. School-based Clearance- 4 copies			School	
3. Other requirements, depending on the purpose of the clearance			Client	
4. Authorization Letter and ID - 1 copy (if applicable)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

## 8. 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:	Government to Citizen (G2C)				
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 – <b>For Certificate of Good Moral, Form 137 and/ or Form 138</b>		School where child is presently enrolled  <b>(Follow the DO 54 s, 2016 -Guidelines on the Request and Transfer of 2.Learner’s School Records)</b>			
6. Request slip given by DSWD – <b>For Certificate of Enrollment needed in 4Ps</b>		DSWD/Request from Parent/guardian			
7. Affidavit of Loss – <b>For duplicate copy of documents</b>		Client			
8. List of requirements from Local Civil Registrar – <b>For Late Registration of Birth</b>		Local Civil Registrar			
9. List of requirements from DFA – <b>For Passport Application</b>		Department of Foreign Affairs			
10.Proof of migration from the embassy – <b>For Migration Purpose</b>		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	Registrar's Office Personnel
	1.4. Review and verify the document and certify true copy	None	5 minutes	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	AO/ Registrar's Office Personnel/Records Officer
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

## 9. 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.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complete information		Client		
2. Intake sheet – 1 original copy		School Information Coordinator/Guidance Counselor/ Advocate		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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/ School head

	1.2 For simple concerns – provide immediate reply. For complex concerns – advise client of next steps.	None	30 minutes	SIC/Guidance Counselor/ Advocate/ School head
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/School head
<b>TOTAL</b>			<b>1 hour</b>	

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

## 10. 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.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Complete information			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Communicate details of concern via school's official email address or social media	1.1 Record the communication via online tracker/logbook, download attachment (if any).	None	15 minutes	AO/ICT Coordinator/ Teacher in- charge/ School head



account				
2. Take note of information received	2.1 For simple concerns – provide immediate reply.	None	20 minutes	AO/ICT Coordinator/ Teacher in- charge/ School head
	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/ School head
<b>TOTAL</b>			<b>1 hour, 15 minutes</b>	

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

## 11. RECEIVING AND RELEASING OF COMMUNICATIONS AND OTHER DOCUMENTS

The procedure for proper receiving and releasing of communications

<b>Office or Division:</b>		Schools		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)		
<b>Who may avail:</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter/official communication addressed to the School Head		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit copy of letter/official communication	1.1 Check communication, Stamped received and forward to	None	10 minutes	AO/ICT Coordinator / Teacher in-charge

	the principal/school head			
	1.2 Review and act appropriately	None	1.5 hours	School Head
	1.3 Route to the concerned office/personnel for action	None	10 minutes	AO/ICT Coordinator
	1.4 Act on the concern/request and forward to the school head for Final action	None	2 days*	Concerned office/ personnel
2. Receive resolution to request (document/verbal advice)	2.1 Release document/ communicate resolution from concerned office	None	15 minutes	AO/ICT Coordinator
<b>TOTAL</b>			<b>2 days, 1 hour, 5 minutes</b>	

\*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. 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.

<b>Office or Division:</b>	Schools			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of request addressed to the School Head stating the activity details			Client	
2. Valid ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit requirements	1.1 Check activity details - date and time, purpose vs. the schedule of school activities	None	7 minutes	Receiving Clerk/AO/ Property Custodian
	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,	None	5 minutes	Receiving Clerk/AO/ property Custodian
<b>Total</b>		None	<b>17 minutes</b>	

### 13. 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:

1. Certificate of Compensation
2. Certificate of Employment
3. Certificate of Last Payment Received/Certificate of Oneness
4. Certificate of No Benefits Received
5. Service Record
6. Certificate of Leave Credit Balance
7. 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:**

<b>Office or Division:</b>	School
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Citizen (G2C)
<b>Who may avail:</b>	Active and retired/resigned DepEd teaching and non-teaching personnel
<b>CHECKLIST OF REQUIREMENTS</b>	
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
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	

**For schools that need to forward the request to SDOs:**

<b>Office or Division:</b>	School			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen (G2C) Government to Government (G2G)			
<b>Who may avail:</b>	Active and retired/resigned DepEd teaching and non-teaching personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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 if applicable		School		
<i>Additional for Certificate of Leave Credit Balance (non-teaching) and Certificate of Service Credit Balance (teaching)</i> Accomplishment report duly signed by the grantee and concurred by the immediate supervisor (1 original copy) Duly signed DTR/Biometric Report of Attendance (CS Form 48) (1 original copy) Memorandum re: activity conducted Certificate of Appearance As applicable: Certificate of Attendance (for Brigada Eskwela)		School		
5. COMELEC Appointment (for National, Local and Barangay Election)		COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE</b>	<b>PROCE SSING</b>	<b>PERSON RESPONSIBLE</b>



		PAID	TIME	
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 letter to be signed by school head	None	1 day	AO/Admin Assistant
	1.4 Check and sign transmittal letter	None	5	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 at District/ SDO	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 from SDO/District	None	5 minutes	AO/Admin Assistant
<b>TOTAL:</b>	<b>None</b>			<b>3 days, 30 minutes</b>

## SCHOOLS – INTERNAL SERVICES

### 1. ISSUANCE OF SPECIAL ORDER FOR SERVICE CREDITS AND CERTIFICATION OF COMPENSATORY TIME CREDITS

Vacation service credits are given for work beyond regular functions or beyond regular work hours/days where payment of honorarium or overtime pay is not possible. In addition, there are situations where extraordinary work is demanded from teachers including those which expose their lives to certain risks and for which monetary compensation is not enough. Thus, extra non-monetary compensation is justified.

<b>Office or Division:</b>	Schools - Personnel Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Active DepEd Teaching/Non-teaching Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplishment report duly signed by the grantee and concurred by the immediate supervisor - 1 original		Teaching Personnel - SO for Service Credits Non-teaching - CTO Credits		
2. Duly signed DTR/Biometric Report of Attendance (CS Form 48) - 1 original		School Head		
3. Memorandum signed by SDS re: activity conducted		DepEd SDO/School Official Website/Principal's Office		
4. Certificate of Appearance/Certificate of Participation		School Head/Program Facilitator		
As applicable: 5. Certificate of Attendance ( <i>for Brigada Eskwela</i> )		School Head		
6. COMELEC Appointment ( <i>for National, Local and Barangay Election</i> )		COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1. Check submitted requirements	None	15 minutes	AO/Admin Assistant
	1.2. Acknowledge client request and if found in order forward to division office for approval.	None	15 minutes	AO/Admin Assistant
	1.3 Log and collate requests for SDO, prepare transmittal	None	1 day	AO/Admin Assistant



## 2. LABORATORY AND SCHOOL INVENTORY

Schools are required to properly account its school buildings and facilities such as offices, classrooms, laboratories, materials, and equipment. Personnel who perform the task are trained on the set of standards being followed on the classification of school buildings.

<b>Office or Division:</b>		Schools		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>Who may avail:</b>		School Head, SDO, RO, CO, COA		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School Inventory Form		School Property Custodian/ Supply Officer/		
2. National School Building Inventory Form (NSBIF)		School Property Custodian/ Supply Officer/		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request copy of updated inventory report	1.1 Generate copy of updated inventory reports from DZSAMS and provide to clients	None	15 minutes	Property custodian/ Physical Facility Coordinator
	1.2 Review and sign the updated copy of inventory report	None	2 days	AO/ Property Custodian/ School Head
	1.3 Release inventory reports to clients, SDO, and COA.	None	30 minutes	Property Custodian /AO
<b>TOTAL</b>		None	<b>2 days and 45 minutes</b>	