



DEPARTMENT OF EDUCATION
SCHOOLS DIVISION OF NUEVA ECIJA

Brgy. Rizal, Santa Rosa, Nueva Ecija

CITIZEN'S CHARTER

2023

Records Unit

- Issuances of Requested documents (Non CTC)
Original / Duplicate copies of DepEd approved documents that originated from division that are in custody of Records Division may be received and released.

Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	DepEd Employees and Office, Field Offices and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Addressed to SDS (2 copies)		Requesting person		
2. Valid ID (1 Original and 1 Xerox copy)		Requesting person		
3. For Authorized Representative		Requesting person and or authorized person		
<ul style="list-style-type: none"> • Authorization Letter (Notarized) 				
<ul style="list-style-type: none"> • ID of Authorizing person 				
<ul style="list-style-type: none"> • ID of Authorized person 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present letter request with identification card	1.1. Check / Received request	None	5 Minutes	Records Unit
	1.2. Search & Retrieve the requested documents	None	5-10 Minutes	Records Unit
2. Receive the document and sign the receiving copy of Records Unit	2.1 Release the requested documents	none	5-10 Minutes	Records Unit
TOTAL:			15-25 Minutes	

- Issuances of Requested documents in Certified True Copy (CTC) and photocopy of documents
 Certified true copy and photocopy of DepED approved documents that originated from division that are in the custody of the records division may be received and released

Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	DepEd Employees and Office, Field Offices and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting person		
2. Valid ID (1 Original and 1 Xerox copy)		Requesting person		
3. For Authorized Representative		Requesting person and or authorized person		
<ul style="list-style-type: none"> • Authorization Letter (Notarized) • ID of Authorizing person • Id of Authorized person 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present letter request with identification card	1.1. Check / Received request	None	5 Minutes	Records Unit
	1.2. Search & Retrieve the requested documents	None	5-10 Minutes	Records Unit
	1.3. Print of photocopy the requested documents	None	3-5 minutes	Records Unit
	1.4 Check/ Review the documents certify true copy	None	5-10 Minutes	Records Unit
2. Receive the document and sign the receiving copy of Records Unit	2.1 Release the requested documents	none	3-5 Minutes	Records Unit
TOTAL:			21-35 Minutes	

- Certification, Authentication, Verification (CAV)
 Certification, Authentication, Verification (CAV) of Basic Education School
 Records

Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	DepEd Employees and Office, DepEd Field Offices , Private and other Agencies , Student /Learners, General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		Requesting person		
2. Valid ID (1 Original and 1 Xerox copy)		Requesting person		
3. For Authorized Representative		Requesting person and or authorized person		
• Authorization Letter (SPA)				
• ID of Authorizing person				
• ID of Authorized person				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form	1.1. Check Available documents presented	None	2-3 Minutes	Records Unit
	1.2. received request	None	1-2 Minutes	Records Unit
	1.3. Encode Certification /Endorsement needed	None	3-5 minutes	Records Unit
	1.4 Secure signature of SDS	None	3-5 Minutes	ASDS/SDS
2. Receive the document and sign the receiving copy of Records Unit	2.1 Release the requested documents in a sealed envelope.	none	3-5 Minutes	Records Unit
TOTAL:			12-20 Minutes	

➤ Receiving and Releasing of Incoming and Outgoing Communications

Classification:	Simple			
Type of Transaction:	Government Citizen			
Who may avail:	DepEd Employees and Office, Field Offices and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal letter/Endorsement for each document		From concern district/school		
2. Transmittal letter must be addressed to SDS		From concern district/school		
3. Documents must be in 3 copies		From concern district/school		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documents	1.1. Check and stamp receive documents/ communications	None	3-10 Minutes	Records Unit
	1.2. Encode the documents in Document Tacking System (DOTS)	None	5-15 Minutes	Records Unit
	1.3. Forward and send the documents to the concern units thru Documents Tracking System(DOTS)	None	3-5 minutes	Concern Unit
2. Receive outgoing communication documents and sign the receiving copy of Records Unit	2.1 Release the requested documents in a sealed envelope.	none	5-10 Minutes	Records Unit
TOTAL:			16-40 Minutes	

Personnel Unit

➤ VACATION/SICK/MATERNITY TRAVEL ABROAD

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Principal/District Supervisor		District/School		
Letter request of Teacher concern		Client		
CSC Form 6(VL/SL/ML/Travel Abroad)		Client		
Special Order for Maternity Leave		District/School		
CSC Form 41(SL/ML)		Client		
Clearance of money and property responsibilities (VL/SL/ML/Trvl. Abroad)		Client		
Certificate of Employment (Travel Abroad)		District/School		
Certificate of Bonafide Employee (Travel Abroad)		District/School		
Certification from Div. Accountant for Provident Loan (Trvl. Abroad)		Accounting Unit		
Certification of no special assign. in the sch/dist.(Travel Abroad)		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receives all documents submitted for vacation, sick, maternity and Travel abroad.	None	2 minutes	Personnel Unit
	1.2 Review all the documents	None	3 minutes	Personnel Unit
	1.3 Forwarded to Admin office for Initial	None	5 minutes	Admin Office
	1.4 Forwarded to SDS office for Approval	None	5 minutes	SDS Office
TOTAL:		None	15 minutes	

➤ STEP INCREMENT

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Principal/District Supervisor		District/School		
Plantilla of Step Increment (5pcs)		Client		
Notice of Step Increments (5pcs)		Client		
Updated Service Record (5pcs)		Client		
Copy of Appointment/Approved ERF(pcs)		Client		
NOSI (5pcs)		Client		
Copy of previous Post-Audited		Client		
Latest Payslip (5pcs)		Client		
Latest Plantilla of Personnel		Client		
List of Employees Receiving over and above allowance Certified Correct by the Fiscal Clerk/Bookkeeper (5pcs)		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receives all documents submitted for Step Increment.	None	2 minutes	Personnel Unit
	1.2 Review, encode and prepare the documents for transmittal	None	15 minutes	Personnel Unit
	1.3 Forward to Admin office for Initial	None	3 minutes	Personnel Unit
	1.4 Forward to ASDS office for Signature	None	5 minutes	ASDS Office
2. Wait for the approved Documents from ASDS office	2.1 Review the documents and send back to Personnel Unit	None	1 day	ASDS Office
	2.2 Sorting of documents for Budget, Payroll and Records copy.	None	9 minutes	Personnel Unit
	2.3 Update data on DBM website.	None	1 minute	Personnel Unit
	2.4 records and released approved step increment	None	5 minutes	Records Section

TOTAL:		1 day and 40 minutes	
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➤ TRANSFER/SEPARATION

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Transfer/Separation		Client		
Ombudsman Clearance for Separation		Client		
Special Order for Transfer/Separation (3pcs)		District/School		
Clearance of Money and Property Responsibilities (3pcs)		Accounting & Supply unit		
Clearance of Provident Loan (3pcs)		Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receives all documents submitted for transfer/separation	None	2 minutes	Personnel Unit
	1.2 Review all the documents	None	3 minutes	Personnel Unit
	1.3 Forwarded to ASDS office for Initial		5 minutes	ASDS Office
	1.4 Forwarded to SDS office for Approval	None	5 minutes	SDS Office
TOTAL:		None	15 minutes	

➤ SERVICE RECORD

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Verification		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receives the Service record for approval.	None	2 minutes	Personnel Unit
	1.2 Review, encode and prepare the documents for transmittal	None	18 minutes	Personnel Unit
	1.3 records and released approved service record	None	5 minutes	Records Section
TOTAL:		None	20-25 minutes	

➤ CSC PUBLICATION

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Consolidation from the Division Office		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request for publication	Receive document for publication	None	3 minutes	Personnel Unit
	Review and encode the item number of vacant position to be published	None	2 minutes	Personnel Unit
	Print and transmit to CSC field office	None	15 minutes	CSC Field Office
TOTAL:		None	20 minutes	

➤ Salary of Newly Permanent

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Newly Hired Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed by the School Principal/District Supervisor		District/School		
Approved appointment		Client		
PDS		Client		
Post Audited Plantilla (NOSCA) for new created items		Personnel unit		
Oath of Office		District/School		
Statement of Asset and Liabilities		Client		
Certification of First Day of Service		District/School		
BIR Form 1902 (duly received from the BIR)		Client		
Duly accomplished Form 7		District/School		
Corresponding Form 48 (DTR's)		Client		
Certificate of Last Payment received from the Division Office		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive the documents request for salary.	None	2 minutes	Personnel Unit
	1.2 Review, encode and prepare the document for transmittal	None	18 minutes	Personnel Unit
	1.3 transmit the documents to Accounting Unit	None	5 minutes	Personnel Unit
TOTAL:		None	20-25 minutes	

➤ **Claims for Step Increment**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Teacher noted by the Prin./District Supervisor		District/School		
Notice of Step Increment (NOSI) with SARO Number (3pcs)		Client		
Approved Plantilla of Step Increment (3pcs)		Client		
Latest Pay Slip (3pcs)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive the documents request for salary.	None	2 minutes	Personnel Unit
	1.2 Review, encode and prepare the document for transmittal	None	18 minutes	Personnel Unit
	1.3 transmit the documents to Accounting Unit	None	5 minutes	Personnel Unit
TOTAL:		None	20-25 minutes	

➤ Return to duty from Maternity Leave of Absence

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed by the School Principal/District Supervisor		District/School		
S.O. for Return to Duty (3pcs)		Client		
Copy of approved CSC Form 6		Client		
Copy of approved S.O. for Maternity (3pcs)		District/School		
Birth Certificate of the child (3pcs)		Client		
Medical Certificate of Fitness to Work (3pcs)		Medical Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receives all documents submitted for return to duty	None	2 minutes	Personnel Unit
	1.2 Review all the documents	None	3 minutes	Personnel Unit
	1.3 Forwarded to Admin office for Initial	None	5 minutes	Administrative Office
	1.4 Forwarded to SDS office for Approval	None	5 minutes	SDS Office
TOTAL:		None	15 minutes	

➤ **Payment Promotion/Upgrading/Reclass**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Teacher noted by the Prin./Dist. Supervisor (3pcs)		District/School		
Post Audited PAL/NOSCA (Reclass/Upgrading) (3pcs)		Client		
Notice of Salary Adjustment (3pcs)		Client		
Copy of Latest Appointment (3pcs)		Client		
Copy of Oath of Office (3pcs)		District/School		
Certification of Assumption to duty		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive the documents request for salary differential.	None	2 minutes	Personnel Unit
	1.2 Review, encode and prepare the document for transmittal	None	18 minutes	Personnel Unit
	1.3 transmit the documents to Accounting Unit	None	5 minutes	Personnel Unit
TOTAL:		None	20-25 minutes	

➤ **Payment Promotion/Upgrading/Reclass**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Teacher noted by the Prin./Dist. Supervisor (3pcs)		District/School		
Post Audited PAL/NOSCA (Reclass/Upgrading) (3pcs)		Client		
Notice of Salary Adjustment (3pcs)		Client		
Copy of Latest Appointment (3pcs)		Client		
Copy of Oath of Office (3pcs)		District/School		
Certification of Assumption to duty		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements according to checklist with supporting documents.	Check the completeness of documents submitted.	None	5 Minutes	Payroll-Personnel Unit
	Verify the claim in submitted documents and forwards the request to Human Resource Management Officer II and Administrative Officer V for signature of the request of integration of salary due to promotion/upgrading/reclass.	None	10 Minutes	Payroll-Personnel Unit
	Processed the claim, record details and forward the request to the Regional Office.	None	5 Minutes	Payroll-Personnel Unit
TOTAL:		None	20-25 minutes	

➤ **Unpaid Salary (Reg. Payroll Activation)**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Teacher noted by the Prin./Dist. Supervisor (3pcs)		District/School		
Return to Work Order (3pcs)		District/School		
Approved CSC Form 6 (3pcs)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements according to checklist with supporting documents.	Check the completeness of documents submitted.	None	5 Minutes	Payroll-Personnel Unit
	Verify the claim in the payroll registered and forwards the request to Human Resource Management Officer II and Administrative Officer V for signature of the request of unpaid salary.	None	10 Minutes	Payroll-Personnel Unit
	Processed the claim, record details and forward the request to the Regional Office.	None	5 Minutes	Payroll-Personnel Unit
TOTAL:		None	20-25 minutes	

➤ Refund of Salary

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request of Teacher noted by the Prin./District Supervisor		District/School		
Copy of approved CSC Form 6		Client		
Copy of Payslips where deductions was made (indicating the amount)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements according to checklist with supporting documents.	Check the completeness of documents submitted.	None	5 Minutes	Payroll-Personnel Unit
	Verify the claim in the prior month payroll if deduction was made and forwards the request to Human Resource Management Officer II and Administrative Officer V for signature of the request of refund of salary.	None	10 Minutes	Payroll-Personnel Unit
	Processed the claim, record details and forward the request to the Regional Office.	None	5 Minutes	Payroll-Personnel Unit
TOTAL:		None	20-25 minutes	

➤ **Appointment**

Office or Division:	SDO Nueva Ecija – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed Appointment Slip/Assignment Order		Personnel Unit		
CSC Common Checklist (3 copies)		District/School		
CSC Common Checklist (3 copies)		District/School		
OCCPB (WAPCO Form) 3pcs.		District/School		
Appointment Form (7pcs)		District/School		
Notarized PDS (3pcs)		Client		
PRC ID, Board Rating, Certificate of Registration/Lupon/Good Standing(1 authenticated and 2 photocopies)		Client		
PDF (3pcs)		District/School		
Oath of Office		District/School		
Certificate of Assumption to Duty (3copies)		District/School		
Transcript of Records (2 copies)		Client		
CSC Publication (2 copies)		District/School/Personnel Unit		
GSIS Form A		District/School/Personnel Unit		
Photocopy of Live Birth		Client		
Form 211 with complete med. exams (1 orig 1 photocopy)		Client		
a. Blood Test		Client		
b. Urinalysis		Client		
c. Chest X-Ray		Client		
d. Drug Test		Client		
e. Neuro-Psychiatric Exam		Client		
Notarized SALN (2 copies)		Client		
NBI Clearance		Client		
Attested copy of former incumbent (Ret. Voucher/S.O. (3 copies)		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Received all requirements	None	2 minutes	Personnel Unit
	1.2 Review all pertinent papers	None	30 minutes	Personnel Unit
	1.3 Forwarded to ASDS office for Initial	None	1 hour	ASDS office

	1.4 Forwarded to SDS office for Approval	None	5 Hours	SDS office
	1.4 Transmitted to CSC Field Office	None	2 months	CSC Field Office
2. Get copy of attested appointment	2.1 records and released attested appointment	None	5 minutes	Records Section
TOTAL:		None	2 months & 11 hour and 32 minutes	

➤ **Appointment PROMOTION**

Office or Division:	SDO Nueva Ecija – Personnel Section	
Classification:	Simple	
Type of Transaction:	G2C Government to Client	
Who may avail:	All Qualified Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Signed Appointment Slip/Assignment Order		Personnel Unit
CSC Common Checklist (3 copies)		District/School
CSC Common Checklist (3 copies)		District/School
OCCPB (WAPCO Form) 3pcs.		District/School
Appointment Form (7pcs)		District/School
Notarized CSC Form 212 (PDS) to be download at Civil Service Commission Website		Client
PRC ID, Board Rating, Certificate of Registration/Lupon/Good Standing (1 authenticated and 2 photocopies)		Client
PDF (3pcs)		District/School
Oath of Office		District/School
Certificate of Assumption to Duty (3copies)		District/School
Transcript of Records (2 copies)		Client
Performance Rating (Last 2yrs) Attested copy of former		Client
CSC Publication (2 copies)		District/School/Personnel Unit
Local Rank list (2 copies)		District/School
GSIS Form C		District/School/Personnel Unit
Certificate of Live Birth		Client
Form 211 with complete med. exams (1 orig 1 photocopy)		Client
a. Blood Test		Client
b. Urinalysis		Client

c. Chest X-Ray		Client		
d. Drug Test		Client		
e. Neuro-Psychiatric Exam		Client		
Certificate of No Pending ERF/Reclass		Client		
Service Record & NOSI if any		Client		
Attested copy of former incumbent (Ret. Voucher/S.O. (3 copies)		District/School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all requirements	1.1 Received all requirements	None	2 minutes	Personnel Unit
	1.2 Review all pertinent papers	None	30 minutes	Personnel Unit
	1.3 Forwarded to ASDS office for Initial	None	1 hour	ASDS office
	1.4 Forwarded to SDS office for Approval	None	5 Hours	SDS office
	1.4 Transmitted to CSC Field Office	None	2 months	CSC Field Office
2. Get copy of attested appointment	2.1 records and released attested appointment	None	5 minutes	Records Section
TOTAL:		None	2 months & 11 hour and 32 minutes	

➤ **Equivalent Record Form**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Principal/District Supervisor(3pcs.)		District/School		
Plantilla Allocation List (5 copies)		District/School		
Equivalent Record Form (5 copies)		District/School		
Transcript of Record (1 original and 3 photocopies)		Client		
Updated Service Record (1 original, 3 photocopies)		District/School		
Latest Appointment (4 copies)a		District/School		
Updated PSIPOP bearing the name of applicant		District/School		
Certification Verification Authentication (CAV of TOR from CHED)		Client		
Copy of M.A Curriculum-certified true copy by the Schools Registrar		Client		
Copy of Notarized List of Teachers-together with their item number under Supervision of proposed appointee (for HT only)		Client		
Last Performance Rating		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirement	1.1 Received proposed upgrading thru ERF	None	2 minutes	Personnel Unit
	1.2 Check for the completeness of attachments	None	10 Minutes	Personnel Unit
	1.3 Evaluate documents eligible for upgrading	None	30 Minutes	Personnel Unit
	1.4 Route for approval (ASDS/SDS)	None	3 minutes	Personnel Unit
	1.5 Forwarded to ASDS office for Initial	None	1 hour	ASDS office

	1.6 Forwarded to SDS office for Approval	None	5 Hours	SDS office
2. Wait for the approved/disapproved reclassification from Regional Office	2.1 Records documents and send them back to the applicant upon approval or disapproval	None	2 Months	Regional Office
	2.2 Records and released approved/disapproved reclassification	None	3 Minutes	Records Section
TOTAL:		None	2 months & 6 hours and 48 minutes	

➤ **Reclassification**

Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	All Qualified Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Principal/District Supervisor(3pcs.)	Client			
Justification on the request	Client			
Plantilla Allocation List (7pcs.)	Client			
Ranklist duly signed by the proper authorities	Personnel Unit			
Copy of Designation as TIC/OIC/for principal position	Personnel Unit			
Waiver(just in case the next in rank waive his rights for promotion)	Personnel Unit			
Result of Latest RAT and NAT	Planning Unit			
Notarized List of Teachers to be supervised with item number	Client			
CSC Form 212 (3pcs.)	Client			
Transcript of Records	Client			
PRC License/Board Rating	Client			
Service Record & NOSI if any	Client			
Performance Rating (last 3yrs.)	Client			
Post-Audited Plantilla of Personnel (including ext. position bearing the name of the applicant)	Client			
General Class/School Program	Client			
Certificate of Trainings	Client			
Certificate justifying the Outstanding Accomplishment in the sch/district	District/School			
Latest Appointment	Client			
Result of Principal Exam. (for principals only)	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all requirement	1.1 Receives all documents submitted for Reclassification of Position	None	5 minutes	Personnel Unit
	1.2 Reviews and evaluates the qualification of the applicants based on	None	30 Minutes	Personnel Unit

	the documents submitted and Qualification Standard (QS) of the position being applied			
	1.3 If the applicant is not qualified, return the application	None	30 Minutes	Personnel Unit
	1.4 Forwarded to ASDS office for Initial	None	1 hour	ASDS office
	1.5 Forwarded to SDS office for Approval	None	5 Hours	SDS office
2. Wait for the approved/disapproved reclassification from Regional Office	2.1 Records documents and send them back to the applicant upon approval or disapproval	None	2 Months	Regional Office
	2.2 Records and released approved/disapproved reclassification	None	3 Minutes	Records Section
TOTAL:		None	2 months & 7 hours and 8 minutes	

PLANNING & RESEARCH

Office or Division:	PLANNING & RESEARCH UNIT			
Classification:	Simple/Complex/Highly Technical			
Type of Transaction:	G2C Government to Client			
Who may avail:	External Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from the interested stakeholder				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request	Receive the letter request	0	5-10 minutes	Frontline services
	Prepare the request	0	Simple Transaction: 1 day Complex Transaction: 5 days Highly Technical Transaction: 18 days	SEPS and Planning Officer III
	Review the data requested	0	1	Chief SGOD
	Approve the request	0	1	SDS
	Release of the request	0	5 minutes	Records Officer
	TOTAL:	0	Simple Transaction: 3 days Complex Transaction: 7 days Highly Technical Transaction: 20 days	

Property and Supply Unit

Office or Division:	SDO Nueva Ecija – Property and Supply Unit
Classification:	Simple
Type of Transaction:	G2C Government to Client
Who may avail:	All authorized clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of procured Textbooks/Supplies and Equipment etc. from CENTRAL OFFICE, REGIONAL OFFICE and PRIVATE MERCHANTS.	1.1 (Acceptance) Inspection and verification for safe keeping of items as to quantity and conformity to specifications based on DR, PO and Memo from agencies/companies where goods came from.	None	30 minutes to 1 hour depending on volume and quantity	Division Supply Officer/ Inspectorate Team
	1.2 (Acceptance) Signing and acceptance of original IAR and DR forms.	None	5 minutes	Division Supply Officer/ Inspectorate Team
	1.3 (Acceptance) Recording thru (ASSET MANAGEMENT SYSTEM DATABASE) for digitized archiving and inventory of IN and OUT stocks.	None	10 minutes	Property and Supply designated inventory personnel
	1.4 (Acceptance) Preparation of Distribution list (ICS, DR, PAR and RIS) for recipients(clients).			

1.Download and bring the official distribution list posted through Property and Supply Unit official page.	1.1. (Distribution/ for pick-up) Receive and verify by authorized personnel	None	10 minute	Property and Supply Unit
	1.2. (Distribution/ for pick-up) Loading of allocated Textbooks/Supplies and Equipment etc.	None	30 minutes to 1 hour depending on volume and quantity	Property and Supply Unit
2. Checking and verification of expected items.	2.1. (Distribution/ for pick-up) Issuance and counter signing of (ICS, DR, PAR,RIS).	None	10 minutes	Property and Supply Unit
1.Preparation of IAR by Inspectorate Team	1.1. (Distribution/ for door-to-door) Verification of authorized recipient(s)	None	5 minutes	Property and Supply Unit (Authorized logistics)
	1.2. (Distribution/ for door-to-door) Unloading of allocated Textbooks/Supplies and Equipment etc.	None	30 minutes to 1 hour depending on volume and quantity	Property and Supply Unit (Authorized logistics)
2. Verification by Inspectorate Team in accordance with specification, quantities and other descriptive item(s)	2.1. (Distribution/ for door-to-door) Receive and counter signing of (ICS, DR, PAR, RIS).	None	10 minutes	Property and Supply Unit (Authorized logistics)
TOTAL:				

➤ **CASH UNIT**

ISSUANCE OF OFFICIAL RECEIPTS FOR DIRECT DEPOSIT OF PROVIDENT LOAN COLLECTIONS

SERVICE DESCRIPTION

- *The usual regular monthly collection of the division comes from provident loan collections remitted by fiscally autonomous secondary schools. As an initiative of the Cash Unit, this division, simplified the process to be more responsive to our current situation.*
- *Through an issued Division Memorandum dated April 13, 2021, sending copy of official receipts via electronic mail had been implemented to acknowledge remittance made by various implementing units for the remittance of their provident loan collections.*
- *Instead of over-the-counter remittance and issuance of Official Receipts, the Cash Unit utilized the online platform to streamline the process and minimize the risk of exposure of employees involve. This procedure had been coordinated and communicated with the COA Unit and Accounting Office prior its implementation.*

Office or Division:	- ADMINISTRATIVE SERVICES -			
Classification:	FRONTLINE SERVICE			
Type of Transaction:	ISSUANCE OF OFFICIAL RECEIPTS FOR DIRECT DEPOSIT OF PROVIDENT LOAN COLLECTIONS			
Who may avail:	SECONDARY SCHOOLS WITH FISCAL AUTONOMY			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.VALIDATED DEPOSIT SLIP - LANDBANK OF THE PHILIPPINES 2. REMITTANCE LIST - PREPARED BY THE SCHOOL'S BOOKEEPER				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The school cashier/ disbursing officer: a. deposits the check to Landbank of the Philippines; or b. transfers fund thru LDDAP-ADA using the eMDS facility of Landbank.	n/a	none	10 mins	School cashier/ disbursing officer
2.The school cashier/ disbursing officer emails: a. copy of deposit slip and remittance list; or b. LDDAP-ADA transaction record with successful status and remittance list at cash.nuevaecija@deped.gov.ph	2.1 Receives emailed documents, printed copies and issues corresponding Official Receipts in the name of remitting school. 2.2 Emails the official receipt issued to the remitting school. 2.3 Records the collection and files original copy of Official receipts together with the validated copy of deposit slip and remittance list for submission to Accounting Unit.	none	10 mins	School cashier/ disbursing officer Cash Unit Personnel
TOTAL:			20 Minutes	

LEGAL SERVICES UNIT

1. Filing of Complaints

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. No. 49, s. 2006 may file a complaint with the disciplining authority

Office or Division:		Legal Services Unit		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen and G2B - Government to Business		
Who may avail:		Any person complaining		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint-Affidavit duly sworn containing the following (3 copies and 1 additional copy per additional person complained of): <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 or omissions as allegedly committed by the person; • Certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and • Certification or 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	1.1. Receives and logs the formal complaint and	None	5 minutes	Legal Unit Staff

evidence, if any, to the Records Unit and receive the receiving copy.	other documents from the Office of the Superintendent			
	<p>1.2. Evaluates the complaint using the requirements under D.O. 49, s 2006.</p> <p>a.Non-compliant: Issue a checklist of requirements, give appropriate advice, and request the client to sign the Walk - in Client Intake and Action Form.</p> <p>b.Compliant: Proceeds to the conduct of fact-finding investigation or preliminary investigation</p>	None	10 minutes	Legal Officer
TOTAL		NONE	15 Minutes	
REMARKS: For complaint sent electronically				
1.Submit electronically (thru official email) the formal complaint with supporting evidence, if necessary	<p>1.1 Evaluates the complaint using the formal requirements under D.O. 49, s. 2006</p> <p>a.Non-compliant: responds with the checklist of the requirements and give appropriate advice and request client to acknowledge receipt of response/action taken.</p>	None	10 Minutes	Legal Staff/ Legal Officer

	b.Compliant: Acknowledge receipt of the email, print and forward to Records Section for processing and require complainant to send physical copy through registered mail or private courier.			
TOTAL		None	10 Minutes	

2. Request for Correction of Entries

In The School Records 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.

Office or Division:	Legal Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen and G2B - Government to Business
Who may avail:	Any person complaining
CHECKLIST 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.Certified 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)	Affiant
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 the 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 PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the School Records.	1.1.Reviews and checks all the requirements submitted as to completeness. 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	7 minutes	Legal Unit Staff /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	3 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 Unit Staff /Legal Officer
	2.2.Endorse /recommend to the SDS or in his absence, the ASDS, the granting of the application	None	5 minutes	Legal Officer
	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	5 hours	SDS
3 Receive a copy of the receipt	3.1Release a copy of the Order to the applicant and to the concerned school	None	3 minutes	Legal Unit personnel
TOTAL		None	5 hours and 20 minutes	

ACCESS TO LRMDC PORTAL

- This procedure covers the process in accessing the LRMC portal

Office or Division:	Curriculum Implementation Division-Learning Resource Management Section					
Classification:	Simple					
Type of Transaction:	G2C- government to civilian					
Who may avail:	DepEd Employees (Teaching and Non-Teaching Students)					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
<ul style="list-style-type: none"> • Computer/Laptop and Internet Connection • Active email address • Registered LR Account 				<ul style="list-style-type: none"> • Division LRMDs Unit • Teaching and Non-Teaching Personnel DepEd email, Yahoo mail, Google mail • LR Portal (lrmds.deped.gov.ph) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
1. Open any browser and go to www.lrmds.deped.gov.ph	1.1. Assist Client (if necessary)	None	N/A	1 minute	N/A	<ul style="list-style-type: none"> • Client
2. Registration						
2.1. If the client has not yet registered: -Register to LRMDs Portal using DepEd email address or any other email address -Open email address to activate LRMDs account	2.1. Assist clients when problems occurred during the registration, For example: Activation of inactive accounts)	None	N/A	3 minutes	N/A	<ul style="list-style-type: none"> • Client • LRMDs Staff
2.2. If the client has been registered: - Log-in to LR Portal	2.2. Technical assistance to clients in	None	N/A	5 minutes	N/A	<ul style="list-style-type: none"> • Client • LRMDs Staff

	retrieving username and password. (For example: reset user password and change email address or username.					
3. Searching for Learning Resources						
3.1. On the upper left side menu bar, click the resources tab and select either K to 12 Resources, Alternative Learning System or Professional Development	3.1. Assist Client (if necessary)	None	N/A	1 minute	N/A	<ul style="list-style-type: none"> • Client • LRMDS Staff
3.2. Select Grade level	3.2. Assist Client (if necessary)	None	N/A	2 minutes	N/A	<ul style="list-style-type: none"> • Client • LRMDS Staff
3.3. Select the desired learning area	3.3. Assist Client (if necessary)	None	N/A	2 minutes	N/A	<ul style="list-style-type: none"> • Client • LRMDS Staff
3.4. Select the category from the given list	3.4. Client (if necessary)	None	N/A	3 minutes	N/A	<ul style="list-style-type: none"> • Client • LRMDS Staff
3.5. Select a title from the list. List could be refined based on the DepEd Specialized Programs (e.g. Kto12, IPed, ALS)	3.5. Assist Client (if necessary)					<ul style="list-style-type: none"> • Client • LRMDS Staff
4. View and Download Files						
4.1. Click view to view	4.1. Assist	None	N/A	2 minutes	N/A	<ul style="list-style-type: none"> • Client

the details. 4.2. Download Learning Resources (Only registered users with DepEd email can download all the learning resources)	Client (if necessary) 4.2. Assist Client (if necessary)	None	N/A	3 minutes	N/A	<ul style="list-style-type: none"> • LRMS Staff • Client • LRMS Staff
5. Opening of downloaded LRs	Assist Client (if necessary)	None	N/A	1 minute	N/A	<ul style="list-style-type: none"> • Client • LRMS Staff
6. Print downloaded	Assist Client (if necessary)	None	N/A	3 minute	N/A	<ul style="list-style-type: none"> • Client • LRMS Staff
Total:		None	N/A	28 minutes	N/A	

ALS Enrollment Process

SERVICE DESCRIPTION

- This process involves the processing of enrolling potential ALS learner

Office or Division:	SDO Nueva Ecija – Alternative Learning System (ALS)			
Classification:	Simple			
Type of Transaction:	G2C Government to Client			
Who may avail:	Out-of-School Youths/Adults			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate/Philippine Statistics Authority (PSA)				
Or Baptismal Certificate (in the absence of Birth Church Certificate)				
Or Barangay Certificate Barangay Hall (in the absence of Birth Certificate)				
PEPT Result (if available) Bureau of Educational Assessment				
Record of last school/year/grade level attended (Form 138 & 137) for those School last attended coming from formal school				
Elementary Diploma & COR (If A & E Test Passer) ALS Teacher for those who will pursue ALS JHS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload and submit all the requirements to the ALS teacher via email or messenger	1. Download, receive and check the completeness and correctness of the submitted requirements	None	10 minutes	ALS Teacher

2. Undergo with the online interview	2. Agreed on the schedule of the potential learner based on his/her availability	None	30minutes	ALS Teacher
3. Accomplish the downloaded Enrollment Form (AF2) & submit online	3. Include the name of the learner to the List of Actual Learners (AF3) & register her/him in the LIS. 4. Inform the learner of his LRN.	None	30minutes	ALS Teacher
TOTAL:			1hour & 10minutes	

BORROWING PROCEDURES FOR BOOKS AND OTHER MATERIALS OVERNIGHT

- *This procedure covers the circulation of available materials in the Library Hub*

Office or Division:	Curriculum Implementation Division-Learning Resource Management Section					
Classification:	Simple					
Type of Transaction:	G2C- government to civilian					
Who may avail:	<ul style="list-style-type: none"> • DepEd Employees • Students 					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
• Collection Borrower's Form				• Division Library Hub		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	SUBSTANTIVE COMPLIANCE COST	PROCESSING TIME	REQUIRED NO. OF SIGNATURES	PERSON RESPONSIBLE
1. Clientele will go physically to the Library Hub to borrow materials needed	1.1 Assist Client	None	N/A	2 minutes	2	<ul style="list-style-type: none"> • Borrower
2. Ask borrower to present Valid ID (for students)	2.1 Assist Client	None	N/A	1 minute	N/A	<ul style="list-style-type: none"> • Borrower • Librarian
3. Check and browse available reading materials in the display shelves and bins	3.1 Assist Client	None	N/A	5 minutes	N/A	<ul style="list-style-type: none"> • Borrower • Librarian
4. Select titles of reading materials to borrow	4.1 Assist Client	None	N/A	3 minutes (depending on the number of titles to be selected)	N/A	<ul style="list-style-type: none"> • Borrower
5. Prepare and record library hub materials for lending	5.1 Assist Client	None	N/A	10-15 minutes (Depending on the number of books to be borrowed)	1	<ul style="list-style-type: none"> • Librarian
6. Accomplish the Collection Borrower's Form		None	N/A	2-3 minutes	2	<ul style="list-style-type: none"> • Borrower • Librarian
7. Release reading materials to borrow		None	N/A	1-2 minute/s	N/A	<ul style="list-style-type: none"> • Librarian

8. Return reading materials to library hub after usage	8.1 Received the resources and shelves to its proper place	None	N/A	5	N/A	<ul style="list-style-type: none"> • Borrower • Librarian
Total:		None	N/A	36 minutes	5	