

D. 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:	Government to Citizen (G2C)			
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 out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records)
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	20 minutes	Administrative Staff (Records)
TOTAL:		None	30 minutes	

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

CTC document copy is issued if the document secured in the Records Section is originated/created by the Department. Issuance of Requested Documents is provided to teaching, non-teaching personnel and retirees whose documents were misplaced, lost, burned, or beyond recovery to be used for various purposes such as appointment, promotion, resignation, retirement, salary upgrading, leave abroad, employment abroad, loan, transfer, etc.

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
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 out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records)
2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person	2.1 Receive the form, forward to the records custodian; custodian locates the requested document.	None	5 minutes	Administrative Staff (Records)
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3.Receive the requested document	3.1. Release the document to the client	None	5 minutes	Administrative Staff (Records)
TOTAL:		None	45 minutes	

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. Service is in accordance with DO no 48, s. 2017

Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
High School/Elementary Graduates: 1. CAV Form 2 – School Referral Form (SRF) 2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6. Latest passport size ID Pictures (2 copies) 7. Valid ID 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy)	School Attended School attended School attended Client School attended Client Requesting Person and/or Authorized Person Requesting Person
<i>Additional Requirement for Undergraduates:</i> 10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) 11. Transmittal (1 Original and 2 photocopies certified by the School Head)	School Attended School Attended
<i>Additional Requirements for Graduates from private schools:</i>	

12. Special Order (1 Original and 2 photocopies certified by the School Head)		School Attended		
Graduate and undergraduate from public schools:				
1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopy)		School Attended (for CAV form 6) Division Office (for CAV form 14)		
2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies)		School Attended/ BEA		
3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies)		Division Office		
4. Diploma (1 Original and 2 certified true copies certified by the School Head)		School Attended		
5. ALS Accreditation & Equivalency Test Result (for ALS) (1 original and 2 certified true copies)		Division Office		
6. PEPT Test Result Rating (1 original and 2 certified true copies)		Division Office/BEA		
7. PSA Birth Certificate Copy (1 Original and 2 photocopies)		Client		
8. Latest Passport size ID picture (2 copies)		Client		
9. Documentary Stamp 2 pcs		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1.Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and one for Filing	None	10 minutes	Administrative Staff (Records)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records)

	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administrative Staff (Records)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address. While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back.	None	10 minutes	Administrative Staff (Records)
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV. The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records)
TOTAL:		None	1 hour, 5 minutes	

Note: The CAV Service is changed to a complex transaction as the document to be CAVed requires thorough checking, reviewing and assuring that there is a faithful reproduction of the document to be CAVed as to the genuineness of the same.

4. Receiving and Releasing of Communication and other Documents

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		
Official Communication		Records Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit official communication/ to the Records Receiving Area	1.1. Receive and check the completeness of communication	None	5 minutes	Receiving personnel Records Officer IV
	1.2. Forward communication and other documents to SDS	None	5 minutes	Records Staff
	1.3. Read and review communication	None	4 hours	SDS
	1.4. Route communications to the concerned office/personnel	None	5 minutes	SDS Staff
	1.5. Act on the communication for ministerial transaction*	None	2 days	Concerned office/person
	1.6. Forward the acted communication to Records Section	None	5 minutes	SDS Staff
2. Client receives communication	2.1. Release the communication	None	5 minutes	Releasing personnel/ Records Officer IV
TOTAL			2 days 4 hours, 25 minutes	

***Note:** For ministerial transaction - within 3days, complex transaction - within 7 days, and for Highly Technical transaction - within 20 days

5. Receiving of Complaints against Non-Teaching Personnel

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “*Revised Rules of Procedure of the Department of Education in Administrative Cases*” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Non-Teaching Personnel.

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)G2C - Government to Client Government to Business (G2B)
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> Supporting/Evidentiary Document/s, if any. <p>*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.</p>	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1. Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records)
	1.2. Stamp received the documents and receiving copy with transaction number		3 minutes	
	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	

2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records)
TOTAL		None	21 minutes	

6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

Administrative complaints may be filed for any of the grounds specified under DepEd Order No. 49, series of 2006, “Revised Rules of Procedure of the Department of Education in Administrative Cases” or Revised Rules on Administrative Cases in the Civil Service (RRACCS). This refers to the process of receiving formal complaints against any DepEd Teaching or Teaching-Related Personnel.

Office or Division:	Records Unit Legal Unit Office of the Assistant Schools Division Superintendent Office of the Schools Division Superintendent
Classification:	Complex
Type of Transaction:	Government to Government (G2G)G2C - Government to Client Government to Business (G2B) Entity
Who may avail:	All


Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> Supporting/Evidentiary Document/s, if any. <p>*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.</p>	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	<ol style="list-style-type: none"> Evaluate the complaint and attached evidentiary document/s, as to its completeness. Stamp received the documents and receiving copy with transaction number. 	None	10 minutes 3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)

	1.3. Log the received document/s to the Incoming Logbook.		5 minutes	
2. Receive the receiving copy for reference	2.1. Return client's receiving copy	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2. Forward the complaint to OSDS for routing.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3. Log the document, with attached referral slip, to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.4. Evaluate and make necessary notation and sign the routing slip.		1 day	Schools Division Superintendent (OSDS)
	2.5. Forward to Legal Unit, for appropriate action.		5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6. Evaluate the complaint if the same is grievable/mediatable or not and prepare necessary Communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Officer
	2.7. Forward to OSDS the initialed communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer ASDS Administrative Aide VI (ASDS)


	<p>2.8. Log the document, with attachment/s to the appropriate logbook</p> <p>2.9. Return signed communication to Legal Unit, for organization of documents</p>	None	<p>10 minutes</p> <p>5 minutes</p>	Administrative Aide VI or Administrative Assistant III (OSDS)
	<p>2.10. Arrange the documents to be forwarded to Records Unit.</p> <p>2.11. Forward to Records Unit, for releasing</p>	None	<p>20 minutes</p> <p>5 minutes</p>	Administrative Assistant III (Legal) or Attorney III/Division Legal Officer
	<p>2.12. Stamp Release the documents and arrange for servicing/ sending to addressee</p> <p>2.13. Coordinate with the Office/Agency and contact the client.</p>	None	<p>10 minutes</p> <p>30 minutes</p>	Administrative Aide VI or Administrative Officer IV (Records Unit)
3. Receive and sign the Communication, if with proof of service, sign the proof of service.	<p>3.1. Release the Communication</p> <p>3.2. If there is a proof of service, serve and secure a signed Proof of Service.</p>	None	<p>5 minutes</p> <p>10 minutes</p>	Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit)
TOTAL		None	3 days, 2 hours, 11 minutes	

SAMPLE TEMPLATE FOR COMPLAINT

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
	COMPLAINT FORM	Name of Office: Legal Services Unit


Date of Filing (*Petsa kailan ifinile*): _____

COMPLAINANT (<i>Nagrereklamo</i>)				
NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
SEX / GENDER (Kasarian)	CIVIL STATUS (Kasal/Single)	AGE (Edad)	INTERNET CONTACT (E-mail; o Facebook Account name; o Viber)	CELLPHONE NO. / o LANDLINE
ADDRESS (Bahay; Kalye)	SUBD. / BRGY.	TOWN/CITY (Bayan/Lungsod)	PROVINCE (Lalawigan)	
VICTIM'S INFORMATION (<i>Biktima</i>) [Kung may biktima, maliban sa nagrereklamo]				
NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
NAME OF SCHOOL (Ngalan ng Paaralan)	ADDRESS OF SCHOOL (Lokasyon ng Paaralan)	GRADE/YEAR (Antas)	AGE (Gulang)	
RELATIONSHIP TO COMPLAINANT (<i>Relasyon sa Nagrereklamo</i>) / Pakilagyan ng Check (✓) ang angkop na sagot		<input type="checkbox"/> 1) Father (Ama) <input type="checkbox"/> 3) Others (Iba pang relasyon) <input type="checkbox"/> 2) Mother (Ina)		
RESPONDENT'S INFORMATION (<i>Inirereklamo</i>)				
NAME (Pangalan); Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido)				
In case there are more than one respondent, please indicate details in the table (<i>Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye</i>)				
Position (Katungkulan)	SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado)	School or Office Address (Lokasyon ng Paaralan o Opisina)		
1.	1.	1.		
2.	2.	2.		
3.	3.	3.		
4.	4.	4.		
5.	5.	5.		
ACCOUNT OF INCIDENT / MATTER COMPLAINED (<i>Kwento tungkol sa Ini-rereklamang Insidente</i>)				
1. Basic details of Complaint (<i>Pangunahing detalye</i>):				
Date/s of Incident (<i>Petsa/Mga petsa Kailan nangyari ang ini-rereklamo</i>)	Specific Time or Span of Time of Incident (<i>ORAS/Mga ORAS nagarap ang insidenteng inirereklamo</i>)	Place of Incident (<i>Saan nangyan ang inirereklamo</i>)		
2. Evidence for Complaint (<i>Ebidensya</i>):				
Do you have Witness/es to the matter complained of? (<i>Meron bang Naka-saksi/nakakita sa bagay na inirereklamo?</i>)			Do you have supporting documents? (<i>Meron ka bang pansuportang dokumento?</i>)	
Pakilagyan ng Check (✓) ang angkop na sagot <input type="checkbox"/> Yes. <input type="checkbox"/> None.			<input type="checkbox"/> Yes. <input type="checkbox"/> None.	
Witness Name (Pangalan ng Witness)	Witness Address/Office (Address o Opisina ng Witness)	Cellphone Number / Landline	LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo)	
1.	1.	1.	1.	
2.	2.	2.	2.	
3.	3.	3.	3.	
4.	4.	4.	4.	
5.	5.	5.	5.	

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
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NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
 (Please use/ask for another paper if the space provided is not enough)
 / (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

PRINTED NAME/s OF COMPLAINANT/s AND SIGNATURE/s
 [ISULAT ANG PANGALAN AT PIRMAHAN SA IBABAW NG PANGALAN]

	Republic of the Philippines Department of Education Region III SCHOOLS DIVISION OFFICE OF OLONGAPO CITY	Document Code: _____ Revision: _____ Effectivity date: _____
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VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

(PAGPAPATOTOO SA REKLAMO AT SA WALA NG IBANG INIHAIN NA REKLAMO)

I/We (Ako/Kami), _____
 Filipino, of legal age (may hustong edad) and with address (at may address na) _____, after having been
 duly sworn in accordance with law, hereby depose and state (matapos manumpa ayon sa batas, ay nagpapatotoo at nagsasaad na), THAT:

- I / we am / are the complainant/s in the above-complaint;
(Ako / Kami ay ang / mga nagreklamo sa reklamong ito)
- I / we have caused the preparation of the foregoing complaint;
(Ako / Kami ay ang / mga gumawa ng mga salaysay patungkol sa reklamong ito)
- I / we have read the contents thereof;
(Ako / Kami ay nabasa ang mga nilalaman ng aking / aming reklamo)
- All the allegations therein are true and correct of my own / our personal knowledge and/or based on authentic documents;
(Lahat ng mga nakasaad dito ay totoo at tama mula sa aking / aming personal na kaalaman at/o base sa mga awtentikong dokumento)
- I / we hereby certify that I have not commenced a complaint/action involving similar issues before the Supreme Court or any of its Divisions; before the Court of Appeals or any Division thereof, before the Regional Trial Courts, Municipal Trial Courts or any other agency of the Government. Should learn about the pendency of similar action, I shall inform the Honorable Office within five days from knowledge thereof. (Ako / Kami ay nagpapatotoo na hindi ako nagreklamo/kaso tungkol sa parehong issue sa Supreme Court o anumang division nito; o sa Court of Appeals o anumang division nito; sa Regional Trial Courts, Municipal Trial Courts o anumang ahensya ng gobyerno. Kung may malaman man akong tungkol sa nakahain na parehong reklamo/kaso, ipagbibigay alam ko ito sa Kagalang-galang na Opisang ito sa loob ng limang araw mula sa pagka-alam ko nito)

IN WITNESS WHEREOF, I/We have signed this ____ day of _____, 20__, at _____
 (Bilang patunay, ako/kami ay lumalagda nitong ika ____ ng _____, 20__, dito sa _____)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
 (Pirma sa ibabaw ng Pangalan)

SUBSCRIBED AND SWORN to before me this ____ day of _____, 20__, by affiant/s who personally appeared before me, exhibiting his/her/their _____ as competent evidence of her identity. (NILAGDAAN AT SINUMPAAN sa harap ko ngayong _____ araw ng 20__, matapos na ipakita ng nagsasalaysay ang kanyang "ID" na ebidensya ng kanyang identidad)

Doc. No. (Dok. Blg.) _____;
 Page No. (Pahina Blg.) _____;
 Book No. Doc. No. (Libro Blg.) _____;
 Series of 20__ (Serye ng 20__).