





Republic of the Philippines
Department of Education
REGION V - BICOL
SCHOOLS DIVISION OFFICE-LEGAZPI CITY

SCHOOLS DIVISION OFFICE OF LEGAZPI CITY CITIZEN'S CHARTER 2024 (2nd Edition)



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SDO LEGAZPI CITY
LEADER IN EDUCATION

Mandate

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

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

Vision

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

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

Mission

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

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

Teachers facilitate learning and constantly nurture every learner.

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

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

Service Pledge

We, the officials and employees of DepEd, Schools Division Office of Legazpi City, commit to:

1. Serve you promptly, efficiently, and with utmost courtesy;
2. Ensure strict compliance with service standards;
3. Respond immediately to your complaint about our services;
4. Value every citizen's comments, suggestions, and needs;
5. Empower, the public for accessing information about our policies, programs, activities and services;

All these we pledge, because YOU deserve no less.

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Service Office:

OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT

Service Category:

EXTERNAL SERVICES

1. Issuance of Service Record

The Service Record is issued to employees needing this document. It shows record of employment at Department of Education.

Office:	HR Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	DepEd Legazpi Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data Tracking Sheet (DTS)		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the DTS to the assigned employee.	None	2 minutes	
2. Wait while the requested certification is being processed.	2. Prepare/manually encode the Service Record (<i>if needs to be updated</i>) and print the document for signature.	None	30 minutes to 1 hour	Melca Rojas, <i>ADAS II</i>

	2.1 Forward the document to AO IV (HRMO) for signature	None	3 minutes	Melca Rojas <i>ADAS II</i>
	2.2 Receive Service Record for signature/actual signing.	None	10 minutes	Jasmin M. Primavera <i>HRMO</i>
	2.3 Record & forward the document to AO V (Admin) for signature.	None	5 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	2.4. Receive Service Record for signature/actual signing of Administrative Officer V.	None	10 minutes	Maria Pauline Ariane B. Olfindo <i>Administrative Officer V</i>
3. Get the Service Record.	3. Release of the Service Record.	None	3 minutes	Records Section
TOTAL		None	1 hour and 36 minutes	

2. Submission of Retirement Documents

Submission of retirement documents to the Agency.

Office:	HR Section
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Teaching and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Data Tracking Sheet (DTS) Documents provided in the checklist of requirements		Records Section (DTS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the DTS to the assigned employee.	None	2 minutes	
2. Submit the documents.	2. Receive the documents.	None	2 minutes	Carmelo M. Dino, <i>ADAS III</i>
	2.1 Evaluate/assess the completeness of documents submitted.	None	20 minutes	
3. Client receives Acknowledgment Receipt.	3. Issue Acknowledgment Receipt with remarks based on the request.	None	3 minutes	
TOTAL		None	30 minutes	

3. Processing of Monetary Benefit Claims

This service is provided to personnel who are entitled to the following benefits: salary, salary differential by reason of step increment or promotion, maternity and other benefits.

Office:	HR Section
Classification:	Simple
Type of Transaction:	Government to Citizen

Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 48, Memo and Other related documents		Records Section (DTS)		
Data Tracking Sheet (DTS)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia HRMO AA VI
	1.1 Forward the DTS to the assigned employee.	None	2 minutes	
2. Submit the documentary requirements	2. Receive and verify the requirements/ documents.	None	10-20 minutes	Rita M. Balleras <i>Admin. Officer II</i>
	2.1 Issue Acknowledgement Receipt with remarks based on the request.	None	2 minutes	
3. Client receives Acknowledgment Receipt.				
TOTAL		None	22 minutes	

4. Issuance of Certification of Accrued Leave Balance

This certification is issued for monetization, leave and retirement purposes.

Office:	HR Section
Classification:	Simple
Client:	Non-Teaching Personnel/Master Teachers/Head Teachers/School Heads
Requirements:	Data Tracking Sheet (DTS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
2. Wait while the requested certification is being processed.	2. Check the record of the requesting party and prepare the certification.	None	20 minutes	Shyla R. Bachiller, <i>ADAS III</i>
	2.1 Receive the certification for signature/actual signing.	None	30 minutes (If signatory is available)	Schools Division Superintendent
	2.2 Release of signed certification.	None	2 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
3. Get the certification				
TOTAL		None	57 minutes	

5. Update of Employee Records

This service is provided to employees who wish to update their records by reason of change in status, acquisition of service/leave credits, promotion and others.

Office:	HR Section
Classification:	Complex

Type of Transaction:	Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Data Tracking Sheet (DTS) Form 48, Memorandum (for Service Credits) CSC Form 212 (for 201 file) Letter of intent, PSA marriage certificate (change of surname and status)			Records Section (DTS)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
2. Submit the documents.	2. Receive and evaluate documents.	None	5-10 minutes	Carmelo Dino, Admin. Asst. III <i>(Albay I & II District and Secondary In-</i>
	2.1 Release the Acknowledgment	None		
	Slip with the remarks based on the request.		2 minutes	<i>Charge) for service credits</i> Katharine Aguilar/Lumuel Magracia For Change in status

3. Client receive the Acknowledgment Receipt.				
TOTAL		None	17 minutes	

6. Issuance of Certificate of Employment

This certificate is issued to affirm the employment status of the personnel.

Office:	HR Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Client:	Teaching and Non-Teaching Personnel			
Requirements:	Document Tracking Sheet (DTS)			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the			

	Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
2. Wait while the request is being processed.	2. Check record and prepare certification.	None	20 minutes	Katharine Aguilar/Lumuel Magracia,
	2.1 Receive the certification for signature/actual signing.	None	30 minutes (If signatory is available)	Schools Division Superintendent
	2.2 Forward the signed certification for releasing to authorized personnel.	None	3 minutes	OSDS Personnel
	2.3 Release of the signed certification.	None	2 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
3. Get certification.				
	TOTAL	None	60 minutes	

7. Issuance of Certification of Leave of Absence Without Pay (LAWOP)/Last Day of Service

Certifications of Leave of Absence without Pay (LAWOP) and Last Day of Service are given to employees for reinstatement and retirement purposes.

Office:	HR Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Tracking Sheet (DTS)		Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS).	None	3 minutes	Lumuel Magracia <i>HRMO AA VI</i>
	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
2. Wait while the request is being processed.	2. Check the record of the requesting party and prepare the certification.	None	20 minutes	Melca Rojas / Carmelo Dino <i>ADAS III</i>
	2.1 Receive the certification for signature/actual signing.	None	30 minutes (If signatory is available)	Schools Division Superintendent
	2.2 Forward signed certification for releasing to authorized personnel.	None	2 minutes	OSDS Personnel
	2.3 Release of the signed certification.	None	3 minutes	Lumuel Magracia <i>HRMO AA VI</i>
3. Get the certification.				
TOTAL		None	60 minutes	

8. Submission of Documents for Issuance of Appointment

Submission of documents of appointed employees.

Office:	HR Section			
Classification:	Simple			
Client:	Non-Teaching Personnel/Teachers			
Requirements:	Data Tracking Sheet (DTS) Documents INDICATED in the List of Requirements			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section 2. Wait while the documents are being evaluated.	1. Receive the Data Tracking Sheet from the client	None	3 minutes	Lumuel Magracia <i>HRMO AA VI</i> Shyla R. Bachiller <i>ADAS III</i> Shyla R. Bachiller <i>ADAS III</i>
	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
	2. Evaluate/assess the completeness of the documents submitted.	None	10-20 minutes	
	2.1 Issue Acknowledgment Receipt based on the checklist.	None	3minutes	
3. Client receive Acknowledgment Receipt.				
TOTAL		None	28 minutes	

9. Processing of Leave (more than a month)

This service is provided to employees who wish to be on leave for a period of at least one month.

Office:	HR Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For SL and ML: 3 copies of the following: Letter endorsed by Principal Leave Form (Form 6) Last Day of Service Prescribed Medical Certificate (Form 41) For VL: 3 copies of the following: Letter endorsed by Principal Leave Form (Form 6) Last Day of Service Data Tracking Sheet (DTS)		Checklist from HR (Personnel-in-Charge) Records Section (Data Tracking Sheet)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	

	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
2. Submit the documents.	2. Receive the documents.	None	2 minutes	Carmelo M. Dino <i>ADAS III</i>
	2.1 Evaluate/assess the completeness of documents submitted.	None	20 minutes	
	2.2 Issue Acknowledgment Receipt based on the checklist			Melca B. Rojas <i>ADAS III</i>
3. Client receives the Acknowledgment Receipt.	3.1 Check the records of the employee.	None	3 minutes	Shyla Bachiller <i>ADAS III</i>
	3.2 Forward the application form for signature of the officer/actual signing.	None	1 day	
	3.3 File the application Form.	None	5 minutes	
	TOTAL:	None	1 day, 1hr and 5 minutes	

10. Issuance of Special Order (S.O.)

This service is provided to employees who have availed of leave for more than a month (SL/VL/ML) and who wish to update civil status (Change of Name)

Office:	HR Section
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Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Leave Form with the Supporting Documents (Subject to the nature/ kind of leave availed) Data Tracking Sheet (DTS)		Records Section (Data Tracking Sheet)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section	1. Receive the Data Tracking Sheet (DTS) from the client	None	3 minutes	Lumuel Magracia, <i>HRMO AA VI</i>
	1.1 Forward the Data Tracking Sheet (DTS) to the assigned employee.	None	2 minutes	
2. Submit the documents.	2. Receive the documents.	None	2 minutes	Carmelo M. Dino <i>ADAS III</i> Melca B. Rojas <i>ADAS III</i>
	2.1 Evaluate/assess the completeness of documents submitted.	None	20 minutes	
	2.2 Issue Acknowledgment			
	Receipt based on the checklist			Lumuel Magracia <i>HRMO AA I</i>

3. Client receives the Acknowledgment Receipt.	3.1 Check the records of the employee.	None	3 minutes	Carmelo M. Dino <i>ADAS III</i>
	3.2 Prepares the requested document for signature of the officer/actual signing.	None	3 minutes	Melca B. Rojas <i>ADAS III</i> Lumuel Magracia <i>HRMO AA I</i>
	Receive the certification for signature/actual signing.	None	30 minutes (If signatory is available)	
	Forward signed certification for releasing to authorized personnel.	None	2 minutes	SDS
	3.3 Release of the signed Certification to the client	None	3 minutes	OSDS Staff
4. Client receives the document.	TOTAL:	None	1hr and 5 minutes	

11. Request for DTR Print-out

Office:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who May Avail:	Non-Teaching Personnel & Teaching Personnel

CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Duly Accomplished Whereabout Entry Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Submit the whereabouts form.	1. Receive the form.	None	2 minutes	Lumuel Magracia AA VI
2. Client wait while the document is being processed.	2. Encode the data in the A.S.S.E.T.S System.	None	1-2 minutes	
	2.1 Print the DTR in two copies	None	1-2 minutes	
2. Receive the DTR.	2.2 Release the DTR to the client.	None	1 minute	
TOTAL		None	7 minutes	

12. Application for Private Lending Institutions & Government Financial Institutions Loan

SERVICE NAME:	Application for Private Lending Institutions & Government Financial Institutions Loan	
SERVICE DESCRIPTION:		
Office:	Personnel Section	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Private Schools/Walk-in	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

<p>Accomplished Transaction Request Slip Completely filled out Loan Application Form (LAF) Authorization to Deduct Copy of latest payslip Letter-request addressed to the SDS Hospitalization/Medical Expenses/Medical Abstract/Certificate /Prescription/Diagnosis, as applicable Death Certificate of the deceased family member of the loan applicant within the 3rd civil degree of consanguinity/affinity, as applicable Barangay/LGU certificate/resolution declaring the borrower's place under the state of calamity (Calamity Loan)</p>		Officer of the Day		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
<p>1. Fill up Transaction Request Slip and submit the duly filled up form.</p> <p>2. Submit documentary requirements for assessment.</p> <p>3. Secure signatures of the Personnel Division and Legal Service</p>	<p>1. Receive the duly filled up Transaction Request Slip.</p> <p>2. Forward the request slip to the assigned employee.</p> <p>2. Receive submitted documents and conduct preliminary assessment.</p> <p>2.1 Certifies status of employment, net pay, and correctness of information in the LAF</p>	<p>None</p> <p>None</p> <p>None</p>	<p>within 3 minutes</p> <p>within 2 minutes</p> <p>30 minutes</p>	<p>Personnel Section</p>
<p>for the Certificate of Employment and Credibility portion of the LAF.</p>	<p>2.2 Certifies that the loan applicant has no pending administrative charge filed against him/her.</p>			

<p>4. Submit accomplished LAF, together with the other requirements.</p>	<p>4. Receive and record submitted requirements.</p> <p>4.1 Check completeness and veracity of submitted requirements and signs on the LAF.</p> <p>4.2 Forward documents to the Loan Processor.</p> <p>4.3 Check eligibility of loan applicant and comaker.</p> <p>** If eligible, proceed with the computation of loan.</p> <p>** If ineligible, return LAF to staff in charge of initial screening for applicant's compliance information.</p> <p>4.3 Print and sign the Amortization Schedule and Statement of Account (SOA), if loan applicant has existing loan...</p>	<p>None</p>	<p>Within 2 minutes</p>	
	<p>End of Transaction</p>		<p>42 minutes</p>	

13. Medical Assessment, Evaluation and Check-Up

Provide basic quality health care delivery services to students, teaching and non-teaching personnel of SDO Legazpi City.

Office:	School Governance and Operations Division-Health and Nutrition Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Non-Teaching Personnel/Teachers/ Students/Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Transaction Request Form		Officer of the Day		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out and submit Transaction Request Form.	1. Receive the form.	None	2 minutes	Nurse on Duty
	1.1 Obtain client personal information.	None	3 minutes	
2. Submit for Physical Examination.	2. Assess and evaluate a. vital signs b. record the laboratory results c. refer to the medical officer for evaluation and management	None	5-10 minutes	Nurse on Duty/Medical Officer
	2.1 Record & Release medical certificate.	None	1-2 minutes	Nurse on Duty

3. Client receives the duly signed Medical Form.				
TOTAL		None	17 minutes	

14. Issuance of Medical Certificate/Clearance

Provide basic quality health care delivery services to students, teaching and non-teaching personnel of SDO Legazpi City.

Office:	Health and Nutrition Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Non-Teaching Personnel/Teachers/ Students/Pupils			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Transaction Request Form		Officer of the Day		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out and submit Transaction Request Form.	1. Receive the form.	None	within 3 minutes	Nurse on Duty
	1.2 Obtain client Personal information.	None	within 2 minutes	
2. Submit for vital sign taking and physical examination and presentation of laboratory examination results.	2. Assess and evaluate a. vital signs b. records the laboratory results c. refers to the medical officer for evaluation and management	None	within 5-10 minutes	Nurse on Duty/Medical Officer

3. Client receives the duly signed Medical Form.	2.1 Record & Release medical certificate.	None	within 1-2 minutes	Nurse on Duty
TOTAL		None	9 minutes	

15. Information and Communications Technology Unit

Create/ delete/ rename/ reset user accounts

Office:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who May Avail:	DepEd Legazpi Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS: Scanned Copy of Valid ID and Appointment (*for online request, include letter-request)			WHERE TO SECURE: Not applicable	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure the Data Tracking Sheet (DTS) from Records Section. For online requests, send letter-request to ict.legazpi@deped.gov.ph , <i>Subject:</i> Create/ delete/ rename/ reset user accounts of DepED Account _<SchoolID> <i>Attachment:</i> Scanned Copy of Valid ID and Appointment	1.1. Input details of service provided in the system. 1.2 Provide client with DTS.	None None	within 1 minute (depends on the queue) within 1 minute	Contessa Muyna (ADAS II)
2. See the Division IT Officer in the ICT Unit.	2.1 Check validity of submitted documents and either create/ delete/ rename or reset user account.	None	within 1-2 minutes	Aida S. Noora ITO I
3. Receive credentials of DepEd account. For online requests, an email with log in info will be sent.	3. Provide DepEd email credentials, face-to-face or thru the personal email (if request was made online)	None	within 1-2 minutes	Aida S. Noora ITO I

4. Accomplish the Client Satisfaction Measurement (CSM) through the website, QR code or Information Kiosk located at the SDO ground floor lobby.				
TOTAL		None	6 minutes	

Service Category:

INTERNAL SERVICES

1. Upload of Issuances to Division Website

Office:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who May Avail:	DepEd Legazpi Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS: Duly signed and stamped “released” issuance		WHERE TO SECURE: Records Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Provide ICT Unit with the one (1) original copy of the duly signed and stamped “released” issuance from the Records Section.	1.1. Receive the documents to be uploaded.	None	Within 1-2 minutes	ICT Staff
	1.2. Scan and upload the issuance to the Division website; email the same to the concerned individuals/offices.	None	2-3 minutes	
	1.3. Return the original copy of the uploaded document to the Records Section for archiving.	None	Within 1-2 minutes	
2. Accomplish the Client Satisfaction Measurement (CSM) through the website, QR code or Information Kiosk located at the SDO ground floor lobby.				
TOTAL		None	7 minutes	

2. Troubleshooting of ICT equipment

Office:	Information Communication Technology
Classification:	Simple

Type of Transaction:	Government to Citizen			
Who May Avail:	Division Office Personnel			
CHECKLIST OF REQUIREMENTS: Accomplished request form		WHERE TO SECURE: ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out the request (logbook) with the needed information.	1.1. Approve / disapprove request depending on availability of technician. Calendar or book the request.	None	2 minutes	Aida S. Noora ITO I
	1.2. Technician troubleshoots/ repairs equipment. Provides recommendations, if necessary.	None	Depends on gravity of repair to be done (will not exceed one week)	
2. Accomplish the Client Satisfaction Measurement (CSM) through the website, QR code or Information Kiosk located at the SDO ground floor lobby.				
TOTAL		None	varies	

Request for Use of IT Equipment

Office:	ICT Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who May Avail:	DepEd Legazpi Teaching and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS: Request form filed in advance (at least 3 days prior to actual use)		WHERE TO SECURE: ICT Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out the request (logbook) for request of IT equipment (cables, camera, projector, microphones, etc.)	1. Approve/ disapprove request depending on availability of equipment. Calendar or book the request.	None	2-3 minutes	Aida S. Noora ITO I
2. Receive the item/s requested.	2. Release the requested item.	None	1-2 minutes	

3. Accomplish the Client Satisfaction Measurement (CSM) through the website, QR code or Information Kiosk located at the SDO ground floor lobby.				
TOTAL		None	5 minutes	

Service Office:
SCHOOL GOVERNANCE AND OPERATIONS DIVISION

Service Category:

EXTERNAL SERVICES

1. Processing Application for Government Recognition/TOSF/Summer Class/Renewal of Permit/New School/Grade Level/Course

Office:	School Monitoring and Evaluation Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Schools/Walk-in			
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
Accomplished Transaction Request Slip Documentary Requirements Sanitary Permit Fire Permit Curriculum Offering Ocular Inspection Processing Sheet/Validation Report		Officer of the Day City Health Office BFP PSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE

1. Fill up Transaction Request Slip and submit the duly filled up form.	1. Receive the duly filled up Transaction Request Slip.	None	within 3 minutes	Lilbeth Mestiola <i>Clerk</i>
	1.1 Forward the request slip to the assigned employee.	None	within 2 minutes	
2. Submit documentary requirements for assessment.	2. Receive submitted documents and conduct preliminary assessment for complete requirements.	None	within 30 minutes	Cherry B. Azor <i>Program Specialist II</i>
3. Proceed to Record Section to have the documents marked "Received".	3. Stamp the document "Received".	None	within 2 minutes	Renee Rose Paunil <i>Administrative Officer IV</i>
4. Submit the documents for processing.	4. Receive the documents for processing.	None	within 3 minutes	Cherry B. Azor <i>Senior Education Program Specialist</i>
	5. Issue Acknowledgment Receipt.	None	Within 2 minutes	Cherry B. Azor <i>Senior Education Program Specialist</i>
5. Receive Acknowledgment Receipt.				
End of Transaction			42 minutes	

2. Issuance of Requested Data from the SMME Section

Office:	School Governance and Operations Division-School Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Schools/Walk-in			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Transaction Request Slip		Officer of the Day		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out and submit Transaction Request Form.	1. Receive the form.	None	within 3 minutes	Lilibeth Mestiola <i>Clerk</i>
	1.1 Forward the request form to the assigned employee.	None	within 2 minutes	
2. Wait while the request is being processed.	2. Prepare the requested data.	None	within 20-30 minutes	Cherry B. Azor, <i>SEPS</i>
	2.1 Forward document to Chief for signature.	None	within 3 minutes	
3. Receive the document/ requested data.	2.2 Issue the request.	None	within 2 minutes	Cherry B. Azor <i>Senior Education Program Specialist</i>
	End of Transaction		40 minutes	

3. Request for Approval to Conduct Off-Campus Activities

Office:	School Governance and Operations Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Private Schools/Walk-in			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished Transaction Request Slip Per Division Memorandum 189 s.2019 (Reiteration on the Implementing Guidelines on the Conduct of Off Campus Activities)	Officer of the Day Legazpi City website & Personnel Section			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill up Transaction Request Slip and submit the duly filled up form.	1. Receive the duly filled up Transaction Request Slip. 1.1 Forward the request slip to the assigned employee.	None None	3 minutes 2 minutes	Cathy Despabiladeras Clerk

2. Wait while the documents are being evaluated/checked.	2. Check/evaluate the documents using the Document Review Template.	None	1 day	Christine Joy E. Aringo, PDO I
3. Fill out the the Off Campus Activities Review Template	3. Instruct client to fill out the form and proceed to focal persons for signature (Youth Formation Focal, SEPS Planning, and EPSSGOD)	None	2 minutes	Christine Joy E. Aringo, PDO I
4. Proceed to assigned personnel for the signatures.		None	30 minutes	
5. Receive the documents.	4. Release the documents.	None	3 minutes	Venus Olaguera, <i>Records AA I</i>
TOTAL		None	1 day and 40 minutes	

4. Processing of Training Proposals

Training proposal needs the approval of the concerned personnel of SDO Legazpi City for without it, the activity is not considered official, hence, expenses incurred cannot be charged to local funds.

Office:	Human Resource Development Section		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	DepEd Teaching and Non-Teaching Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Accomplished Transaction Request Slip		Officer of the Day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill up Transaction and Request Slip and submit the filled up form.	1. Receive the duly filled up Transaction Request Slip.	None	within 3 minutes	Christine Miña EPS II
	1.1 Forward the request slip to the assigned employee.	None	within 2 minutes	
2. Submit the proposal.	2. Evaluate the proposal.	None	30 minutes	Maria Solidad P. Nuyles Senior Education Program Specialist CID/SGOD/AS DS/SDS
	2.1 Forward the proposal to the concerned personnel for review and signature.	None	2 days	
3. Receive the documents.	2.2 Release the proposal.	None	5 minutes	Venus Olaguera <i>Records AAI</i>
	TOTAL	None	2 days and 42 minutes	

Service Office:

CURRICULUM AND INSTRUCTION DIVISION (CID)

Service Category:

EXTERNAL SERVICES

1. Responding to queries on Curricular Concerns

Office:	DepEd Schools Division Office of Legazpi City – Curriculum Implementation Division (CID)			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen/Government to Business/Government to Government			
Clients:	Stakeholders/Public			
CHECKLIST OF REQUIREMENTS	Transaction Slip			
WHERE TO SECURE	Assigned Officer of the Day/CID Staff			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure transaction Slip (TS) and fill it out.	1. Provide TS to clientele.	None	Within 1-5 minute/s	Mary Jane Manaog AA VI
2. Submit the completely filled out form.	2. Read the TS content and refer to the concerned CID personnel.	None	Within 1-5 minute/s	Mary Jane Manaog AA VI
3. Proceed to the concerned CID personnel as advised.	3. Respond to quer/ies. 4. Fill out the Acknowledgement Sheet (AS).	None	Within 5-30 minutes (Case-to-case Basis)	Portia P. Encisa CID Chief or designated OIC/ Education Program Supervisor

5. Get the AS from the concerned CID personnel.			Within 1-2 minute/s	Mary Jane Manaog AA VI
End of Transaction			42 minutes	

2. Issuance of Data or Document

Office:	DepEd SDO Legazpi City-Curriculum and Implementation Division (CID)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Public or Private Schools/Walk-in			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transaction Request Slip		Officer of the Day		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Fill-out and submit Transaction Request Form (TRF). 2. Wait while the request is being processed.	1. Receive the properly accomplished form.	None	Within 1-3 minutes	Mary Jane Manaog AA VI
	1.1 Forward the request form to the concerned CID personnel.	None	Within 1-2 minute/s	
	2. Prepare the requested data.	None	Within 20-30 minutes	<i>Education Program Supervisor</i>
	2.1 Forward document to the CID Chief Education Supervisor for validation and approval/signature.	None	Within 1-5 minutes	Portia P. Encisa CID Chief

6. .Receive the document/ requested data.	2.2 Issue the request.	None	Within 1-2 minute/s	Mary Jane Manaog AA VI
End of Transaction			42 minutes	

3. Borrowing and Returning of Books/ Learning Materials

BORROWING

Office:	DepEd Schools Division Office of Legazpi City – Curriculum Implementation Division (CID), Learning Resource Management System			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen/Government to Business/Government to Government			
Clients:	Stakeholders/Public			
CHECKLIST OF REQUIREMENTS		Borrower’s Card and Book Cards		
WHERE TO SECURE		Librarian/Library In-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Secure borrower and book cards and fill them out.	1. Provide borrower and book cards to clientele.	None	Within 1-5 minute/s	Christine P. Mujar <i>Librarian II</i>
2. Submit the completely filled out form.	2. Sign the borrower’s card.	None	Within 1-5 minute/s	Christine P. Mujar <i>Librarian II</i> Marites B. Tongco <i>EPS-1, LRMS</i>

<p>3. Present the books to be borrowed.</p>	<p>3. Receive materials to be borrowed/returned. 4. Check and verify the borrower's card. (should be valid and countersigned) 5. Stamp with due date and sign the book card/s. 6. Scan the bar code of the</p>	<p>None</p>	<p>Within 5-10 minutes (Case-to-case Basis)</p>	<p>Christine P. Mugar <i>Librarian II</i> Sheenchemry Dela Torre Clerk</p>
<p>4. Wait for the book/s to be processed for check in/out.</p> <p>5. Receive borrowed book/s.</p>	<p>book(s) to be checked out in the Library system.</p> <p>7. Print receipt for borrowed books.</p> <p>8. Issue borrowed book/s and receipt/s.</p>		<p>Within 1-2 minute/s</p> <p>Within 1-2 minute/s</p>	<p>Christine P. Mugar <i>Librarian II</i></p> <p>Christine P. Mugar <i>Librarian II</i></p>
<p>End of Transaction</p>			<p>24 minutes</p>	

RETURNING

Office:	DepEd Schools Division Office of Legazpi City – Curriculum Implementation Division (CID), Learning Resource Management System			
Classification:	Simple/Complex			
Type of Transaction:	Government to Citizen/Government to Business/Government to Government			
Clients:	Stakeholders/Public			
CHECKLIST OF REQUIREMENTS		Borrower’s Card and Book Cards		
WHERE TO SECURE		Librarian/Library In-charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONNEL IN-CHARGE
1. Return the book/s.	1. Check in the borrowed books in the Library System. 2. Print the receipt and distribute it to clients.	None	Within 1-5 minute/s	Christine P. Mular <i>Librarian II</i>
2. Wait for the receipts of the returned book/s.	2. Provide the receipt for the returned book/s.	None	Within 1-5 minute/s	Christine P. Mular <i>Librarian II</i>
	3. Place the returned book/s on the shelf/ves.			
End of Transaction			10 minutes	

Feedback and Complaints Mechanism

How to send a feedback	Answer the client feedback form and drop it at the designated drop box found at the Public Assistance Complaints Desk (PACD).
How feedback is processed	<p>Every Friday, the designated Officer of the Day opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box found at the Public Assistance Complaints Desk (PACD). Complaints can also be filed via email and telephone. Make sure to provide the following information: Name of the person being complained, Incident, and Evidence.</p> <p>Email address: legazpi.city@deped.gov.ph</p> <p>Telephone No: (052) 742-8227</p>
How complaints are processed	<p>The Assistant Schools Division Superintendent opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, AO V shall start the investigation and forward the complaint to the relevant office for their explanation. The ASDS will create a report and shall submit the same to the Head of Agency for appropriate action.</p> <p>The ASDS will give the feedback to the client.</p>

Contact Information of CCB,PCC,ARTA	ARTA: compliant@arta.gov.ph :1-ARTA(2782) PCC:8888 CCB:0908-881-6565 (SMS)
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LIST OF OFFICES

Office of the Schools Division Superintendent

Office of the Asst. Schools Division Superintendent

Administrative Unit

- Cash Section
- Personnel Section
- Records Section
- Supply and Property Section

Finance Unit

- Budget Section
- Accounting Section

Information and Communications Technology Unit

Legal Unit

Curriculum Implementation Division

- District Instructional Supervision
- Instructional Management Section
- Library Hub

School Governance and Operations Division

Educational Facilities Section
Human Resource Development Section
Planning and Research Section
School Management Monitoring and Evaluation Section
Social Mobilization and Networking Section
School Health Section