



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
CITY SCHOOLS DIVISION OF DASMARIÑAS



CITIZEN'S CHARTER

2024



CSDO Bldg., DasCA Compound, Burol II, City of Dasmariñas, 4115
Telephone No: (046) 423 7934 | 0919 081 4851 | 0919 081 4847 | 0919 081 4849



DepEd Tayo Dasmariñas City



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<https://depeddasma.edu.ph>



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Brief History of the City Schools Division of Dasmariñas

DEPED DASMARIÑAS was established based on a DepEd Memorandum signed on May 18, 2010 by then Assistant Secretary Jesus G. Galvan. The Division Office formally commenced its operations on August 25, 2010 with Dr. Victoria R. Pamienta designated as the Officer-In-Charge of the Office of the Schools Division Superintendent and Dr. Emmanuel L. Resurreccion as the Officer-In-Charge of the Office of the Assistant Schools Division Superintendent. The Division was temporarily housed at Congressional National High School, Poinsettia St., Via Verde Village, Brgy. San Agustin II, City of Dasmariñas.

To better supervise the City's elementary education, the Division Office and the Local Chief Executive of the Local Government of Dasmariñas requested for a City Council (*Sangguniang Panlungsod*) Resolution that will reorganize the public elementary schools in the city from two (2) to five (5) districts. On October 4, 2010, Resolution No. 088-s-2010 on the Redistricting of the Division of Dasmariñas into Five (5) Districts was released.

With the changes in the school cluster came another change, which served as a big step in the leadership of the Division. Upon the promotion of Dr. Victoria R. Pamienta as Assistant Regional Director, a new Officer-in-Charge of the Office of the Schools Division Superintendent, in the person of Dr. Manuela S. Tolentino, assumed the position in **DEPED DASMARIÑAS** in November 2014.

The following year, with the implementation of the Rationalization Plan in accordance with Executive Order No. 366 issued in 2004, the Division Office underwent reorganization particularly among the non-teaching positions. The School Governance and Operations Division (SGOD) was established to render support services to schools, along with the Curriculum and Implementation Division (CID), which is mandated to supervise instructional management.

To host the growing workforce of the Division Office, all employees were transferred to a new office at the CSDO Building, Dasmariñas Community Affairs Compound, Brgy. Burol II, Dasmariñas City on July 9, 2015. The two-storey building was donated by the City Government of Dasmariñas headed by then Mayor Jennifer Austria-Barzaga and supported by then Congressman Elpidio Barzaga, Jr.

In August 20, 2018, **DEPED DASMARIÑAS** was conferred the ISO 9001:2015 certificate, making it the first City Schools Division in Region IV-A CALABARZON to earn such recognition. Since then, the organization **DEPED DASMARIÑAS** has continued to work and sustain the established quality management system. The Division Office remains committed to offering quality basic education support services for the satisfaction of its stakeholders, keeping its pledge to a *DasmaSlpag*, *DasmaGAling*, at *DasmaSIGlang paglilingkod*.

At present, the Division Office manages 28 public elementary and 16 public secondary schools, which cater to 76,709 elementary pupils, 41,079 junior high school, and 11,167 senior high school students.



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Currently, the City Schools Division of Dasmariñas is under the leadership of OIC-SDS Elias A. Alicaya Jr. and ASDS Bernadette T. Luna. Steering alongside the are CID Chief Gemma G. Cortez, SGOD Chief Leticia T. Lopez, and Administrative Officer V Ryan Ashley B. Rollan.



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Office of the Schools Division Superintendent

A. Cash Unit

1. Issuance of Official Receipt

Official Receipt are issued to clients where transactions have corresponding payments as an acceptable evidence or proof of receipt of payment where payee is a supplier/contractor, teaching and non-teaching personnel and schools. Official Receipts issued to clients may vary depending on the type, purpose of transaction and specific fund it belongs.

Office or Division:	Cash Unit			
Classification:	Simple			
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment Form (2 Original Copy)		For payment of Bid Documents – Supply Unit For payment of Provident Loan– Accounting Unit For payment of Disallowance-Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of payment form from Accounting or Supply Unit	1.1 Issue Order of Payment from	None	5 minutes	Accounting Staff/Accountant/Supply Unit staff
2. Bring the duly filled-out Order of Payment form to Cashier Unit	2.1 Verify the completeness of the filled-out Order of Payment form with corresponding amount to be paid.	None	2 minutes	Cashier Unit Staff



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	2.2 Accept the payment and prepare the details to the Official receipt	None	5 minutes	Cashier Unit Staff
3. Check and receive the Official Receipt	3.1 Issue the Official Receipt	None	3 minutes	Cashier Unit Staff
TOTAL:		None	15 minutes	



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B. Legal Unit

1. Processing of Complaints

This refers to the process of receiving administrative complaints filed against teaching, teaching-related and non-teaching personnel of the Division subject to appropriate action of the Disciplining Authority. This involves complaints on offenses defined under DepEd Order No. 49, s. 2006.

Office or Division:	Legal Services Unit	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Copy of Formal Complaint under oath containing a certification/statement on non-forum shopping (Minimum of 3 copies and 1 additional copy per number of person being complained of)		Client



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2. Sworn Complaint containing the following:		Client		
<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.				
(List of Requirements is also available in the Legal Unit)				
3. Certification or Statement of Non-Forum Shopping		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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	1.1 Receive and review the submitted sworn complaint with supporting documents or evidence (if any) which was filed personally or sent through email or other legitimate means available to the complainant (by mail) from the Records Unit (DTS). Anonymous complaints may also be received.	None	10 minutes	Clerk/Legal Officer
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	<p>1.2 Identify if the person complained of is a teaching, teaching-related or non-teaching personnel for purposes of indorsement:</p> <p>a. If the person complained of is a non-teaching personnel, refer the complaint to the Schools Division Superintendent (SDS) as Disciplining Authority for appropriate action;</p> <p>b. If the person complained of is teaching or teaching-related personnel, refer the complaint to the Regional Director as Disciplining Authority for appropriate action.</p>	None	10 minutes	Clerk/Legal Officer
2. Receive one (1) copy of complaint as filed	2.1 Issue the receiving copy of the complaint to the complainant	None	5 minutes	Clerk



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3.	Prepare a draft indorsement for SDS	None	10 minutes	Clerk
	3.1 Sign the approved indorsement	None	5 minutes	SDS/ ASDS as alternate signatory



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4.	<p>Transmit the approved indorsement and written/printed anonymous or sworn complaint to the Regional Office either by:</p> <p>a. Scanning the approved written/printed anonymous or sworn complaint and sending an advance copy thereof to the Legal Unit of the Regional Office thru email: legal.calabarzon@deped.gov.ph if the liaison officer of the Records Unit could not physically transmit the indorsement and complaint to the Regional Office within the week it was filed; or</p> <p>b. Forward the approved indorsement and written/printed anonymous or sworn complaint to</p>	None	20 minutes	Clerk
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	the Records Unit for proper transmittal to the Regional Office through the assigned liaison officer			
TOTAL:		None	60 minutes (1 hour)	



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2. Correction of Entries in the School Records

The Legal Unit is responsible in processing applications for correction of entries in the school records of students/applicants from public and private schools in the City of Dasmariñas

Office or Division:		Legal Service Unit		
Classification:		Complex Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Students or former students of schools in DepEd Dasmariñas with incorrect entries in their school records (Diploma, Transcript of Records, etc.)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Legal Unit		
2. Original Certificate of Live Birth issued by Philippine Statistics Authority (PSA)		Client		
3. Certified true copy of Form 137 or FS 9 or Diploma whichever is applicable				
4. Affidavit of Two Disinterested Persons				
5. Other documents that may be required by the Attorney III of the Division Office in order to approve the application				
6. Authorization Letter or Special Power of Attorney (if the application is filed by a person other than the owner of the record)				
7. Data Privacy Consent Form		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submit all the required documents and fill out the application for	1.1 Check the applicant's requirements as to completeness: a. If complete, proceed to	None	15 minutes	Clerk
Correction of Entries in the School Records	verification and evaluation of documents b. If not, return the same to the applicant with an advice as to how to acquire his/her deficiency			
2.	Verify the authenticity of all required documents and run the original PSA Birth Certificate under UV Blue Lamp to determine existence of PSA seal	None	10 minutes	Clerk
3. Fill out the Data Privacy and Consent Form		None	5 minutes	
4.	Recommend to the SDS or in his absence, the ASDS the granting of the application	None	5 minutes	Legal Officer



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5.	Issued an Order signed by the SDS or in his absence, the ASDS to the private or public school to change the entries in the school records of the applicant	None	10 minutes	SDS/ASDS (Alternate Signatory)
6. Receive the Order and sign on the Proof of Service Form	Serve copy of the Order to the applicant and to the concerned school	None	5 minutes	Clerk
TOTAL:		None	50 minutes	



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3. Issuance of Certification of Pending or No Pending Administrative Case

The Legal Unit issues certification of pending or no pending administrative case to teaching, teaching-related and non-teaching personnel necessary in securing GSIS loan, school bond and other transactions NOT related to retirement, travel abroad, scholarship or awards and recognition.

Office or Division:	Legal Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Those DepEd employees of the Division who will process their GSIS loans 2. Those DepEd employees of the Division who will apply and renew their fidelity bond			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (Request for Certificate of No Pending or with Pending Administrative Case)		Legal Unit		
2. Authorization Letter from the requesting party		Client		
3. One (1) valid Identification Card of the representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request Form	1.1 Check the record of pending cases in the Legal Unit's database	None	7 minutes	Clerk



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	1.2 Prepare and issue pending/no pending case certification	None	10 minutes	Clerk/Legal Officer
2. Receive the Certification and sign the request form as proof of receipt	2.1 Release the certification	None	3 minutes	Clerk
TOTAL:		None	20 minutes	



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4. Technical and Legal Assistance/Advice/Opinion

The Legal Unit provides technical and legal assistance/advice/opinion on the substance and procedure of laws in the Department of Education. This service applies to the Schools Division Office (SDO) of Dasmariñas City and its school personnel that seek legal advice or opinion and guidance on matters concerning implementation and interpretation of education and relevant laws

Office or Division:		Legal Services Unit		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Division and School officials and personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consultation Form		Legal Unit		
2. Online Consultation Form (bit.ly/DSMLEGALTA)		Legal Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Fill out the Consultation Form	1.1 Identify the mode of consultation preferred by the client: a. Face-to-Face consultation b. Text Messaging or Phone Call c. Official email d. Video Conference If the consultation is made through C and D the form shall be accomplished online through google forms (bit.ly/DSMLEG ALTA) and the	None	10 minutes	Legal Officer
	client shall provide his/her official email address			



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2.	Provide legal advice/opinion/guidance to simple queries If the subject matter requires research, gathering of data and further inquiry/referral to other offices, the advice/opinion/guidance will be provided within the period required by the client.	None	30 minutes	Legal Officer
3. Client will sign the consultation form once assistance/advice/opinion is provided		None	10 minutes	
TOTAL:		None	50 minutes	



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C. Personnel Unit

1. Submission of Employment Application (Teaching Related)

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 Unit	
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)	
CHECKLIST 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 true copy of Professional Regulation Commission (PRC) Identification Card (1 original)		PRC or CSC
5. Certified true copy of ratings obtained in the LET/PBET (1 original)		Applicant
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)		



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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.dep.ed.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 preassessment at the HR Office through the Records Section	None	1 day	School/ District Screening Committee



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	3.3 Receive and stamp the hard copy of the result of Preassessment as received and forward to HR Office	None	5 minutes	Records Section Staff
	3.4 Receive the result of the preassessment and verify if the applicant registers online	None	10 minutes	HRMO
TOTAL:		None	1 day, 1 hour, 5 minutes	



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2. Submission of Employment Application (Non-Teaching Related)

Any individual with interest in applying for a position in DepEd, and that is qualified for the position may submit his/her following credentials and other requirements.

Office or Division:	Personnel Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person who is eligible for the position			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter (1 original)			Applicant	
2. Duly accomplished CSC Form 212 with the latest 2x2 ID picture (3 original copies)			CSC Website	
3. Government Issued ID (1 photocopy)			Applicant	
4. Certified true copy 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 available)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Records Officer/ AA VI



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	1.2 Check 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	



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D. Property and Supply

- 1. Acceptance and Distribution of Textbooks, Supplies and Equipment** 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		
CHECKLIST 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. Gives 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	



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	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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E. Records Unit

1. Issuance of Requested Documents (Non-CTC)

Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees who have misplaced or lost their documents. The non-CTC document copy is issued to authorized requesting person if document secured in the Records Section is not originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
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)



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2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person on-site or thru official email of Records Unit using	2.1 Receive the form, record in the Document Tracking System and forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
DepEd email				
3. Receive the requested document	3.1 Prepare, print and give the document to the client or send the document to the official DepEd Email of the client	None	30 minutes	Administrative Staff (Records)
TOTAL:		None	40 minutes	



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2. Issuance of Requested Documents (CTC and Photocopy of Documents)

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 wear 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 Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (1 Copy)		Records Unit		
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)



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2. Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photocopy) and original ID of the authorized person on-site or thru official email of Records Unit using DepEd email	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	



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3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman's Book/Seafarer's Registration Certificate; (c)Migration abroad; (d)Student visa; (e)Tourist visa; (f)Fiancé visa; (g)Descendant's visa; (h)Reimbursement of education allowance / tuition feed of children of Overseas Filipino Workers (OFW); (i) Such other purposes as maybe required inwriting by the DFA.

a. Referral from the school of the non-availability of ASR

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government
Who may avail:	Learners /graduates of public and private schools in Dasmariñas City or any representative (in case of a minor learner, parent, brother or sister of legal age or legal guardian)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



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<ul style="list-style-type: none"> • Accomplished CAV Form 1 (Request Form) • Accomplished CAV Form 2 (School Referral Form) • Original copy of Academic School Records (Diploma, Form 137, Form 138) from the applicant if any <p>Additional Requirements if request is filed through a Representative:</p> <ol style="list-style-type: none"> 1. Authorization Letter or Special Power of Attorney (SPA) 2. One (1) valid Identification Card of the representative <p>In the case of a minor learner, the application may be filed by any of the following, subject to the presentation of a valid proof of affinity to the minor learner as stated hereunder:</p>		School attended School attended School attended Requesting person		
<ol style="list-style-type: none"> 1. Parent - Birth Certificate of the minor learner 2. Brother or Sister of legal age - Birth Certificates of the minor learner and the brother or sister 3. Legal Guardian - Court Order 		Requesting person Requesting person Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get transaction number and wait to be called	1.1 Call the clients by transaction number issued	None	1 minute	
2. Submit SRF	2.1 Receive SRF and issue document number	None	3 minutes	
3. Wait for the verification of requested ASR	3.1 Search for the ASR requested by the school. If available, proceed			



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	to Step 4. Otherwise, issue Certification of non-availability of ASR to the client	None	30 minutes	Receiving personnel Records Officer IV
4. Wait while the records are evaluated	4.1 Check and validate the correctness and completeness of information in the RF. If matched, proceed to Step 5. Otherwise, prepare and release Certification of Discrepancy/ies	None	15 minutes	
5. Receive the indorsement and certification	5.1 Prepare indorsement and list of approved CAV request and release to the school in a sealed envelope	None	15 minutes	
TOTAL		None	63 minutes	



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b. Results of Rating of ALS A&E and PEPT

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government
Who may avail:	Learners /graduates of public and private schools in Dasmariñas City or any representative (in case of a minor learner, parent, brother or sister of legal age or legal guardian)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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1. Get transaction number and wait to be called	1.1 Call the clients by transaction number issued	None	1 minute	Receiving personnel Records Officer IV
2. Accomplish and submit RF	2.1 Receive RF and issue document number	None	3 minutes	Records Officer/ AO V
3. Wait for the checking of RF	3.1 Check the completeness of information in RF. If complete, proceed to Step 4. Otherwise, advise the client of the deficiencies	None	5 minutes	
4. Wait for the verification	4.1 Search and verify ratings on file. If available, proceed to Step 5. Otherwise, coordinate with the verifying unit/ authority. Once verified, proceed to Step 5. Otherwise, prepare and release Certification of Non-availability of Rating	None	1 hour	



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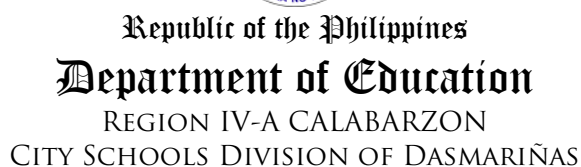
5 and 6. Wait for the issuance of certification and indorsement	5.1 Prepare certification and indorsement and forward to SDS for signature	None	30 minutes	
	6.1 Sign and approve the certification and indorsement for transmittal to RO		10 minutes	
7. Receive the documents for submission to RO	7.1 Release the Approved ASR and Certification in 2 copies in a sealed envelope to the client		5 minutes	
	7.2 Inform the Regional Office about CAV approved requests thru e-mail		5 minutes	
TOTAL		None	3 hours, 31 minutes	






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c. Schools that ceased operation

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Public G2B – Government to Private G2G - Government to Government
Who may avail:	Learners /graduates of public and private schools in Dasmariñas City or any representative (in case of a minor learner, parent, brother or sister of legal age or legal guardian)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE






 CSDO Bldg., DasCA Compound, Buro I, City of Dasmariñas, 4115
 Telephone No: (046) 423 7934 | 0919 081 4851 | 0919 081 4847 | 0919 081 4849
 DepEd Tayo Dasmariñas City | dasmarinas.city@deped.gov.ph | <https://depeddasma.edu.ph>



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1. Get transaction number and wait to be called	1.1 Call the clients by transaction number issued	None	1 minute	Receiving personnel Records Officer IV
2. Accomplish and submit RF	2.1 Receive RF and issue document number	None	3 minutes	Records Officer/ AO V
3. Wait for the verification of availability of record	3.1 Search for the applicable Academic School Record. If available, proceed to Step 4. Otherwise, inform applicant and issue certification	None	30 minutes	
4. Wait for the checking and validation of record	4.1 Check and validate the correctness and completeness of the information in the RF. If matched, proceed to Step 5. Otherwise, issue certification stating the noted discrepancy/ies	None	10 minutes	



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5 and 6. Wait for the release of the ASR and indorsement	5.1 Release the ASR to the applicant with proper indorsement to the Regional Office	None	15 minutes	
	6.1 Inform the Regional Office about the CAV approved requests thru e-mail	None	5 minutes	
	TOTAL	None	64 minutes	



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4. Receiving and Releasing of Incoming and Outgoing Communication

The procedure for proper receiving and releasing of communications

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/s to the Records Receiving Area	1.1 Receives, reads, sorts, stamps RECEIVED with date, time, initial & ctrl no., logs & routes communication to the Head of Office for notation (Incoming hard & electronic copy	None	5 minutes	Receiving personnel Records Officer IV
	1.2 Notates on the communication and routes communication to the Action Unit/individual for action	None	5 minutes	SDS



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	1.3 Acts on the communication & forwards to SDS for approval	None	5 minutes	Action Individual
	1.4 Approves communication and forwards approved communication to the	None	5 minutes	SDS
	Records Section for release			
	1.5 Receives, reads, stamps released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (outgoing)	None	5 minutes	Releasing personnel Records Officer IV
TOTAL			25 minutes	



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Contingency Operations

During unforeseen events such as local or national crisis, state of local and national emergencies, calamities or disaster, process methodology may vary depending on the current policies implemented.

Office or Division:		Records Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public G2B – Government to Private G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Communication 2. Document Tracking Report		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submit official communication/s through Records Drop Box (UV-C sterilization box) located at the lobby or email at records.dasma@deped.gov.ph	1.1 Disinfects, Receives, reads, sorts, stamps RECEIVED with date, time, initial & ctrl no., logs & routes communication to the Head of Office for notation (Incoming hard & electronic copy) the following working day or upon receipt depending on the urgency of communication	None	15-20 minutes	Receiving personnel Records Officer IV
	1.2 Notates on the communication and routes communication to the Action Unit/individual for action	None	5 minutes	SDS
	1.3 Acts on the communication & forwards to SDS for approval	None	5 minutes	Action Individual
	1.4 Approves communication and forwards approved communication to the Records Section for release	None	5 minutes	SDS



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	1.5 Receives, reads, stamps released with date time, initial & ctrl no., logs, scans, renames, saves & emails to all recipients (outgoing)	None	5 minutes	Releasing personnel Records Officer IV
TOTAL		None	35 minutes	



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F. Information and Communication Technology Unit

1. User Account Management

Office or Division:		ICT Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Public		
Who may avail:		1. All public teaching and non-teaching personnel of DepED Dasmariñas City 2. Private School Coordinator (for LIS/BEIS and DepED Dasmariñas Email Facility)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Original ID and 1 Photocopy)		ICT Unit		
		Requesting person and/or Authorized Person		
		Requesting person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward user account management request	1.1 Received request (online or walk-in)	None	30 Seconds	ICTS Staff
	2.1 Analyze/perform user account management (create, modify, suspend) in concerned Information System	None	4 minutes	
3. Check and confirm the user account		None	2 minutes	
TOTAL:		None	36 minutes	



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G. Accounting Unit

1. Issuance of Certificate of Contribution (GSIS, Pag-IBIG and Philhealth)

Office or Division:	Accounting Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Public			
Who may avail:	1. All public teaching and non-teaching personnel of DepED Dasmariñas City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Records Request Form		Records Unit		
2. One (1) Valid ID preferably School ID		Requesting person and/or Authorized Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Records Request Form and present the copy of ID	1.1 Receive the Records Request Form and encode/accept in the Document Tracking System	None	3 minutes	Records Unit staff
	1.2 Route the Records Request Form to Accounting Unit	None	2 minutes	Records Unit staff



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	1.3 Retrieve record, prepare and print certification	None	45 minutes	Accounting Unit staff
TOTAL:		None	50 minutes	



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2. MOOE Downloading

Office or Division:		Accounting Unit		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		1. Public Elementary Schools, Secondary Non-Implementing Units and Senior High Schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liquidation Report		Requesting school		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Liquidation Report	1.1 Check and review the completeness and correctness of the report	None	30 minutes	Accounting Unit staff



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	1.2 Prepare disbursement voucher and endorse the signed voucher	None	15 minutes	Accounting Unit staff
TOTAL:		None	45 minutes	

3. Provident Loan Application

Office or Division:	Accounting Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. All permanent teaching, teaching-related and non-teaching personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled-out Application Form 2. Copy of Service Record 3. Photocopy of ID (borrower and co-maker) 4. Latest payslip (borrower and co-maker) 5. Attached documents stating the reason for loan (housing amortization, education, health, etc.)		Requesting personnel/ borrower		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submit accomplished application form and all supporting documents to the Accounting Unit	1.1 Check and review the completeness of the application	None	10 minutes	Accounting Unit staff
	1.2 Endorse to the approving authority for Approval	None	5 minutes	Accounting Unit staff
TOTAL:		None	15 minutes	

Curriculum Implementation Division

H. Curriculum Implementation Division

1. Learning Resource Quality Assurance

This service applies to learning and teaching materials and supplementary learning materials (i.e. lesson exemplars, modules, etc.) used by public elementary, junior high and senior high schools in the Division.

Office or Division:	Curriculum Implementation Division – Learning Resource Management and Development (LRMD)
Classification:	Highly Technical
Type of Transaction:	G2G – for services whose client is another government agency, government employee or official
Who may avail:	MANNER OF WRITING: <ul style="list-style-type: none"> Public School Teachers, School Heads
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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- Learning resource templates and QA tools are available for access through an online drive or can be secured from LRMD or CID office.
- One (1) digital or hard copy of accomplished QA tools is required upon evaluation of learning resources.
- Certificate of recognition shall be released after official endorsement of list of developers from concerned EPS is signed and received.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LR draft to LRMD	1.1 Receive LR draft from the developer	None	2 minutes	Concerned EPS
	1.2 Forward the LR draft and the applicable QA tool to the assigned evaluator	None	2 minutes	Concerned EPS
	1.3 Evaluate the LR draft	None	7-14 working days	Evaluator
	1.4 Return to developer	None	2 minutes	LRMD
2. Revise LR draft		None	3-7 working days	
3. Submit revised LR draft to LRMD	3.1 Forward to respective EPS	None	2 minutes	Evaluator
	3.2 Review the LR draft vis-à-vis the accomplished QA tool	None	3-7 working days	Concerned EPS
	3.3 Forward approved manuscript and the signed QA tool to LR Unit	None	2 minutes	Concerned EPS



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	3.4 Review the LR draft vis-à-vis technical specifications set	None	1 working day	LRMD
	3.5 Update the Online Database re: LR metadata	None	5 minutes	LRMD
	3.6 Upload the LR to the designated online storage	None	5-10 minutes	LRMD
	3.7 Release the specialty clearance/ certificate of recognition	None	3 working days	LRMD
TOTAL:		None	32 days and 25 minutes	



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2. Access to LRMS Portal

The LRMS provides access to quality resources from the Regions, Divisions, Cluster/School 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 hardcopy,
- 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			
CHECKLIST 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 (lrms.deped.gov.ph)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrms.deped.gov.ph	1. 1 Assist Client (if necessary)	None	1 minute	Client/PDO-LR/Librarian



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2. Click the Begin Quick Tour for new users(optional)	2.1 Assist Client (if necessary)	None	1 minute	Client/PDO-LR/Librarian
3. Log-in to the LR portal	3.1 Assist Client (if necessary)	None	1 minute	Client/PDO-LR/Librarian
4. On the upper right left side menu bar, click the Resources Tab and select either K-12 Resources, Alternative Learning System or Professional Development	4.1 Assist Client (if necessary)	None	7 minutes	Client/PDO-LR/Librarian
5. Select Grade Level	5.1 Assist Client (if necessary)	None		
6. Select your desired learning area	6.1 Assist Client (if necessary)	None		
7. Select the content from the given list	7.1 Assist Client (if necessary)	None		



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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	8.1 Assist Client (if necessary)	None		
button to look for the desired Learning Resource				
9. Click view or download (Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privileges)			3 minutes	Client/PDO-LR/Librarian
10. Copy or print the downloadable Learning Resource	10.1 Assist Client (if necessary)	None	4minutes	Client/PDO-LR/Librarian



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11. Open feedback mechanics tab and accomplished Online Feedback from in the Contact Us Tab	11.1 Assist Client (if necessary)	None	2 minutes	Client/PDO-LR/Librarian
12. Log-out the LR Portal	12.1 Assist Client (if necessary)	None	1 minute	Client/PDO-LR/Librarian
TOTAL		None	20 minutes	



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3. Borrowing Procedures for Books and Other Materials Over Night

DepEd recognizes the rights of every teacher and learner to access available learning resources, thus the Library Circulation Services.

All schools/districts/SDOs with established libraries offer the library services.

Office or Division:	Curriculum Implementation Division- LRMDs (SDO library)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and Teaching/ Non Teaching Related Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. DepEd email account, DepEd employee number and Student's LRN for Online Public Access Catalog (OPAC)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser and go to https://ils-intra.depeddasma.edu.ph	1.1 Assist client thru messenger, email, or text	None	2 minutes	Client/ Librarian



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2. Log in using employee number(Dep Ed Personnel) or LRN (students) as username and password	2.1 Check and assist for online query	None	2 minutes	Client/ Librarian
3. Type the needed material (subject, title, author) in the search box and click enter	3.1 Assist Client	None	2 minutes	Client and Librarian
4. Accomplish online borrower's card	4.1 Prepare and record learning materials for lending	None	5 minutes	Client
5. Release the learning materials and note the date of return. If learning resources is under e-resources, client may download the pdf format or may proceed to the link provided for website.	5.1 Schedule pick-up for release of learning material	None	5 minutes	Librarian/ Client



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TOTAL	None	16 minutes	
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4. ALS Enrolment

This process covers the enrollment procedure of the out-of-school children in special cases, and adults in the Alternative Learning System in the City Schools Division of Dasmariñas.

Office or Division:	Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Prospective ALS learners: 12 yrs old and up - Elementary Level 16 yrs old and up - Junior High School Level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
I. Online Enrollment 1. Online Enrollment Link with complete learners' information 2. PSA/NSO Birth Certificate/ Baptismal Certificate/Barangay Certification		DepEd ALS Dasmariñas City Official Facebook Page ALS Teachers/Community ALS Implementors/ Learning Facilitators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the online enrollment link found on the DepEd ALS Dasmariñas City Official Facebook Page	1.1 Sort and distribute enrollees to the teacher assigned to a nearby Community Learning Center.	None	5 minutes	ALS learner
	1.2 Contact the learner for the confirmation of his/her enrollment	None	5 minutes	ALS Teachers/ Community ALS Implementors/ Learning Facilitators



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	1.3 Conduct online assessment /screening in basic literacy (ABL) and functional literacy test (FLT) to identify	None	1 hour and 30 minutes	BLP learner Elementary and Junior High School learner
	literacy level of the learner.			
2. Receive details and information regarding learning session	2.1 Inform schedule of learning session	None	5 minutes	ALS Teachers/ Community ALS Implementors/ Learning Facilitators
TOTAL:		None	1 hours and 45 minutes	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
II. Remote Enrollment (Dropbox)				
1. ALS Form 2 (Enrollment Form) 2. PSA/NSO Birth Certificate/ Baptismal Certificate/Barangay Certification		Community Learning Centers ALS Teachers/Community ALS Implementors/ Learning Facilitators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Fill-up ALS Form 2 (Enrollment Form) found on the Community Learning Centers	1.1 Receive enrollment form and documents and record name of applicant	None	5 minutes	ALS learner



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	1.2 Contact the learner for the confirmation of his/her enrollment	None	5 minutes	ALS Teachers/ Community ALS Implementors/ Learning Facilitators
	1.3 Conduct limited face to face assessment /screening in basic literacy (ABL) and functional literacy test (FLT) to identify literacy level of the learner.	None	1 hour and 30 minutes	BLP learner Elementary and Junior High School learner
3. Receive details and information regarding learning session	2.1 Inform schedule of learning session	None	5 minutes	ALS Teachers/ Community ALS Implementors/ Learning Facilitators
TOTAL:		None	1 hours and 45 minutes	



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5. Issuance of ALS Documents

Certificate of Rating, Diploma, Good Moral, Request of CAV and Certificate of Enrollment

This process covers the issuance procedures of Certificate of Rating, Diploma, Good Moral, Request of CAV and Certificate of Enrollment of Alternative Learning System (ALS) learners in the City Schools Division of Dasmariñas.

Office or Division:	CSDO Dasmariñas CID-ALS
Classification:	Simple
Type of Transaction:	G2C – for services whose client is the transacting public
Who may avail:	<ol style="list-style-type: none">1. All ALS learners enrolled in the current calendar year (for Certificate of Enrollment)2. ALS A&E test takers who did not pass the examination3. ALS A&E passers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



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What are the Basic Requirements: <ul style="list-style-type: none">• Registration Stub• Any valid Identification Card (ID) What are the Additional Requirements if request is filed through a Representative: <ol style="list-style-type: none">1. Authorization Letter or Special Power of Attorney (SPA)2. One (1) valid Identification Card of the representative		City Schools Division of Dasmarinas ALS/SPED Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook upon entry and state the purpose or request	1.1 Receive/ review accomplished logbook and issue the required documents. Record the issued documents to the ALS database for the tracking of ALS Passers	None	5 minutes	EPSA / Officer of the day
TOTAL		None	5 minutes	



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Issuance of Good Moral, Request for Certificate of Authentication and Verification (CAV) and Certificate of Enrolment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook upon entry and state the purpose or request	1.1 Receive/ review accomplished logbook and issue the required documents	Free of Charge	10 Mins	EPSA / Officer of the day
2. Upon receiving the requested document, the client will proceed to the Record Section of the Schools Division Office to have their documents dry sealed	2.1 Receive/ review the documents and dry seal	Free of Charge	10 Mins	CSDO Records Section
TOTAL:		None	10 minutes	



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6. Issuance of English Proficiency Test (EPT) Certification

Certificate of Rating of English Proficiency Test

This process covers the issuance of procedures of Certificate of Rating of English Proficiency Test.

Office or Division:	CSDO Dasmariñas Curriculum Implementation Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Teacher applicants who have taken the EPT	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
What are the Basic Requirements: <ul style="list-style-type: none">Accomplished Request form from the Records UnitAny Valid Government/Company ID (PRC License, Passport, etc.) What are the Additional Requirements if request is filed through a Representative: <ol style="list-style-type: none">Authorization Letter or Special Power of Attorney (SPA)One (1) valid Identification Card of the representative		City Schools Division of Dasmariñas Building



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records Unit	1.1 Provide request form and assign tracking number using the Document tracking system	None	4 minutes	Records unit
2. Submit accomplished request form and present valid ID to CID	2.1 Accept accomplished request form (with the valid ID) and forward documents to the DTC	None	4 minutes	CID Staff
3. Wait for the request to be processed	3.1 Process the request	None	8 minutes	DTC
4. Wait for the EPT certification to be released	4.1 Return the documents with the EPT Certification to the Records Unit for release	None	5 minutes	CID Staff
5. Affix signature on the release portion of the EPT certification	5.2 Release EPT result	None	4 minutes	Records unit
TOTAL:		None	25 minutes	



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7. Issuance of Indorsement for English Proficiency Test (EPT)

This process covers the issuance of procedures of indorsement for English Proficiency Test

Office or Division:	CSDO Dasmariñas Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	School teacher applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
What are the Basic Requirements: <ul style="list-style-type: none">Letter Request to take the EPT addressed to the Schools Division Superintendent		City Schools Division of Dasmariñas Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records Unit	1.1 Receive and assign tracking number to the letter request using the Document Tracking System	None	5 minutes	Records Unit
2. Submit received documents to CID	2.1 Accept letter request (with the required documents) through DTS and forward the documents to the DTC	None	5 minutes	CID Staff
3. Wait for the request to be processed	3.1 Evaluate the submitted documents and write an indorsement	None	10 minutes	DTC



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4. Wait for the indorsement to be approved	4.1 Forward indorsement to SDS for approval	None	7 minutes	OSDS Staff
5. Wait for the approved request to be released	5.1 Forward the approved indorsement to CID	None	1 minute	
	5.2 Forward the approved indorsement to the Records Unit for release		3 minutes	CID Staff
6. Affix signature on the release portion of the indorsement	6.1 Release indorsement	None	4 minutes	Records Unit
TOTAL:		None	35 minutes	



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8. Issuance of Indorsement for Philippine Educational Placement Test (PEPT)

This process covers the issuance of procedures of indorsement for Philippine Educational Placement Test (PEPT)

Office or Division:	CSDO Dasmariñas Curriculum Implementation Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	<ul style="list-style-type: none">• Learners who are over aged for their grade level• Learners from non-formal and informal education programs• Learners who have incomplete or no record of formal schooling• Learners with back subjects• Learners who need grade level standards assessment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE



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What are the Basic Requirements:

1. Letter Request from Parent/School Head of PEPT taker addressed to the Schools Division Superintendent
2. One original and two (2) photo copies of Birth Certificate issued by the Philippine Statistics Authority (PSA) or Duly Authenticated by the Local Civil Registrar
3. One original and two (2) photo copies of School Records
 - Elementary Level (Form 137 or Form 138)
 - Secondary Level (Form 137)
Note: Form 137 (Transcript of Record with school seal and signature principal/registrar)
Form 138 (Report Card with school seal and signature of principal/registrar)
4. Photocopy of School Permit to Operate/Government Recognition (for applicants from private schools)
5. Two (2) pieces of identical and recently taken 1x1" size ID picture of applicant
6. Registration fee (non-refundable)
 - Regular administration (every November): Php 50.00
 - Walk-in/Special Administration: Php 200.00

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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records Unit	1.1 Receive and assign tracking number to the letter request (along with the requirements) using the Document Tracking System	None	5 minutes	Records Unit
2. Submit received letter request for endorsement of PEPT (with the required documents) to CID	2.1 Accept letter request for endorsement of PEPT (with the required documents) through DTS and forward the documents to the DTC	None	5 minutes	CID Staff
3. Wait for the request to be processed	3.1 Evaluate the documents and draft an indorsement	None	10 minutes	DTC
4. Wait for the indorsement to be approved	4.1 Forward indorsement to OSDS for approval	None	8 minutes	OSDS Staff
5. Wait for the approved request to be released	5.1 Forward the approved indorsement to the CID	None	1 minute	
	5.2 Forward the approved indorsement to the Records Unit for release		3 minutes	CID Staff
6. Affix signature on the release portion of the indorsement	6.1 sRelease indorsement	None	4 minutes	Records Unit



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TOTAL:	None	36 minutes	
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9. Issuance of Philippine Educational Placement Test (PEPT) Result

This process covers the issuance of procedures of result of Philippine Educational Placement Test (PEPT)

Office or Division:	CSDO Dasmariñas Curriculum Implementation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Learners who have taken the PEPT			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
What are the Basic Requirements: <ol style="list-style-type: none">1. Letter request for the PEPT Result2. Claiming Stub3. Any Valid Government/Company ID (PRC License, Passport, etc.) What are the Additional Requirements if request is filed through a Representative: <p>For School Representative: Letter of request with the list of names of the takers duly signed by the School Head</p>		City Schools Division of Dasmariñas Building		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Records Unit	1.1 Receive and assign tracking number to the letter request (along with the requirements) using the Document Tracking System	None	5 minutes	Records Unit



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2. Submit the documents to CID	2.1 Accept the request for PEPT result through DTS and forward documents to the DTC	None	5 minutes	CID Clerk
3. Wait for the request to be processed	3.1 Process the request	None	8 minutes	DTC
4. Wait for the PEPT result	4.1 Forward the documents with the PEPT result to the Records Unit for release	None	3 minutes	CID Staff
5. Affix signature on the release portion of the PEPT result	5.1 Release PEPT result	None	4 minutes	Records unit
TOTAL:		None	25 minutes	



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**10. Request on the Conduct of Remedial, Advancement and Enrichment Classes
During Summer**

The implementation of the K to 12 Curriculum by the Department of Education ensures that every learner has to complete the basic quality education with the necessary competencies and skills for higher education and/or for the world of work or for entrepreneurship. As such, DepEd recognizes the need to offer classes during summer to ensure continuous/regular moving up of a learner from one grade level to the next grade level.

Office or Division:	CSDO Dasmariñas Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	G2B – for services whose client is a business entity G2G – for services whose client is another government agency, government employee or official
Who may avail:	All public and private schools offering summer classes (remedial, advancement and enrichment)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



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What are the Basic Requirements? <ol style="list-style-type: none">1. Letter of intent2. List of students who will take up remedial or advancement classes during summer (Minimum of ten (10) learners in Grades 4 to 10 and in any of the core subject areas in the Senior High School (SHS), minimum of eight (8) students in SHS major subjects)3. List of least mastered competencies of the learner on the subject area where he/she failed to be prepared by the subject area teacher4. Tentative list of learning area/s to be offered and schedule of classes approved by the School Head5. Written consent of parents/guardians of learners will attend summer classes6. List of teachers and the subjects that they will teach during summer classes <p><i>Note: Template enclosed in DepEd Order No. 13, s.2018 "Implementing Guidelines on the Conduct of Remedial and Advancement Classes During Summer for the K to 12 Basic Education Program"</i></p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Proceed to the Records Unit	1.1 Receive and assign tracking number to the letter of intent (along with the requirements) using the Document Tracking System	None	3 minutes	Records Unit
2. Log in the visitor's log book and submit the documents to the CID office	2.1 Receive the documents and forward to the assigned evaluator	None	2 minutes	CID Staff
3. Wait for the request to be processed	3.1 Evaluate the completeness/accuracy of documents. Make a letter of approval (if the documents are complete) then forward to OSDS Office for signature and approval	None	15 minutes	EPS/PSDS/CID Chief
4. Wait for the approved request to be released	4.1 Approved request to be turned over to the CID Office then to the requesting school	None	5 minutes	CID staff
TOTAL:		None	25 minutes	

Note: Under normal circumstances. May vary depending on the availability of the assigned evaluator, CID Chief and SDS/ASDS or OIC.



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School Governance and Operation Division

I. Planning and Research Section

1. Request for Basic Education Data (Internal and External Stakeholder)

Includes official certifications on enrolment, district data on Master list of schools, school heads and contact numbers, inventory of teachers and performance indicators. Data requests from school districts, public and private schools must be officially communicated through proper channels indicating the purpose of such requests.

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Internal and External Stakeholder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request address to SDS (1 Original Copy, 1 Photocopy) 2. Properly accomplished Data Request Form (DRF)		1. Client 2. Planning and Research Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request address or accomplished Data Request Form (DRF) to Records Office	1.1. Receive the letter request or accomplished Data Request Form (DRF) from the client and forward it to the SDS	None	10 minutes	Records Unit Personnel
	1.2. Refer letter or accomplished Data Request Form (DRF) request to Chief, SGOD	None	4 hours	SDS



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	1.3. Refer the Letter request or accomplished Data Request Form (DRF) to Planning Officer	None	5 minutes	Chief, SGOD
	1.4. Make the necessary action undertaken to the said letter request	None	2 day	Clerk/ Planning Officer
	1.5. Prepare the transmittal letter and attachments to be signed by SDS	None	15 minutes	Planning Officer
	1.6 Receive signed report and forward to Records Section	None	10 minutes	Planning Officer
2. Receive the necessary documents	2.1 Release the documents to the End User	None	2 minutes	Records Officer
TOTAL:		None	2 days, 4 hours, 42 minutes	



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2. Issuance of LIS and EBEI Compliance Form

Issuance of LIS and EBEIS Compliance Form to all private elementary and secondary schools in the City School Division of Dasmariñas

Office or Division:		Planning and Research		
Classification:		Simple		
Type of Transaction:		Issuance of LIS and EBEIS Compliance Form		
Who may avail:		School Head, LIS Coordinator or any Representative of private elementary and secondary schools		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter duly signed by the school head		1. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit in the Records Section or thru email request letter duly signed by the school head	1.1 Receive and review request letter from the client	None	2 minutes	Planning Officer III, Clerk – Planning, In-Charge Private Schools
	1.2 Processing of request	None	1 working day	Planning Officer III, In-Charge Private Schools
2. Receive in the Records Section or thru email signed LIS and EBEIS Compliance Form	2.1 Release signed LIS and EBEIS Compliance Form to the requesting party.	None	2 minutes	In – Charge Private Schools
TOTAL:		None	1 working day and 4 minutes	



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3. Processing of Learner Information System (LIS) Request

Processing of Division LIS Service Request from LIS Coordinator of public and private elementary and secondary schools in the City School Division of Dasmariñas

Office or Division:	Planning and Research			
Classification:	Simple			
Type of Transaction:	Processing of Learner Information System (LIS) Request			
Who may avail:	LIS Coordinator of public and private and secondary schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none">For EBEIS / LIS Account Creation / Updating:<ol style="list-style-type: none">EBEIS / LIS Account Creation / Updating TemplatePermit SY 2020 – 2021TIN IDFor Password Reset<ol style="list-style-type: none">Password Reset TemplateFor LRN Approval<ol style="list-style-type: none">LRN Approval TemplateAny of the following : PSA / NSO Birth Certificate, Barangay Certificate, Baptismal CertificateAny of the following : F137/SF10, F139/SF9, Notarized Affidavit of Undertaking, PEPT Result, A&E ResultFor Change Request<ol style="list-style-type: none">Change Request TemplateAny of the following : F137/SF10, F139/SF9, Notarized Affidavit of Undertaking, PEPT Result, A&E Result		<p>Templates are available for downloading at https://depeddasma.edu.ph/lis-request/</p> <p>Other documentary requirements are from the requesting party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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Submit online requests thru https://depeddasama.edu.ph/lis-request/	Receive and review request letter from the client	None	5 minutes	Planning Officer III,
	Processing of request	None	15-30 working days	Planning Officer III
Update status of request online via https://www.facebook.com/groups/134490913624119 or LIS & EBEIS Help Desk for Public and Private Schools in Dasmariñas	Provide feedback to the client	None	2 minutes	Planning Officer III
TOTAL:		None	15-30 working days	



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J. Human Resource Development Unit

1. Online Submission of Learning and Development Proposal, Activity Completion Report

The Online Submission Of L&D Proposal And activity completion report is based on DM 50 s. 2020 also known as DepEd Professional Development (PD) Priorities for Teachers and School Leaders for School Year 2020 – 2023 and DO 1 s. 2020 re: Guidelines for NEAP Recognition of Professional Development Programs for Teachers and School Leaders.

Office or Division:		SGOD (Human Resource Development Unit)		
Classification:		Simple		
Type of Transaction:		Government to Government (G2G)		
Who may avail:		DepEd Dasma Training and Activity Proponents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed proposal with other required attachments		HRD Hub at City Schools Division of Dasmariñas website or at cutt.ly/TPACR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the training/ activity proposals/ activity completion report at the HRD Hub in City Schools Division of Dasmariñas website or at cutt.ly/TPACR	1.1 Assisting the client in submitting the proposal online	None	2-5 minutes	HRD EPS II



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	1.2 Receive the proposal in the Electronic L&D Tracking System (ELTS) and check for the completeness of	None	2-5 minutes	HRD EPS II
	the document. If correct and complete, submit to SEPS for evaluation.			
1.1 Check provided email for the status. If rejected, need to revise and resubmit revision.	1.3 Evaluate proposal.	None	2-5 minutes	HRD SEPS
1.2 Check provided email for the status. If rejected, need to revise and resubmit revision.	1.4 If Division activity, validate QAME forms	None	2-5 minutes	SMME EPS II



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1.3 Check provided email for the status. If rejected, need to revise and resubmit revision.	1.5 If with budget, evaluate the budget proposal	None	2-5 minutes	Budget Officer
1.4 Check provided email for the status. If rejected, need to revise and resubmit revision.	1.6 For SDS approval	None	10-15 minutes	SDS
2. Receive SDS-approved proposal	2. Check for error	None	Real Time	EPS II via ELTS
TOTAL:		None	20-40 minutes	



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K. Health and Nutrition Unit

1. First Aid Services

First aid is the immediate medical care given to an injured or an ill individual until they are well or until full medical treatment was rendered. The aim is to care for the injury and illness with the intention to put them at ease and to prevent any further discomfort. Referral may be given if further management and evaluation is needed.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Authorization Letter (If request is filed through a Representative) 3. Borrower's Slip		• Health and Nutrition Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical/ Dental Unit for any medical/ dental complaint or Request for First-Aid services	1.1 Assess client's condition. Unmanageable Cases (Severe)- Referral to hospital will be done. Manageable Cases- Proceed to treatment area	None	5 minutes	Nurse on duty
2. Register name on visitor's logbook/Acco	2.1 Assist client in writing in the visitor's logbook	None	5 minutes	Nurse on duty



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mplish request form for First-Aid Services				
3. Verbalize chief complaint	3.1 Render and record treatment provided	None	5-10 minutes	Nurse on duty/ Medical Officer
4. Present prescriptions or wait for the medicines to be dispensed	4.1 Dispense necessary over the counter drugs available in the unit	None	5-10 minutes	Nurse on duty
TOTAL:		None	30 minutes	



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2. Annual Physical Examination (APE) of CSDO Personnel

Annual Physical Examination helps to determine the general status of personnel's health and condition. It also helps to address any health concern/s that the personnel might be experiencing. This aims to prevent and treat communicable diseases like Tuberculosis and Covid-19 and to assess the oral health status of teaching and non-teaching personnel.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none">1. Duly accomplished health form2. Urine/stool/ blood specimen (depends upon the inclusion of diagnostic requirement)3. Fasting 8-10 hours prior to blood extraction4. Original Chest X-ray Results with film5. Original Urinalysis Result6. Other laboratory results7. White shirt		<ul style="list-style-type: none">• Chosen diagnostic Facility of CSDO/Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Registration Area, obtain/ accomplish health form provided and sign on the APE logbook/ master list.	1.1 Retrieve medical file of the requesting client Assist client in writing in the visitor's logbook.	None	5 minutes	CSDO Medical Team/ Diagnostic Facility



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2. Proceed to medical technologist for blood extraction	2.1 Assist client in during blood extraction	None	5 minutes	CSDO Medical Team/ Diagnostic Facility
and submit urine/stool specimen				
3. Proceed to history taking, eye examination and measurement of height and weight	3.1 Guide client in during process	None	5 minutes	CSDO Medical Team/ Diagnostic Facility
4. Proceed to Doctor's room for physical check-up	4.1 Secure client's privacy	None	5-10 minutes	CSDO Medical Team/ Diagnostic Facility
5. Proceed to mobile x-ray, wear white shirt, remove jewelry, underwire bra and ponytail long hair (for female)	5.1 Secure client's privacy	None	5 minutes	CSDO Medical Team/ Diagnostic Facility
6. Proceed to dental check up	6.1 Perform dental check-up and health education	None	5 minutes	Nurse on duty/ Dental Team
7. Submit duly accomplished health form to registration area	7.1 Check the Master list for the completeness of APE results. Advise personnel/s when and where to have their	None	5 minutes	Nurse on duty/ Medical Team



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	APE if unable to report for work.			
TOTAL:		None	40 minutes	



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3. Submission of Diagnostic Results

Submission of diagnostic results, particularly chest x-ray and/or apicolordotic results and urinalysis results is done in compliance with the annual physical examination requirements. All teaching and non-teaching personnel must secure these results to avoid transmission of communicable diseases such as Tuberculosis and Pneumonia. It can also help to find serious diseases in the early stages like kidney disease, diabetes or liver disease that can be found out through urine analysis results.

Office or Division:		Health and Nutrition Unit		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Chest X-ray Results with film 2. Apicolordotic View Results (if specified) 3. Original Urinalysis Result		<ul style="list-style-type: none"> Diagnostic Facility of choice 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical/ Dental Unit and log on visitor's logbook.	1.1 Ask the client about his/her school designation	None	2 minutes	Nurse on duty
2. Submit Chest X-ray and urinalysis result	2.1 Record all findings in the school's master list	None	5 minutes	Nurse on duty
3. Wait for the evaluation of laboratory results.	3.1 Validate the results and proceed to referral system if needed.	None	5 minutes	Nurse on duty
TOTAL:		None	13 minutes	



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4. Pulmonary Clearance

Pulmonary clearance is required for those whose chest x-ray results show significant findings related to Pulmonary Tuberculosis. It must be obtained from the personnel's attending pulmonologist or from the health facility where he/she received treatment.

Office or Division:		Health and Nutrition Unit		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray plate and reading 2. Apicolordotic Result (if applicable) 3. Sputum Result		• Diagnostic Facility of choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical/ Dental Unit and log on visitor's logbook.	1.1 Ask the client about his/her school designation	None	2 minutes	Nurse on duty
2. Submit original chest x-ray plate and reading/ apicolordotic result/ sputum result	2.1 Record all findings in the school's master list	None	5 minutes	National Tuberculosis Program (NTP) coordinator
3. Wait for the referral form to be issued	3.1 Issue a referral form based on the assessment. Record the client's pertinent information	None	5 minutes	National Tuberculosis Program (NTP) coordinator



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4. Return the results and return slip that was noted from the health institution	4.1 Validate and file the results	None	5 minutes	National Tuberculosis Program (NTP) coordinator
5. Return after 6 months of complete treatment with medical clearance from DOTS facility	5.1 File the medical treatment clearance for recording and future references	None	5 minutes	National Tuberculosis Program (NTP) coordinator
TOTAL:		None	22 minutes	



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5. Signing of Division Clearance

Signing of division clearance is done whenever a CSDO employee retires, resigns, takes a long leave of absence or any other modes of separation. Compliance to the annual physical examination is needed for the clearance to be signed by the health and nutrition personnel.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CS Form No. 7 2. Compliance to submission of minimum diagnostic results (Chest x-ray and urinalysis results) from Annual Physical Examination 3. PCS Form No. 41 (attachment for Maternity Leave)		<ul style="list-style-type: none">• Personnel Section• Diagnostic Facility of choice • Personnel Section• Duly accomplished and signed by personal Obstetrician-Gynecologist (OB-GYNE) or Registered Midwife		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical/ Dental Unit and log in visitor's logbook	1.1 Assist client in writing in the visitor's logbook	None	2 minutes	Nurse on duty
2. Submit original CS Form No. 7 and/or PCS Form No. 41 and other basic requirements	2.1 Ask the client about his/her school designation	None	5 minutes	Nurse on duty



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3. Wait for the retrieval of compliance of medical results	3.1 Validate the client's name with the school medical records	None	8 minutes	Nurse on duty
4. Submit laboratory results	4.1 Validate laboratory	None	5 minutes	Medical Officer/Dentist/
(If with no latest medical results, client must comply with the submission of laboratory requirement)	results and sign the clearance (For clients with no latest medical results, provide laboratory request form)			Nurse on duty
TOTAL:		None	20 minutes	



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6. Medical and Dental Consultation of Teaching and Non-Teaching Personnel

All teaching and non-teaching personnel have the privilege to consult with the division medical doctor and dentists with regards to their medical and dental health condition. The doctor and dentists may prescribe medication, treatment or give referrals if needed.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Personnel Health Record and/or 2. Dental Health Record 3. Latest laboratory results (as needed) 4. Panoramic results (if indicative)		<ul style="list-style-type: none">Health and Nutrition UnitDiagnostic Facility of choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Medical/ Dental Unit and write information in the visitor's logbook	1.1 Assist client in writing in the visitor's logbook and identify the client's school/unit and designation	None	3 minutes	Nurse on duty
2. Specify the purpose of consultation	2.1 Determine the client's chief complaint and get his/her vital signs	None	4 minutes	Nurse on duty



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3. For Dental Concerns: Proceed to the dentist	3.1 Attend to the client's needs and prescribe medicine/s if needed	None	10 minutes	Dentist
4. For Medical Concerns:	4.1 Attend to the client's needs, prescribe medicine/s if	None	10 minutes	Medical Officer
Proceed to the Medical Officer	needed and interpret the provided laboratory results			
5. Sign the Medical and/or Dental Logbook	5.1 Assist client in writing in the Medical and/or Dental logbook	None	3 minutes	Medical Officer and/or Dentist
TOTAL:		None	30 minutes	



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7. Medical Clearance of Newly Hired Teaching and Non-Teaching Personnel

Medical Clearance is pre-employment requirement that must be complied by newly hired personnel. The medical officer checks the general status of health of the personnel thorough his/her submitted laboratory results. Once cleared, the medical officer signs in the Accomplished CS Form 211.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none">1. Staysafe.ph Validation / Health Declaration Form2. Duly Accomplished CS Form 2113. Required Laboratory Results<ol style="list-style-type: none">1. Chest X-ray with plate (latest 3 months)2. Blood Test (latest 1 month)3. Urinalysis (latest 2 weeks)4. Drug Test (latest 1 year)5. Psychological / Neuro Psychological Exam (latest 6 months)		<ul style="list-style-type: none">• Health and Nutrition Unit• Diagnostic Facility of choice		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Scan the <i>staysafe.ph</i> QR code or accomplish the <i>Health Declaration Form</i> at the lobby.	1.1 Ensure the completeness of data	None	2 minutes	Guard on duty



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2. Obtain non-contact body temperature	2.1 Ensure that the client has a temperature reading of 37.2C body temperature. Symptomatic will not be entertained.	None	2 minutes	Guard on duty
3. State the purpose of consultation	3.1 Inform the HNU personnel/ nurse on	None	1 minute	Guard on duty
	duty the purpose of visit of the client			
4. Register name and contact number in the visitor's logbook and present updated laboratory results.	4.1 Assist the client in accomplishing visitor's logbook, check the validity of medical results, get client's vital signs and other pertinent medical conditions and refer to medical officer	None	5 minutes	Nurse on Duty
5. Wait for the Medical Officer	5.1 Perform medical check-up and sign at the CS form 211	None	5 minutes	Medical Officer
TOTAL:		None	15 minutes	



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8. Elective Vaccination of Flu and Other Kinds Of Vaccines

Elective vaccination is not a compulsory procedure that a CSDO personnel may or may not choose. It is an additional health protection to reduce the risk of developing serious flu/pneumonia complication and hospitalization that can be carried out by a licensed health practitioner.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. In-stock, unexpired flu/pneumococcal vaccines 2. Vaccination card (if applicable) 3. Sharps disposal equipment		<ul style="list-style-type: none"> Health and Nutrition Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make sure that he/she is free from any symptoms and have not received any other kind of vaccine from the previous month (at least 1 month)	1.1 Assess the client feelings, health condition and obtain vaccination history	None	3 minutes	Nurse on duty
2. Register pertinent details prior to vaccination	2.1 Assist client in registration and perform vaccination	None	5 minutes	Nurse on duty



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3. Provide vaccination card (if applicable)	3.1 Write the necessary details on the vaccination card (type of vaccine, date and time and lot/batch number and expiry date of the vaccine)	None	2 minute	Nurse on duty
4. Be aware of the common/ expected side effects.	4.1 Provide health teaching and explain the possible side effects of the vaccine and pain management.	None	5 minutes	Nurse on Duty
TOTAL:		None	15 minutes	



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9. SARS-CoV-2 Virus (Covid-19) Antigen Rapid Test

SARS-CoV-2 Virus (Covid-19) Rapid Test is an onsite kit with a single panel of Antigen detection of Coronavirus that comes with a result from 10-15 minutes. If the CSDO personnel have been exposed to the virus within the past 4-14 days, reported to be symptomatic and will return to work after being subjected to home/facility quarantine, he or she must undergo the swab testing that will be carried out by the trained health practitioner.

Office or Division:	Health and Nutrition Unit			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Protective Equipment a. Disposable Face Masks b. Disposable lab gown and hairnet c. Acrylic Face shield d. Disposable gloves, 70% isopropyl alcohol 2. Rapid Antigen Test Kit 3. Infectious garbage bag/container		• Health and Nutrition Unit • Designated Isolation/ Swabbing area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Swabbing area and isolate himself/herself	1.1 Obtain the personnel's current health status, and history of all possible and relative exposure	None	5 minutes	Nurse on duty
2. Wait for the health personnel	2.1 Prepare materials to be needed, wear a complete PPE	None	5 minutes	Nurse on duty



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3. Listen and cooperate with the instructions to be given, remove the face shield and expose the nose	3.1 Explain the process and what to expect of nasopharyngeal swab testing	None	5 minutes	Nurse on duty
and avoid uncovering the mouth				
4. Remain seated to the designated isolation/swabbing area	4.1 Perform the nasopharyngeal swab test	None	5 minutes	Nurse on Duty
5. Cover the nose and mouth with face mask after the specimen has been collected	5.1 After collecting the specimen, perform the test procedure accordingly with the test kit instruction and interpret results	None	15-20 minutes	Nurse on Duty
6. Wait for the results. If the result is negative and asymptomatic: Return to work	6.1 Advise the personnel that he/she may return to work but should observe for the possible signs & symptoms and record pertinent details.	None	5 minutes	Nurse on Duty



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<p>7. Wait for the results. If the result is negative but symptomatic:</p> <p>Observe for further signs and symptoms.</p> <p>Arrange work for home arrangement from his/her immediate superior through online platform.</p>	<p>7.1. a. Advised the personnel that he/she should not return to work while symptomatic.</p> <p>b. Instruct on how to manage symptoms at home and observe physical distance from family members while symptomatic.</p> <p>c. Inform the unit head of the client</p> <p>d. Record pertinent details and inform the medical officer</p>	None	5 minutes	Nurse on Duty and Medical Officer
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8. Wait for the results. If the result is positive and symptomatic or asymptomatic: Wait for further instruction of the CHO expect home or facility quarantine for 14 days Secure clearance from CHO and Certificate of Quarantine Completion from barangay after 14 days of Isolation/Quarantine	8.1.a. Advised the personnel that he/she is prohibited to report for work. b. Inform the Covid-19 coordinator, the medical officer and the unit head of the personnel about the status of the client. c. Coordinate with the CHO and referral/ transfer facility d. Record pertinent details	None	Undetermined Depending upon the availability of the transfer facility, ambulance response of the CHO	Nurse on Duty, Covid-19 Coordinator and Medical Officer
TOTAL:		None	1 hour and beyond	