



Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF BILIRAN

CITIZEN'S CHARTER



**Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF BILIRAN**

CITIZEN'S CHARTER



I. 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's mandate was established through Republic Act 9155, otherwise known as the Governance of Basic Education Act of 2001. The aforementioned RA substantially provides that 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.

II. 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.

III. Mission:

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

- a. Students learn in a child-friendly, gender-sensitive, safe, and motivating environment. Teachers facilitate learning and constantly nurture every learner.
- b. Administrators and staff, as stewards of the institution, ensure an enabling and supportive environment for effective learning to happen.
- c. Family, community, and other stakeholders are actively engaged and share responsibility for developing life-long learners.

IV. Service Pledge:

The Department of Education is committed to providing learners with quality basic education that is accessible, inclusive, and liberating through:

- Proactive leadership
- Shared governance
- Evidence-based policies, standards, and programs
- A responsive and relevant curriculum
- Highly competent and committed officials, and teaching and non-teaching personnel
- An enabling learning environment



V. LIST OF SERVICES

Schools Division Office – External Services

A. Administrative Unit – Cash Section	
1. Collection and Deposits Process	6
2. Re-Issuance of Staled Checks.....	8
3. Release of Checks	10

Schools Division Office – Internal Services

A. Administrative Unit – Cash Section	
1. Disbursement by Petty Cash Fund	12
2. Liquidation for Cash Advance	13
B. Administrative Unit – Personnel Section	
1. Application for Leave	15
2. Application for Retirement/Separation/Life Insurance Benefits	17
3. Incentives and Allowances.....	20
4. Issuance of Service Record.....	27
5. Leave Credits Monetization	28
6. Leave Credits Monetization (Special / Emergency).....	33
7. Loyalty Pay.....	38
8. Maternity Leave.....	43
9. Payroll Inclusion.....	46
10. Processing of Appointment.....	48
11. Processing of Reclassification	51
12. Provident Fund Loan.....	53
13. Representation and Transportation Allowance.....	56
14. Request for Change of Employee's Information	60
15. Request for Compensatory Overtime Credits.....	62
16. Request for Return to Duty	64
17. Request for Service Credits and Compensatory Time Off	66
18. Salary And Other Benefits Claim	68
19. Salary Differential.....	77
20. Terminal Leave Benefits Claim	82
C. Administrative Unit – Records Section	
1. Gsis Loan Verification	84
D. Administrative Unit – Supply Section	
1. Travel Claims	86



VI. FEEDBACK AND COMPLAINTS MECHANISM	90
VII. LIST OF OFFICES	91



SCHOOLS DIVISION OFFICE

External Services

A. ADMINISTRATIVE UNIT – CASH SECTION

1. Collection and Deposits Process

The process of receiving cash / checks representing collection from payor and the process of depositing collection to government depository bank (Landbank of the Philippines).

Office or Division:	Administrative Unit – Cash Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Order of Payment (1 original)			• Accounting Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures the Order of Payment (OP) from the Accounting Section	1.1. Releases the Order of Payment	None	5 Minutes	<i>ADAS III in charge – Accounting Section</i>
2. Submits the OP to the Cash Section and pays the exact amount stated in the OP	2.1. Receives cash and OP from client and issues Official Receipt	Based on the Order of Payment	6 Minutes	<i>Collecting Officer – Cash Section</i>
	2.2. Records Collection in the Cash Receipt Register	None	30 Minutes	<i>Cashier – Cash Section</i>
	2.3. Prepares Deposit Slips and list of Collections	None	30 Minutes	<i>Collecting Officer – Cash Section</i>
	2.4. Deposits collections with the Authorized Government Depository Bank	None	3 Hours	<i>Collecting Officer – Cash Section</i>

	2.5. Prepares RCD in 4 copies based on the validated Deposit Slip from AGDB	None	1 Hour	Cashier – Cash Section
	2.6. Reviews, signs, and forwards the RCD to the Collecting Officer	None	30 Minutes	Cashier – Cash Section
	2.7. Records the RCD in the logbook and forwards to Accounting Section for recording in the books of accounts	None	30 Minutes	Collecting Officer – Cash Section
Total:		Based on the Order of Payment	6 Hours, 11 Minutes	

2. Re-issuance of Staled Checks

This covers the process of handling staled checks claimed by the clients. Checks issued become stale after 3 months of no encashment or not deposited to the bank.

Office or Division:	Administrative Unit – Cash Section			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Request for re-issuance of check (1 original) • Staled Check (1 original)			• Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request for re-issuance of check together with the staled check to the Cash Section	1.1. Receives the request, verifies the check, and forwards to the Accounting Section	None	17 Minutes	Cashier – Cash Section
	1.2. Receives order from Accounting Section to re-issue check	None	5 Minutes	Cashier – Cash Section
	1.3. Prepares new check/s and forwards it together with the staled checks to the SDS for signature	None	15 Minutes	Cashier – Cash Section
	1.4. Does “Process on Approval/Signature”	None	1 Hour	SDS – SDS Office

	1.5. Releases check to the client or inform the client with staled checks thru call or text	None	5 Minutes	<i>Cashier – Cash Section</i>
Total:		None	1 Hour, 42 Minutes	

3. Release of Checks

The process of releasing Checks for Personal or Other Agencies and Private Companies.

Office or Division:	Administrative Unit – Cash Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Personal Check: - Valid Government Issued ID (1 original) For Other Agencies and Private Companies: - Valid Government Issued ID (1 original) - Official Receipt (1 original) For Authorized Representative: - Valid Government Issued ID of Payee (1 original) - Valid Government Issued ID of Authorized Representative (1 original)			- Respective Agencies/Companies - Respective Agencies/Companies - Business Establishment - Respective Agencies/Companies - Respective Agencies/Companies	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Valid ID for claim of checks at the Cash Section	1.1. Receives and examines the ID	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
2. Signs Voucher, Payroll (if any), and Check Warrant	2.1. Releases the check	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
Total:		None	10 Minutes	



SCHOOLS DIVISION OFFICE

Internal Services

A. ADMINISTRATIVE UNIT – CASH SECTION

1. Disbursement by Petty Cash (Cash Advance of Requesting Personnel)

This covers the process of releasing payment to requesting personnel or payees using the Petty Cash Fund.

Office or Division:	Administrative Unit – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SDO Biliran Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Approved Purchase Request (3 original)		• Requesting Employee's Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes Box A "Requested by" portion of the PCV	1.1. Signs Box A " Approved by" portion of the PCV and returns to Requesting Personnel	None	16 Minutes	<i>Immediate Supervisor – Requesting Unit</i>
2. Submits PCV to PCF Custodian for the release of Fund	2.1. Receives the PCV duly approved by concerned official and signs in the Box B "Paid by" portion of the PCV, upon granting of the petty cash advance	None	19 Minutes	<i>PCF Custodian – Cash Section</i>
3. Receives Petty Cash and signs in the Box B "Cash Received by" portion of the PCV	3.1. Issues Copy 2 of the PCV to Requesting Personnel	None	4 Minutes	<i>PCF Custodian – Cash Section</i>
	3.2. Records paid PCVs in the CDR and files original PCV awaiting for the liquidation	None	17 Minutes	<i>PCF Custodian – Cash Section</i>
Total:		None	56 Minutes	

2. Liquidation for Cash Advance of Requesting Personnel to PCF Custodian

This covers the process of liquidating Petty Cash Fund.

Office or Division:	Administrative Unit – Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All SDO Biliran Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Petty Cash Voucher (1 original) • Official Receipt of purchases (1 original) • Inspection and Acceptance (1 original) • Picture of goods purchased (1 original)			• PCF Custodian • Supplier / Store • Supply Office • Requesting Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Liquidation with supporting documents to the Cash Section	1.1. Receives from the Requesting personnel copy 2 of the PCV together with the supporting documents then checks and reviews completeness of documents	None	5 Minutes	PCF Custodian – Cash Section
	1.2. Retrieves the original PCV from the file and fills up Box D Liquidation Submitted portion of the original and copy 2 of PCVs	None	5 Minutes	PCF Custodian – Cash Section
	1.3. Checks the Appropriate boxes for "Received Refund or Reimbursement Paid " portion of the box C of the PCV	None	2 Minutes	PCF Custodian – Cash Section
2. Checks and fills up the appropriate boxes for Liquidation Submitted and	2.1. Returns copy 2 of the PCV to the requesting personnel and files the original PCV together with the	None	6 Minutes	PCF Custodian – Cash Section

Reimbursement paid upon submission of the necessary supporting documents, and receipt or reimbursement of cash, if any, and signs the PCV	supporting documents awaiting replenishment			
Total:		None	18 Minutes	

B. ADMINISTRATIVE UNIT – PERSONNEL SECTION

1. Application for Leave [Sick Leave, Vacation Leave, Maternity Leave, Special Leave (Solo Parent, Magna Carta for Women, etc.)]

Leave of absence, for any person other than serious illness of an officer or employee or any member of his family, must be contingent upon the needs of the service. The grant vacation leave is discretionary on the part of the agency head or authority concerned; thus, mere filing of such leave application does not entitle an officer or employee to go on leave outright.

Office or Division:	Administrative Unit – Personnel Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All Teaching and Non-Teaching Employees of DepEd-Division of Biliran	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
• Filled up CSC FORM 6 (Application for Leave) (3 original copies) Additional Requirements: For Sick Leave with 5 days • Medical Certificate (1 original, 2 photocopies) For Maternity Leave and Vacation, Special, Personal Leave more than 5 days • Letter request for approval of leave (3 original) • Indorsement by the School Head & PSDS (3 original copies) • School Clearance, Division Clearance (3 original copies) • Medical Abstract, Medical Certificate (1 original, 2 photocopies) • Police Blotter, Incident Report, & Picture for injured employee in case of Special Leave Rehabilitation Leave (1 original, 2 photocopies) FOR TRAVEL ABROAD • First three requirements plus the following: Letter of invitation from the sponsor of travel/Memo if Seminars, Roundtrip airplane tickets, Certification of No Provident Fund Loan.		• Client • Attending Physician • Client • School Head/PSDS • School/Division Office • Attending Physician • Police Station • Sponsor of the Activity / Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes CSC Form No. 6 (Leave Application Form) in three (3) original copies and submits with the required supporting documents to the Records Section	1.1. Checks the completeness of requirements, stamps "Received", logs in the logbook, and forwards the Form 6 with the supporting document to the ADAS II in-charge	None	17 Minutes	<i>Records Officer / Staff – Records Section</i>
	1.2. Fills up certification of available leave credits and forwards to the HRMO/Admin. Officer V for signature	None	13 Minutes	<i>ADAS In-charge – Personnel Section</i>
	1.3. Signs and certifies the available leave credits	None	10 Minutes	<i>HRMO or AO V – Admin Unit</i>
	1.4. Forwards to the Approving Authority	None	3 Minutes	<i>ADAS In-charge – Personnel Section</i>
	1.5. Signs the application	None	1 Hour	<i>SDS / ASDS</i>
	1.6. Updates leave card, retains one copy for the Leave folder, prepares transmittal, and releases two copies to the Records Section	None	25 Minutes	<i>ADAS In-charge – Personnel Section</i>
	1.7. Signs the transmittal letter	None	10 Minutes	<i>AO V – Admin Unit</i>
	1.8. Releases two copies to the employee concerned	None	3 Minutes	<i>Records Officer / Staff –</i>



	and or District/School with transmittal			<i>Records Section</i>
Total:		None	2 Hours, 21 Minutes	

2. Application for Retirement/Separation/Life Insurance Benefits Claims on GSIS

Retirement refers to the time of life when one chooses to permanently leave the workforce behind. The compulsory retirement age is 65 while optional is 60 years of age. It can be applied three months before retirement to ensure that retirement benefits will be enjoyed by the retiree after his/her retirement.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who will apply for Optional, Mandatory & Compulsory Retirement			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement by the School Head & District Supervisor (4 original) • District & School Clearance (4 original) • Division Clearance (4 original) • Properly filled out and duly accomplished application for Retirement/Separation/Life Insurance Benefits Form No.06302017-RET (4 original) • Certificate of No Provident Loan (4 original) • Ombudsman Clearance (4 original) • Statement of Assets, Liabilities and Net Worth (4 authenticated copies) • Latest Appointment (4 authenticated copies) • Latest Payslip (4 authenticated copies) • Service Record (4 authenticated copies) • Division Indorsement (4 original) • Notice of Salary Adjustment (NOSA) Magna Carta 1-97, dated June 16 (4 authenticated copies) • Regional Clearance & Indorsement (4 original)			• School Head & District Supervisor • District & School • Division Office • Client/Proponent • Client/Proponent • Client/Proponent • Client/Proponent • Client/Proponent • Admin Aide VI – Personnel Section • Admin Aide VI – Personnel Section • Admin Aide VI – Personnel Section • Regional Records Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signifies intention to apply for retirement at the Administrative Unit	1.1. Prepares Service Record and Indorsement to the Office of the Ombudsman for the	None	33 Minutes	ADA VI – Personnel Section

	request of Ombudsman Clearance			
2. Requests Certification of No Provident Fund Loan at the Finance Unit	2.1. Prepares Certification of No Provident Fund Loan and gives to the Client	None	20 Minutes	<i>ADAS III in-charge – Accounting Section</i>
3. Presents the Certification of No Provident Fund Loan to the ADA VI	3.1. Prepares list of Retired Personnel form, Indorsement to RO on Agency Remittance Advice (ARA) for Deactivation, and facilitates signatories	None	20 Minutes	<i>ADA VI – Personnel Section</i>
	3.2. Signs the List of Retired Personnel Form and countersigns ARA for Deactivation	None	15 Minutes	<i>AO V – Admin Unit</i>
	3.3. Does “Process on approval/ signature”	None	1 Hour	<i>SDS</i>
	3.4. Stamps “Released” and provides copy to SDS Staff for fax	None	5 Minutes	<i>Records Officer / Staff – Records Section</i>
	3.5. Faxes the Indorsement to the Regional Office	None	10 Minutes	<i>SDS Staff</i>
4. Submits all required documents to Record Section	4.1. Stamps "Received" on the Indorsement and forwards documents to ADA VI	None	25 Minutes	<i>Records Officer / Staff – Records Section</i>
	4.2. Checks the documents submitted, prepares Division Clearance, NOSA for Magna Carta, Service Records and Indorsement to RO; facilitates signatories	None	32 Minutes	<i>ADA VI – Personnel Section</i>

	4.3. Signs the Service Record and countersigns the NOSA for Magna Carta and the Indorsement	None	10 Minutes	AO V – Admin Unit
	4.4. Does “Process on approval/ signature”	None	1 Hour	SDS
	4.5. Retains 1 copy and provides 3 copies of the documents to the Client	None	10 Minutes	ADA VI – Personnel Section
	4.6. Follows up the retirement documents at the Regional Office	None	10 Minutes	ADA VI – Personnel Section
	4.7. Advises client to get the approved documents at the Regional Office	None	10 Minutes	ADA VI – Personnel Section
Total:		None	5 Hours, 20 Minutes	

3. Incentives and Allowances

This is the process of releasing incentives and allowances to teaching and non-teaching personnel. This includes processing of payroll for incentives and allowances such as Service Recognition Incentive (SRI), cash allowance, clothing allowance, Performance Based Bonus, Performance Enhancement Incentive (PEI), Teacher's Day Incentive and Financial Assistance for medical expense.

Clothing/Uniform Allowance

Government personnel who are expected to render six consecutive months of service in a particular year including leave of absences with pay shall be entitled to clothing allowance. While newly hired personnel shall be entitled to clothing allowance after they have rendered six consecutive months of service or in the next grant thereof whichever comes later.

Year-End Bonus (YEB) and Cash Gift

The guidelines on the grant of YEB and CG: DBM Budget Circular No. 2010-1 dated April 28, 2010 which is applicable for FY 2010 and years thereafter.

Productivity Enhancement Incentive (PEI)

The guidelines on the grant of the Productivity Enhancement Incentive (PEI): DBM Circular No. 2017-4 dated December 4, 2017 applicable for FY 2017 and the years thereafter.

Cash Allowance

The guidelines on the grant of Cash Allowance for public school teachers: Deped Order No. 10 s. 2020.

Performance Based Bonus (PBB)

A PBB is a system by which DepEd's performance as an organization and its personnel are evaluated and incentivized in a verifiable, credible, and standardized manner. It seeks to give monetary incentive to individual personnel based on his/her performance in achieving the expected outputs of his/her function.

Special Counsel Allowance

Lawyer personnel, including those designated to assume the duties of a legal officer and those in the legal staff of departments, bureaus, offices or agencies of the national government deputized by the Office of the Solicitor General (OSG) to appear in court as special counsel in collaboration with the Solicitor General or prosecutor concerned are hereby authorized to



receive an allowance of P1000 for each appearance or attendance in a court hearing except pursuant of a motion for extension, chargeable to savings in the appropriations of their respective offices, but not exceeding P4000 per month.

Collective Negotiation Agreement (CNA) Allowance

The guidelines on the grant of CNA incentives including the allocation of savings generated from cost-cutting measures as a result of the joint efforts of labor and management and the conditions for payment thereof are prescribed under DBM Budget Circular No. 2006-1 dated Feb. 1, 2006.

Instructional Materials Allowance (Madrasah)

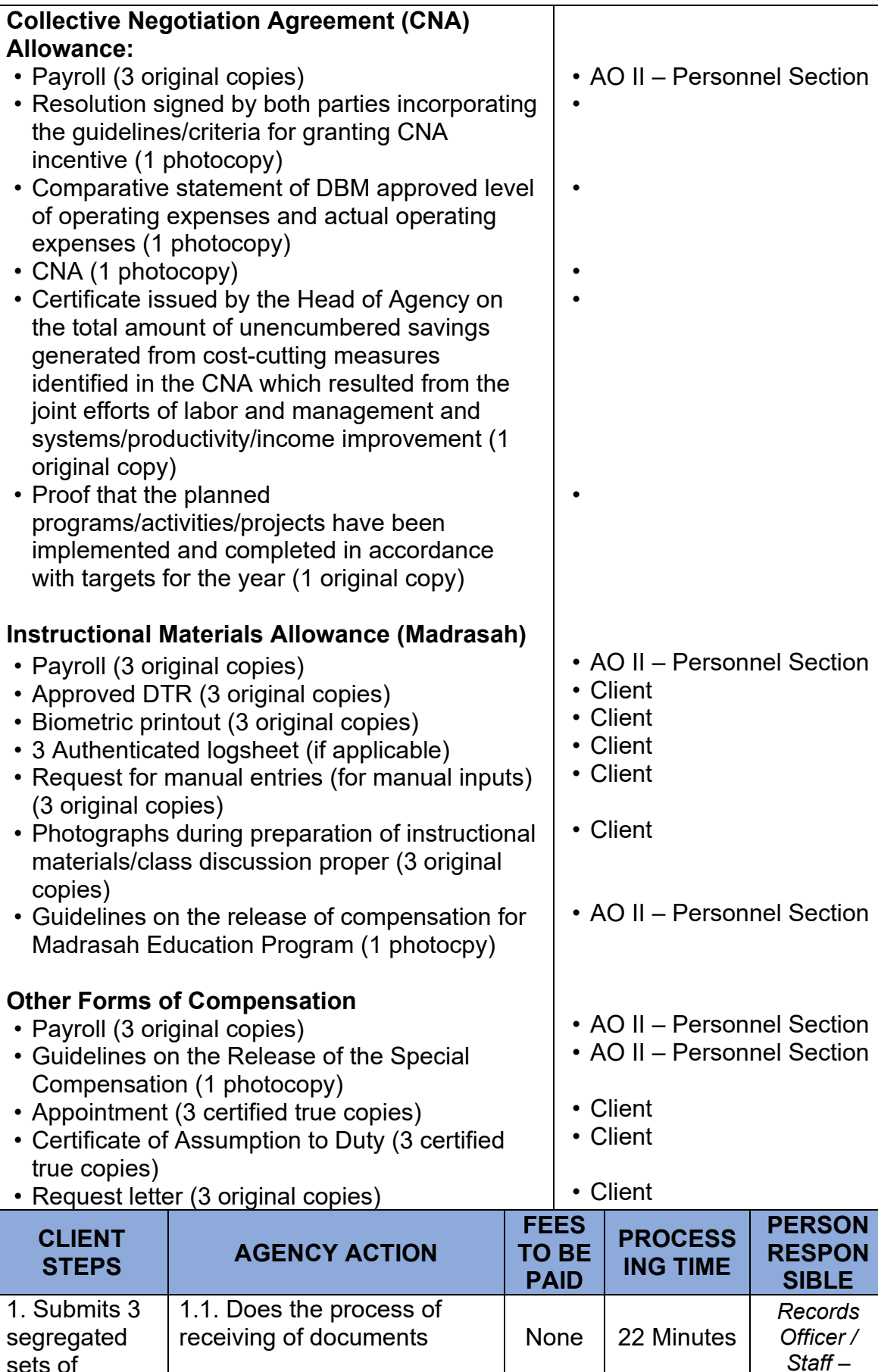
The criteria for the Provision of Compensation to Asatidz under Madrasah Education Program are mandated by DepEd Order No. 51 s. 2004.

Other Forms of Compensation

No official or employee in any of the agencies of the government shall be paid any personnel benefits charged against public funds unless authorized by law. Grant of personnel benefits authorized by law but not supported by specific appropriations shall also be deemed unauthorized (Section 51 of FY 2012 GAA or pertinent provisions of the GAA for the year).

Office or Division:	Administrative Unit – Personnel Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	<i>Clothing/Uniform Allowance</i> – DepEd regular/permanent and casual employees <i>YEB, Cash Gift, Cash Allowance, & PEI</i> – DepEd regular/permanent employees including casual and provisional employees <i>Performance Based Bonus (PBB)</i> – DepEd eligible teaching and non-teaching personnel for the applicable year <i>Special Counsel Allowance</i> – Special Counsel <i>CNA Allowance</i> – DepEd Teaching and Non-Teaching personnel <i>Madrasah</i> – Ustadz/Ustadzah handling ALIVE classes with minimum of 15 learners <i>Other Forms of Compensation</i> – Eligible teaching and non-teaching personnel for the applicable year
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	

Clothing / Uniform Allowance: • Payroll (3 original copies) • Certificate of Assumption to Duty (3 certified true copies) • Certificate of non-payment from previous agency (for transferee) (3 original) • Appointment (3 certified true copies) Year-End Bonus (YEB), Cash Gift, Cash Allowance, and Productivity Enhancement Incentive (PEI): • Payroll (3 original copies) • Request Letter (3 original copies) • Appointment (3 certified true copies) • Special Order (3 certified true copies) <i>Additional requirements for YEB and CG:</i> • Certification from the head of office that the employee is qualified to receive the YEB and CG pursuant to DBM Budget Circular No. 2003-2 (1 photocopy) • Certificate of Assumption to Duty (3 certified true copies) Performance Based Bonus (PBB): • Payroll (3 original copies) • Request Letter (3 original copies) • Appointment (3 certified true copies) • Certificate of Assumption to Duty (3 certified true copies) • Deped Order on the Grant of PBB for the applicable year (1 photocopy) Special Counsel Allowance: • Payroll (3 original copies) • Office order/designation/letter of the OSG deputizing the claimant to appear in court as special counsel (1 original copy) • Certificate of Appearance issued by the Office of the Clerk of Court (1 original copy) • Certificate that the cases to be attended by the lawyer personnel are directly related to the nature/function of the particular office represented (1 original copy) • Certification issued by the concerned lawyer and the Agency Accountant that the amount being claimed is still within the limitation under the GAA of P4000 per month (1 original copy)	• AO II – Personnel Section • Client • Client • Client • AO II – Personnel Section • Client • AO II – Personnel Section • Client • Client • Client • AO II – Personnel Section • AO II – Personnel Section • Office of the Solicitor General / Client • Office of the Clerk of Court / Client • •
---	--



requirements to Records Section				Records Section
	1.2. Attaches checklist on salary claim and other benefits and reviews each supporting document	None	5 Minutes	ADAS III in-charge – Accounting Section
	1.3. Receives and prepares payroll and prints five (5) copies	None	6 Minutes	AO II – Personnel Section
	1.4. Checks payroll and attachments and signs payroll	None	10 Minutes	AO V – Admin Unit
	1.5. Records in the excel file	None	5 Minutes	ADAS I – Admin Unit
	1.6. Records the payroll in the logbook and forwards to Accounting Section	None	5 Minutes	AO II – Personnel Section
	1.7. Receives the payroll	None	3 Minutes	Accounting Staff – Accounting Section
	1.8. Cross-checks payroll computations	None	10 Minutes	Accountant I – Accounting Section
	1.9. Reviews and approves payroll as to funds availability	None	15 Minutes	Accountant III – Accounting Section
	1.10. Forwards the payroll to SDS Office	None	5 Minutes	Accounting Staff – Accounting Section
	1.11. Does the process on Approval/Signature	None	1 Hour	SDS
	1.12. Forwards to Accounting Section	None	5 Minutes	SDS Staff
	1.13. Receives and checks the documents	None	5 Minutes	Accounting Staff – Accounting Section
	1.14. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	Accounting Staff – Accounting Section
	1.15. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	Budget Staff – Budget Section

	1.16. Verifies availability of allotment	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.17. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Prepares the Registry of Obligations and Transmittal	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.19. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.20. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the claim and supporting documents and signs the ORS or BURS	None	5 Minutes	<i>ASDS</i>
	1.22. Records in the logbook	None	5 Minutes	<i>ASDS Staff</i>
	1.23. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.24. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.25. Forwards to the ASDS Office	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.26. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.27. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	<i>ASDS Staff</i>
	1.28. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>

	1.29. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.30. Forwards the claim to SDS for approval of claim	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.31. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.32. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.33. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.34. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.35. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.37. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.38. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.39. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.40. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>

	1.41. Releases the check to the Payee	None	5 Minutes	Cash Section Staff
	1.42. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	Cashier – Cash Section
	1.43. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	Disbursing Officer – Cash Section
	1.44. Receives RCI/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	Accounting Staff – Accounting Section
Total:		None	6 Hours, 9 Minutes	

4. Issuance of Service Record

Service record is a collection of either electronic or printed material that provides a documentary history of a person's employment including their filed leave with and without pay as well as their annual salary while serving as an employee of an organization.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who will request for Service Record			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
- Valid ID (1 original) <i>For authorized person aside from the owner:</i> - Authorization Letter (1 original) - Requesting employee/s Valid ID (1 photocopy)			- Client/Proponent - Client/Proponent - Client/Proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the Request Form for Service Record and submits the requirements to the Admin Unit	1.1. Prepares and updates the employee's Service Record	None	6 Minutes	ADA VI in-charge – Personnel Section
	1.2. Prints and signs the Service Record	None	2 Minutes	ADA VI in-charge – Personnel Section
	1.3. Reviews and signs the Service Record and returns to ADA VI	None	10 Minutes	AO V – Admin Unit
	1.4. Lets the client sign in the logbook	None	1 Minute	ADA VI in-charge – Personnel Section
	1.5. Releases the Service Record to the concerned employee	None	1 Minute	ADA VI in-charge – Personnel Section
Total:		None	20 Minutes	

5. Leave Credits Monetization

Officials and employees in the career and non-career service, whether permanent, temporary, casual or coterminous, who have accumulated 15 days of vacation leave credits shall be allowed to monetize a minimum of 10 days: Provided that at least 5 days is retained after monetization and provided further that a maximum of 30 days may be monetized in a given year (Section 22 of Omnibus Rules on Leave, Rule XVI of the Omnibus Rules Implementing Book V of Executive Order No. 290).

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DEPED regular / permanent, casual, or coterminous employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Payroll (3 original copies) • Approved leave application (ten days) with leave credit balance certified by HRMO (2 original copies) • Request for leave covering more than ten (10) days duly approved by the Head of Agency (2 original copies)			• AO II – Personnel Section • Client	
<u>For monetization of 50% or more:</u>				
• Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs (2 photocopies) • Brgy. Certification on case of need for financial assistance brought about by calamities, typhoons, fire, etc. (2 original copies)			• Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits three (3) sets of Application for Leave Credits Monetization with complete attachments to Records Section	1.1. After being approved, provides three (3) sets of approved Application for Leave intended for Monetization with complete attachments to the AO II	None	1 Minute	ADAS III in-charge – Personnel Section

	1.2. Prepares the List of Personnel Availing Monetization of Leave Credits	None	20 Minutes	AO II – Personnel Section
	1.3. Reviews the list and attachments and signs	None	10 Minutes	AO V – Admin Unit
	1.4. Records in the logbook and forwards to Accounting Section	None	1 Minute	AO II – Personnel Section
	1.5. Signs on the “Certified Correct” portion of the List of Personnel Availing Monetization of Leave Credits (LPALMC)	None	2 Minutes	Accountant III – Accounting Section
	1.6. Signs on the “Endorsed/Submitted by” portion of the LPALMC	None	2 Minutes	SDS
	1.7. Forwards the LPALMC to DBM for approval	None	2 Minutes	Budget Officer – Budget Section
	1.8. Prepares the payroll and prints three (3) copies	None	5 Minutes	AO II – Personnel Section
	1.9. Reviews the payroll and attachments	None	3 Minutes	ADAS I – Admin Unit
	1.10. Signs the payroll	None	5 Minutes	AO V – Admin Unit
	1.11. Records in the logbook and forwards to Accounting Section	None	1 Minute	AO II – Personnel Section
	1.12. Receives the payroll	None	2 Minutes	Accounting Staff – Accounting Section
	1.13. Approves payroll as to funds availability and have the staff forwards it to SDS Office	None	20 Minutes	Accountant III – Accounting Section
	1.14. Approves payroll for payment	None	1 Hour	SDS
	1.15. Cross-checks payroll computations	None	10 Minutes	Accounting Staff –

				<i>Accounting Section</i>
	1.16. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.17. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Verifies availability of allotment	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.19. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.20. Prepares the Registry of Obligations and Transmittal	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.22. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	3 Minutes	<i>Budget Staff – Budget Section</i>
	1.23. Reviews the claim and supporting documents and signs the ORS or BURS	None	10 Minutes	<i>ASDS</i>
	1.24. Records in the logbook and forwards to Accounting Section	None	5 Minutes	<i>ASDS Staff</i>
	1.25. Prepares the Disbursement Vouchers	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>

	(DV) in four copies in the e-FRS			
	1.26. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.27. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.28. Records in the logbook and forwards the DVs and SDs to the concerned Accounting Staff	None	3 Minutes	<i>ASDS Staff</i>
	1.29. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.30. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.31. Forwards the claim to SDS for approval	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.32. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.33. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.34. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.35. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.36. Prepares Check / Advice to Debit Account	None	15 Minutes	<i>Disbursing Officer –</i>

	(ADA) and Advice of Check Issued and Cancelled (ACIC)			<i>Cash Section</i>
	1.37. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.38. Forwards Checks / ADA and ACIC to SDS for countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.39. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.40. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.41. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.42. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>
	1.43. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.44. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.45. Receives RC/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>

Total:	None	5 Hours, 37 Minutes	
--------	------	---------------------------	--

6. Leave Credits Monetization (Special / Emergency)

The process of availing leave credits monetization.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DEPED regular / permanent, casual, or coterminous employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Payroll (3 original copies) • Application for Leave intended for special monetization (3 original copies) • Letter request (3 original copies)			• AO II – Personnel Section • Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits three (3) sets of Application for Leave intended for special monetization (hospitalization) with letter request addressed to SDS	1.1. Stamps “Received” on the documents submitted	None	5 Minutes	<i>Records Staff / Officer – Records Section</i>
	1.2. Approves the letter request for special monetization of leave credits and advises the HRMO to take action	None	10 Minutes	SDS
	1.3. Forwards to HRMO / AO V	None	5 Minutes	<i>SDS Staff</i>
	1.4. Processes the application for leave	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.5. Signs the certification of leave credits	None	10 Minutes	<i>AO V – Admin Unit</i>

	1.6. Forwards the document to SDS office for approval	None	5 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.7. Does “Process on SDS Approval/Signature”	None	1 Hour	<i>SDS</i>
	1.8. Prepares and prints the payroll in three (3) copies	None	5 Minutes	<i>AO II – Personnel Section</i>
	1.9. Reviews the payroll and attachments	None	3 Minutes	<i>ADAS I – Admin Unit</i>
	1.10. Signs the payroll	None	5 Minutes	<i>AO V – Admin Unit</i>
	1.11. Records in the logbook and forwards to Accounting Section	None	1 Minute	<i>AO II – Personnel Section</i>
	1.12. Receives the payroll	None	2 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.13. Approves payroll as to funds availability and have the staff forwards it to SDS Office	None	20 Minutes	<i>Accountant III – Accounting Section</i>
	1.14. Approves payroll for payment	None	1 Hour	<i>SDS</i>
	1.15. Cross-checks payroll computations	None	10 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.16. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.17. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Verifies availability of allotment	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.19. Prepares Obligation Request and Status (ORS)			

	using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.20. Prepares the Registry of Obligations and Transmittal	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.22. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	3 Minutes	<i>Budget Staff – Budget Section</i>
	1.23. Reviews the claim and supporting documents and signs the ORS or BURS	None	10 Minutes	<i>ASDS</i>
	1.24. Records in the logbook and forwards to Accounting Section	None	5 Minutes	<i>ASDS Staff</i>
	1.25. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.26. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.27. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.28. Records in the logbook and forwards the DVs and SDs to the concerned Accounting Staff	None	3 Minutes	<i>ASDS Staff</i>

	1.29. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.30. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.31. Forwards the claim to SDS for approval	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.32. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.33. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.34. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.35. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.36. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.37. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>

	1.38. Forwards Checks / ADA and ACIC to SDS for countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.39. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.40. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.41. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.42. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>
	1.43. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.44. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.45. Receives RC/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
Total:		None	6 Hours, 44 Minutes	

7. Loyalty Pay

The process of Loyalty Pay for teaching and non-teaching personnel who are already 10 years in service and on every five years thereafter.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular/Permanent employees who are in service 10 years and above			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Payroll (3 original copies) • Service Record (1 original copy) • Certificate of Non-payment from previous office (for transferee) (1 original copy) • Certificate from the HRMO that the claimant has not incurred more than 50 days authorized vacation leave w/o pay within the 10-year period or aggregated of more than 25 days authorized vacation leave w/o pay within the 5-year period (1 original copy)			• AO II – Personnel Section • Admin Aide VI – Personnel Section • Client • AO II – Personnel Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1. Prepares and prints list of employees entitled to receive Loyalty Pay for the quarter and forwards list to AA VI for issuance of Service Record	None	10 Minutes	AO II – Personnel Section
	1.2. Checks the list and eliminates / deletes retired and resigned employees, prepares Service Record based on the updated list, and forwards the Service Record to AO V for signature	None	10 Minutes	ADA VI – Personnel Section
	1.3. Reviews the Service Records	None	5 Minutes	ADAS I – Admin Unit

	1.4. Signs the Service Records	None	3 Minutes	AO V – Admin Unit
	1.5. Prepares and prints payroll for Loyalty Pay and forwards the same with attachments to AO V for signature	None	5 Minutes	AO II – Personnel Section
	1.6. Checks payroll and attachments then signs	None	3 Minutes	AO II
	1.7. Records in excel file	None	10 Minutes	ADAS I – Admin Unit
	1.8. Records in the logbook and forwards to Accounting Section	None	1 Minute	AO II
	1.9. Receives the payroll	None	2 Minutes	Accounting Staff – Accounting Section
	1.10. Approves payroll as to funds availability and have the staff forwards it to SDS Office	None	20 Minutes	Accountant III – Accounting Section
	1.11. Approves payroll for payment	None	1 Hour	SDS
	1.12. Cross-checks payroll computations	None	10 Minutes	Accounting Staff – Accounting Section
	1.13. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	Accounting Staff – Accounting Section
	1.14. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	Budget Staff – Budget Section
	1.15. Verifies availability of allotment	None	5 Minutes	Budget Officer – Budget Section
	1.16. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems)	None	5 Minutes	Budget Staff – Budget Section

	for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)			
	1.17. Prepares the Registry of Obligations and Transmittal	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.19. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	3 Minutes	<i>Budget Staff – Budget Section</i>
	1.20. Reviews the claim and supporting documents and signs the ORS or BURS	None	10 Minutes	<i>ASDS</i>
	1.21. Records in the logbook and forwards to Accounting Section	None	5 Minutes	<i>ASDS Staff</i>
	1.22. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.23. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.24. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.25. Records in the logbook and forwards the DVs and SDs to the concerned Accounting Staff	None	3 Minutes	<i>ASDS Staff</i>
	1.26. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.27. Reviews DVs and SDs and forwards the	None	15 Minutes	<i>Accountant III –</i>

	documents to the Accounting Staff			<i>Accounting Section</i>
	1.28. Forwards the claim to SDS for approval	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.29. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.30. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.31. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.32. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.33. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.34. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.35. Forwards Checks / ADA and ACIC to SDS for countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>

	1.37. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	Cashier – Cash Section
	1.38. Informs Payee through phone call to claim the check	None	3 Minutes	Cash Section Staff
	1.39. Releases the check to the Payee	None	5 Minutes	Cash Section Staff
	1.40. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	Cashier – Cash Section
	1.41. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	Disbursing Officer – Cash Section
	1.42. Receives RC/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	Accounting Staff – Accounting Section
Total:		None	5 Hours, 27 Minutes	

8. Maternity Leave

The process to approve the application for maternity leave pursuant to 105-days Expanded Maternity Leave Law (RA No. 11210). For teachers applying for maternity leave, it is suggested that the application for Maternity Leave shall be done 30 days before the expected date of delivery, with the inclusive dates of Maternity Leave still blank pending the release of the Medical Certificate CS Form 41, in order to immediately provide a teacher substitute upon the effectivity of the maternity leave. Since the application for maternity leave is done in advance, the concerned teacher must immediately submit the Medical Certificate (CS Form 41) within 3 days from baby delivery in order to approve and effect the application for leave.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DEPED regular / permanent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement Letter (3 original) • Applicant's Letter (3 original) • CSC FORM 6 Leave Form (3 original) • School Clearance and Division Clearance (3 original) • Medical Certificate (CSC Form 41) (1 original, 2 photocopies) • Recommendation Letter (for Substitute) (3 original)			• School Head and PSDS • Client • Client • School and Division • Attending Physician • School Head and PSDS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PSDS indorses Application for Maternity Leave with Recommendation Letter for substitute teacher, Form 6, and required supporting documents in three (3) original copies	1.1. Does "Process on Receiving of Documents"	None	17 Minutes	Records Staff / Officer – Records Section
	1.2. Receives and checks the Form 6 and	None	15 Minutes	ADAS III in-charge

	all the supporting documents then countersigns			– <i>Personnel Section</i>
	1.3. Checks the documents and countersigns	None	5 Minutes	AO V – <i>Admin Unit</i>
	1.4. Forwards the recommendation form for Substitute Teacher with all the documents to the SDS for approval	None	2 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	1.5. Does “Process on Approval/Signature”	None	1 Hour	SDS
	1.6. Forwards the approved recommendation form to the HRMO	None	2 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	1.7. Receives and advises the School Head to let the recommended substitute teacher comply the requirements for the processing of appointment	None	1 Hour	HRMO – <i>Personnel Section</i>
2. School Head informs the HRMO on the actual date of delivery thru a letter with attached Medical Certificate CS Form 41	2.1. Stamps all the documents as “Received”	None	1 Minute	<i>Records Staff / Officer – Records Section</i>
	2.2. Fills up the inclusive dates of leave in all documents and the certification of leave credits in the form 6 then countersigns	None	5 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	2.3. Checks the document and signs the	None	5 Minutes	AO V – <i>Admin Unit</i>

	Certification of Leave Credits			
	2.4. Forwards the Application for Maternity Leave with all the supporting documents to the SDS for approval	None	2 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	2.5. Does “Process on Approval/Signature”	None	1 Hour	<i>SDS</i>
	2.6. Retains one copy, updates leave card, and prepares transmittal letter	None	12 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	2.7. Signs the transmittal letter and forwards to the Records Section for releasing	None	5 Minutes	<i>AO V – Admin Unit</i>
	2.8. Releases the Approved Maternity Leave through the District/School or employee concerned	None	17 Minutes	<i>Records Staff / Officer – Records Section</i>
Total:		None	4 Hours, 28 Minutes	

9. Payroll Inclusion

The process to enroll the newly-hired personnel be it teaching, teaching-related or non-teaching in the Regional Payroll System Unit (RPSU) after compliance with the necessary requirements and documents for the payroll inclusion. This can happen after the first salary claim since the release of the approved appointment normally takes time.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DEPED regular / permanent employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Approved Appointment (3 photocopies) • Assumption to Duty (3 photocopies) • LBP Slip (3 photocopies) • Form for Payroll Inclusion attached upon the released of approved appointment (3 photocopies) • Indorsement from School Head/PSDS			• Client/ADAS III In-charge • Client/ADAS III In-charge • LBP • ADAS III In-charge • School Head/PSDS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits three (3) sets of requirements for payroll inclusion to the Records Section	1.1. Does "Process on Receiving of Documents"	None	18 Minutes	Records Staff / Officer – Records Section
	1.2. Receives and makes Agency Remittance Advice (ARA) for Inclusion	None	15 Minutes	ADAS III in-charge – Personnel Section
	1.3. Signs the certified correct portion and forwards to the Budget Officer and Accountant for the Certified with Funds Available portion	None	14 Minutes	AO V/ Budget Officer/ Accountant
	1.4. Does "Process on Approval/ Signature"	None	1 Hour	SDS

	1.5. Does "Process on Releasing of Documents"	None	17 Minutes	<i>Records Staff / Officer – Records Section</i>
	1.6. Encodes the newly hired employees in the Google Sheet Division of Biliran- Payroll Concerns and files the Approved ARA	None	15 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.7. Waits for the action of DepEd Region – RPSU	None	1 Day	<i>DepEd-RO8 - RPSU</i>
Total:		None	1 Day, 2 Hours, 19 Minutes	

10. Processing of Appointment

This is the process on the preparation and approval of appointment following the guidelines on Omnibus Rules on Appointment and Other Human Resource Action (ORAOHRA).

Office or Division:	Administrative Unit – Personnel Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	All teaching and non-teaching employees in the Schools Division Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Appointment (3 Authenticated Copies each) • CSC FORM 212 revised 2017 w/Passport Size ID Picture • PRC License • LET/PBET • Transcript of Records • Marriage Contract (for married applicant) • Form 211 (Medical Certificate) 3 authenticated/certified in copies each • Blood Test • Urinalysis • X-Ray Test • Drug Test • Neuro-Psychiatric Test • Psychological Test • NBI Clearance • Position Description Form (PDF) • Statement of Assets Liabilities and Networth (SALN) • Oath of Office		• Client • Client • Client • Client • Client • Client • Client • ADAS III In-charge – Personnel Section • Client • ADAS III In-charge – Personnel Section
B. For Payroll Requirements to be included in the 201 FILE • LBP savings ATM Account • Tax Identification Number • PSA Birth Certificate (1 original) • PhilHealth Number • Pag Ibig Fund MID • Division Clearance *** • Clearance as to Money and Property***		• Client • Client • Client • Client • Client • Client • Client

• IPCRF 3 Consecutive rating periods*** • Copy of Latest Approved Appointments *** • Special Order Approval for Transfer*** • Certification of Last Salary Received*** Note: *** Transferees from other Division All photocopied documents must be authenticated by the AO or the Office where it originated			• Client • Client • HRMO – Personnel Section • AO II – Personnel Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the documents/ requirements needed for the issuance of appointment to the Records Section	1.1. Does the process on receiving of documents	None	17 Minutes	Records Officer / Staff – Records Section
	1.2. Receives, checks, and verifies all documents submitted for completeness, accuracy, authenticity, and veracity	None	5 Minutes	HRMO / ADAS III In-charge – Personnel Section
	1.3. Prepares Appointment, Certification of Assumption to Duty, and Certification of Employment and forwards to the HRMO	None	30 Minutes	ADAS III In-charge – Personnel Section
	1.4. Signs the Appointment and countersigns the Certification of Assumption to Duty and Certification of Employment	None	10 Minutes	HRMO – Personnel Section
	1.5. Forwards Appointment and Certification of	None	5 Minutes	ADAS III In-charge –

	Assumption to Duty to the ASDS			<i>Personnel Section</i>
	1.6. Signs the Appointment, in case of SDO Personnel, signs the Certification of Assumption to Duty	None	30 Minutes	ASDS
	1.7. Forwards Appointment, Certification of Assumption to Duty and Certification of Employment to the SDS	None	5 Minutes	ASDS Staff
	1.8. Does the process on approval/signature	None	1 Hour	SDS
	1.9. Prepares prescribed transmittal on the submission of appointment to CSC Field Office and forwards to HRMO	None	5 Minutes	ADAS III In-charge – Personnel Section
	1.10. Reviews and signs the transmittal and forwards to Records Section for release	None	5 Minutes	HRMO – Personnel Section
	1.11. Stamps “Released” the transmittal, records in the logbook, and forwards the transmittal to the ADAS in-charge of Appointment Processing	None	5 Minutes	Records Officer / Staff – Records Section
	1.12. Submits transmittal and all documents to the CSC Field Office for Attestation of the Appointment	None	1 Hour	ADAS III In-charge – Personnel Section
	1.13. Records the employee basic information and date of appointment in the service record card	None	30 Minutes	ADAS III In-charge – Personnel Section
	1.14. Notifies the Appointee to get appointment thru call or text and forwards the approved Appointment for release to the Records Section	None	30 Minutes	HRMO – Personnel Section
	1.15. Does the process on releasing of document	None	10 Minutes	Records Officer / Staff –

				<i>Records Section</i>
Total:		None	5 Hours, 7 Minutes	

11. Processing of Reclassification

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All teaching and non-teaching employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
All requirements must be in 3 Copies: • CSC FORM 212 revised 2017 w/Passport Size ID Picture (notarized) • Assumption to Duty (Certified True Copy) • Oath of Office (Certified True Copy) • PRC License (Authenticated) • LET/PBET Rating (Authenticated) • Position Description Form (PDF) • Transcript of Records (Authenticated) • Marriage Contract (for Married Applicant) (Authenticated) • Latest Service Record • SALN (notarized) • IPCRF 3 Consecutive rating period (Authenticated) • Latest Approved Appointment (Authenticated) • Approved ERF			• Client • Client • Client • Client • ADAS III In-charge – Personnel Section • Client • Client • ADA VI In-charge – Personnel Section • Client • Client • Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the documents/ requirements needed for Reclassification to the Records Section	1.1. Does process on receiving of documents	None	17 Minutes	<i>Records Officer / Staff – Records Section</i>
	1.2. Receives, checks, and verifies all documents submitted for completeness, accuracy, authenticity, and veracity	None	5 Minutes	<i>HRMO / ADAS III In-charge – Personnel Section</i>

	1.3. Attaches evaluation form in the folder and evaluates the documents based on the criteria	None	10 Minutes	HRMO / ADAS III In-charge – Personnel Section
	1.4. Forwards the ERF documents to the ASDS for signature	None	5 Minutes	ADAS III In-charge – Personnel Section
	1.5. Signs the ERF documents	None	30 Minutes	ASDS
	1.6. Forwards the ERF documents to the SDS for Approval	None	5 Minutes	ASDS Staff
	1.7. Does the process on Approval/Signature	None	30 Minutes	SDS
	1.8. Prepares Plantilla Allocation List (PAL) and Indorsement to RO	None	5 Minutes	ADAS III In-charge – Personnel Section
	1.9. Reviews and signs the Plantilla Allocation List (PAL) and Indorsement	None	5 Minutes	HRMO – Personnel Section
	1.10. Forwards the PAL and Indorsement to the SDS Office	None	5 Minutes	ADAS III In-charge – Personnel Section
	1.11. Does the process on Approval/Signature	None	1 Hour	SDS
	1.12. Does “Process on Releasing of Documents”	None	10 Minutes	Records Officer / Staff – Records Section
Total:		None	3 Hours, 7 Minutes	

12. Provident Fund Loan

Provident Loan shall be granted to teaching and non-teaching personnel for his/her emergency needs, or immediate and other members of his/her family up to the fourth degree of civil consanguinity of affinity.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All regular Teaching and Non-Teaching Personnel of DepEd Biliran			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. General Requirements				
• Loan Application Form (LAF) (2 original copies) • Authorization to Deduct (2 original copies) • Latest copy of Pay Slip (2 authenticated copies) • Photocopy of DepEd ID (2 photocopies) • Approved Appointment (for first time borrower) (2 authenticated copies)			• Admin/Accounting/Records Office • Admin/Accounting/Records Office • Client/Proponent • Client/Proponent • Client/Proponent/Records	
2. Additional Requirements for 100,000.00 Loan				
• Letter Request (2 original copies) • Service Record (2 photocopies)			• Client/Proponent • Admin Office	
3. For Medical Purposes				
• Hospitalization/Medical Expenses (2 photocopies) • Medical Abstract/Certificate/Prescription/Diagnosis (1 original, 1 photocopy)			• Client/Proponent • Client/Proponent	
4. For House Repair Purposes				
• Detailed Estimate for materials and labor (2 original copies) • Program of Works (2 original copies) • Picture (2 original copies)			• Client/Proponent • Client/Proponent • Client/Proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly filled up Loan Application	1.1. Stamps “Received”	None	4 Minutes	Records Officer / Staff –

Form (LAF) and requirements to Records Section				Records Section
	1.2. Checks the PF Loan and attachments and verifies if the borrower is eligible to avail the Provident Loan	None	15 Minutes	ADAS III in-charge – Personnel Section
	1.3. Checks and confirms the eligibility of the borrower to avail the Provident Loan	None	5 Minutes	Accounting Staff – Accounting Section
	1.4. Records loan application on PF Loan tracker and fills up certification of salary based on latest pay slip	None	10 Minutes	ADAS III in-charge – Personnel Section
	1.5. Signs the certification on latest salary	None	5 Minutes	AO V – Admin Unit
	1.6. Forwards the PF Loan application form to the Legal Office for signature	None	5 Minutes	ADAS III in-charge – Personnel Section
	1.7. Signs the certification of no pending administrative case	None	10 Minutes	Legal Officer
	1.8. Forwards the signed loan application to the Accounting Section	None	5 Minutes	ADAS III in-charge – Personnel Section
	1.9. Receives the loan application and processes the computation of the loan	None	5 Minutes	Accounting Staff – Accounting Section
	1.10. Reviews loan computation, attachments and signatures	None	15 Minutes	Accountant I – Accounting Section
	1.11. Signs in the “Recommending Approval” portion and “Approved” portion of the application form	None	15 Minutes	Accountant III – Accounting Section
	1.12. Prepares payroll	None	10 Minutes	Accounting Staff –

				<i>Accounting Section</i>
	1.13. Reviews and approves payroll as to funds availability	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.14. Does “process on approval/signature”	None	1 Hour	<i>SDS</i>
	1.15. Cross- checks payroll computations	None	10 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.16. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.17. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Verifies availability of allotment	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.19. Prepares Budget Utilization Request and Status (BURS)	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.20. Prepares the Registry of Obligations and Transmittal	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the obligations and supporting documents	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.22. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	3 Minutes	<i>Budget Staff – Budget Section</i>
	1.23. Reviews the claim and supporting documents and signs the ORS or BURS	None	10 Minutes	<i>SGOD Chief/ Authorized Signatory</i>

	1.24. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.25. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.26. Reviews the claim and signs	None	15 Minutes	<i>SGOD Chief/ Authorized Signatory</i>
	1.27. Forwards the DVs and SDs to the concerned Accounting Staff	None	3 Minutes	<i>SGOD Staff</i>
	1.28. Checks the “Cash Available” portion in Box B of the DV	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.29. Reviews DV and SDs as to cash availability and completeness then signs	None	15 Minutes	<i>Accountant III/ Authorized Signatory</i>
	1.30. Forwards the claim to SDS for approval	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.31. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.32. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.33. Records in the logbook and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.34. Receives copies 1-4 of Approved DV and verifies	None	5 Minutes	<i>Cash Section Staff</i>

	completeness of signatories on the DV			
	1.35. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.37. Forwards Checks / ADA and ACIC to SDS for countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.38. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.39. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.40. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.41. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>
	1.42. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.43. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>

	1.44. Receives RC/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
Total:		None	6 Hours, 17 Minutes	

13. Representation and Transportation Allowance

The officials / employees who, in the actual performance of their respective functions, are entitled to receive RATA as defined in Section 45 of FY 2012 GAA. Transportation allowances shall not be granted to officials who are assigned or who are presently using government motor transportation. The entitlement of government officials, whose officials were issued government vehicle, to transportation allowance was clarified under COA Circular No. 2000-005 dated October 4, 2020.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	SDO Top Management – SDS, ASDS, SGOD Chief and CID Chief			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Payroll (3 original copies) • Office Order/Appointment (first claim) (2 certified true copies) • Certificate of Assumption (first claim) (2 certified true copies) • Certification that the official/employee did not use government vehicle and is not assigned with any government vehicle (2 original copies) • Daily Time Record (3 original copies)			• AO II – Personnel Section • Client • Client • AO II – Personnel Section • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements to AO II – Payroll Section	1.1. Prepares and prints three (3) copies of payroll	None	3 Minutes	AO II – Personnel Section
	1.2. Prepares three (3) copies of certification that the SDO Top Management has no assigned vehicle & did not use government vehicle within 50 km. from the office	None	3 Minutes	AO II – Personnel Section
	1.3. Signs on the certification and on the “Services Rendered” portion of the	None	1 Minute	AO V – Admin Unit

	payroll and forwards the payroll with attachments to AO II			
	1.4. Records in the logbook and forwards the payroll with attachments to Accounting Section	None	1 Minute	<i>AO II – Personnel Section</i>
	1.5. Approves payroll as to funds availability	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.6. Approves payroll for payment	None	15 Minutes	<i>SDS</i>
	1.7. Cross-checks payroll computations	None	10 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.8. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.9. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.10. Verifies availability of allotment based	None	5 Minutes	<i>Budget Officer – Budget Section</i>
	1.11. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.12. Prepares the Registry of Obligations and Transmittal	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.13. Reviews the obligations and supporting documents	None	5 Minutes	<i>Budget Officer – Budget Section</i>

	and forwards to the Budget Staff			
	1.14. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	3 Minutes	<i>Budget Staff – Budget Section</i>
	1.15. Reviews the claim and supporting documents and signs the ORS or BURS	None	10 Minutes	<i>ASDS</i>
	1.16. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.17. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.18. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.19. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	<i>ASDS Staff</i>
	1.20. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.21. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.22. Forwards the claim to SDS for approval of claim	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.23. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.24. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>

	1.25. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.26. Receives copies 1-3 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff – Cash Section</i>
	1.27. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.28. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.29. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.30. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff – Cash Section</i>
	1.31. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.32. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff – Cash Section</i>
	1.33. Releases the checks once Payee claims the check and attaches OR/Invoice on copy 1 of DV	None	5 Minutes	<i>Cash Section Staff – Cash Section</i>

	1.34. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.35. Forwards RCI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Receives RCI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
Total:		None	3 Hours, 56 Minutes	

14. Request for Change of Employee's Information

The process for change/correction of name, change of marital/civil status, correction of date of birth, correction of sex/gender). This process is done to correct erroneous entries of School Records.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who wish to change their employee's information by virtue of marriage, annulment, and/or correction of names			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement by the School Head & PSDS (3 original copies) • Employees Request Letter (3 original copies) • PSA Marriage Certificate (if married) with annotation for annulled married (7 photocopies) • PSA Birth Certificate/s of dependent/s, if applicable (2 photocopies) • CSC Circular for reversion from Married Name to Maiden Name (7 photocopies) • Updated PhilHealth Members Data Record (2 photocopies) • Duly Accomplished HDMF Members Change of Information Form (MCIF) (2 original copies) • Duly Accomplished BIR Form 2305 (2 original copies)			• School Head and PSDS • Client • PSA • PSA • CSC • PhilHealth • Pag-Ibig • BIR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to their respective School Heads/ District Supervisors	1.1. Checks and indorses complete documentary requirements to Schools Division Office	None	1 Day	<i>School Heads/ District Supervisor</i>
	1.2. Does "Process on Receiving of Documents"	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>

	1.3. Checks documentary requirements submitted, prepares Special Order, and countersigns	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.4. Reviews the Special Order and documentary requirements	None	5 Minutes	<i>ADAS I – Admin Unit</i>
	1.5. Countersigns the Special Order	None	3 Minutes	<i>AO V – Admin Unit</i>
	1.6. Forwards the Special Order and documentary requirements to SDS	None	5 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.7. Does “Process on Approval”	None	1 Hour	<i>SDS</i>
	1.8. Receives and assigns Special Order Number, updates Employee’s Card, 201 file, and prepares transmittal for release of Special Order	None	30 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.9. Signs transmittal	None	10 Minutes	<i>AO V – Admin Unit</i>
	1.10. Forwards transmittal together with Special Order to Records Section	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.11. Releases the documents	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>
Total:		None	1 Day, 2 Hours, 33 Minutes	

15. Request for Compensatory Overtime Credits

The process to request service credits and compensatory overtime credits for services rendered during weekends & holidays with Office Memorandum and/or Official Travel Order.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who have rendered Service/s on Weekend/s & Holiday/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement by the School Head/PSDS/Proponent (3 original copies) • Approved Authority to Render Overtime by the Head of Agency/ Authorized Representative (3 original copies) • Log Sheet (3 certified true copies) • Biometric print out (1 original, 2 photocopies)			• School Head/PSDS/Proponent • Client/Proponent • Client/Proponent • Client/Proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Request for Authority to Render Overtime Service to the immediate supervisor	1.1. Checks the date, time and reason of the request and signs the recommending approval	None	7 Minutes	Immediate Supervisor
2. Forwards to the SDS Office	2.1. Does “Process on Approval/Signature”	None	1 Hour, 5 Minutes	SDS
3. Submits approved Request for Authority to Render Overtime Service together with the duly accomplished Daily Time Record to the Personnel Section	3.1. Checks the request form and files for processing of Certificate of Overtime Credits (COC) every end of the month	None	10 Minutes	ADAS III in-charge – Personnel Section
	3.2. Prepares Certificate of Overtime Credits	None	5 Minutes	ADAS III in-charge – Personnel Section

	3.3. Reviews the COC and documentary requirements and countersigns	None	8 Minutes	AO V – <i>Admin Unit</i>
	3.4. Forwards the COC to SDS Office	None	5 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	3.5. Does “Process on Approval”	None	1 Hour	SDS
	3.6. Receives approved COC and updates COC balance card	None	30 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	3.7. Releases the COC to personnel concerned	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
Total:		None	3 Hours, 20 Minutes	

16. Request for Return to Duty from Maternity / Sick / Vacation / SPL (Magna Carta for Women)/ Study/ Personal Leave

The process in requesting for reinstatement after Maternity / Sick / Vacation / SPL (Magna Carta for Women) / Study / Personal Leave

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who have availed Maternity/Sick/Vacation/SPL (Magna Carta for Women)/Study/Personal Leave			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement by the School Head & PSDS (3 original copies) • Employees Request Letter (3 original copies) • Medical Certificate for FIT TO WORK, if applicable (1 original, 2 photocopies) • Child Live Birth Certificate, if applicable (3 photocopies) • Approved FORM 6/ LEAVE FORM (3 photocopies)			• School Head and PSDS • Client • Client • Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to their respective School Heads/ District Supervisors	1.1. Checks and indorses complete documentary requirements to Schools Division Office	None	1 Day	<i>School Heads/ District Supervisor</i>
	1.2. Does "Process on Receiving of Documents"	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>
	1.3. Checks documentary requirements submitted, prepares Special Order, and countersigns	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.4. Reviews the Special Order and	None	5 Minutes	<i>ADAS I – Admin Unit</i>

	documentary requirements			
	1.5. Countersigns the Special Order	None	3 Minutes	AO V – <i>Admin Unit</i>
	1.6. Forwards the Special Order and documentary requirements to SDS	None	5 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	1.7. Does “Process on Approval”	None	1 Hour	SDS
	1.8. Receives and assigns Special Order Number, updates Employee’s Card, 201 file, and prepares transmittal for release of Special Order	None	30 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	1.9. Signs transmittal	None	10 Minutes	AO V – <i>Admin Unit</i>
	1.10. Forwards transmittal together with Special Order to Records Section	None	10 Minutes	ADAS III <i>in-charge</i> – <i>Personnel Section</i>
	1.11. Releases the documents	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>
Total:		None	1 Day, 2 Hours, 33 Minutes	

17. Request for Service Credits and Compensatory Time Off (CTO)

The process to request service credits and compensatory time off for services rendered during weekends & holidays with Office Memorandum and/or Official Travel Order.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teachers & Non-Teaching Personnel who have rendered Service/s on Weekend/s & Holiday/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Indorsement by the School Head/PSDS/Proponent (3 original copies) • Transmittal (List of Employees, Schools Assigned, District) (3 original copies) • DepEd/Regional/Division Memorandum (1 photocopy) • Approved Authority to Travel (1 photocopy) • Certificate of Appearance (1 photocopy) • Signed & Approved Employees Daily Time Record (DTR) (1 original copy)			• School Head/PSDS/Proponent • Client/Proponent • Client/Proponent • Client/Proponent • Client/Proponent • Client/Proponent	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements to their respective School Heads/ District Supervisors	1.1. Checks and indorses complete documentary requirements to Schools Division Office	None	1 Day	<i>School Heads/ District Supervisor</i>
	1.2. Does "Process on Receiving of Documents"	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>
	1.3. Checks documentary requirements submitted, prepares	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>

	Special Order, and countersigns			
	1.4. Reviews the Special Order and documentary requirements	None	5 Minutes	<i>ADAS I – Admin Unit</i>
	1.5. Countersigns the Special Order	None	3 Minutes	<i>AO V – Admin Unit</i>
	1.6. Forwards the Special Order and documentary requirements to SDS	None	5 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.7. Does “Process on Approval”	None	1 Hour	<i>SDS</i>
	1.8. Receives and assigns Special Order Number, updates Employee’s Card, 201 file, and prepares transmittal for release of Special Order	None	30 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.9. Signs transmittal	None	10 Minutes	<i>AO V – Admin Unit</i>
	1.10. Forwards transmittal together with Special Order to Records Section	None	10 Minutes	<i>ADAS III in-charge – Personnel Section</i>
	1.11. Releases the documents	None	10 Minutes	<i>Records Officer/ Staff – Records Section</i>
Total:		None	1 Day, 2 Hours, 33 Minutes	

18. Salary and Other Benefits Claim

This contains the process of preparing payroll for salary and other benefits claim pursuant to Chapter 6, Secondary 12 of the Government Accounting Manual which includes preparation of payroll for salary claim of regular/permanent employees not included in the Regional Payroll Services Unit (RPSU), employees who are deleted from RPSU payroll, Casual and Job Order personnel, substitute teacher, as well as payroll for benefits claim such as maternity leave pay, subsistence and laundry allowance, hazard duty pay, and hardship pay.

Maternity Leave Pay

This applies to all female permanent and regular teaching and non-teaching employees who:

- have rendered an aggregate of 2 or more years of service (full pay);
- have rendered 1 year or more but less than 2 year of service (proportion); and
- have rendered less than 1 year of service (half pay).

For teaching personnel, maternity benefits can be availed of even if the period of delivery occurs during the long vacation, in which case, both the maternity benefits and proportional vacation pay shall be received by the teacher concerned [Section 14 of CSC Memorandum Circular (MC) No. 14, s. 1999].

Subsistence and Laundry Allowance

Public Health Workers (PHWs) and selected other sectors are allowed under existing laws and regulations to receive laundry and subsistence allowances.

Hazard Duty Pay

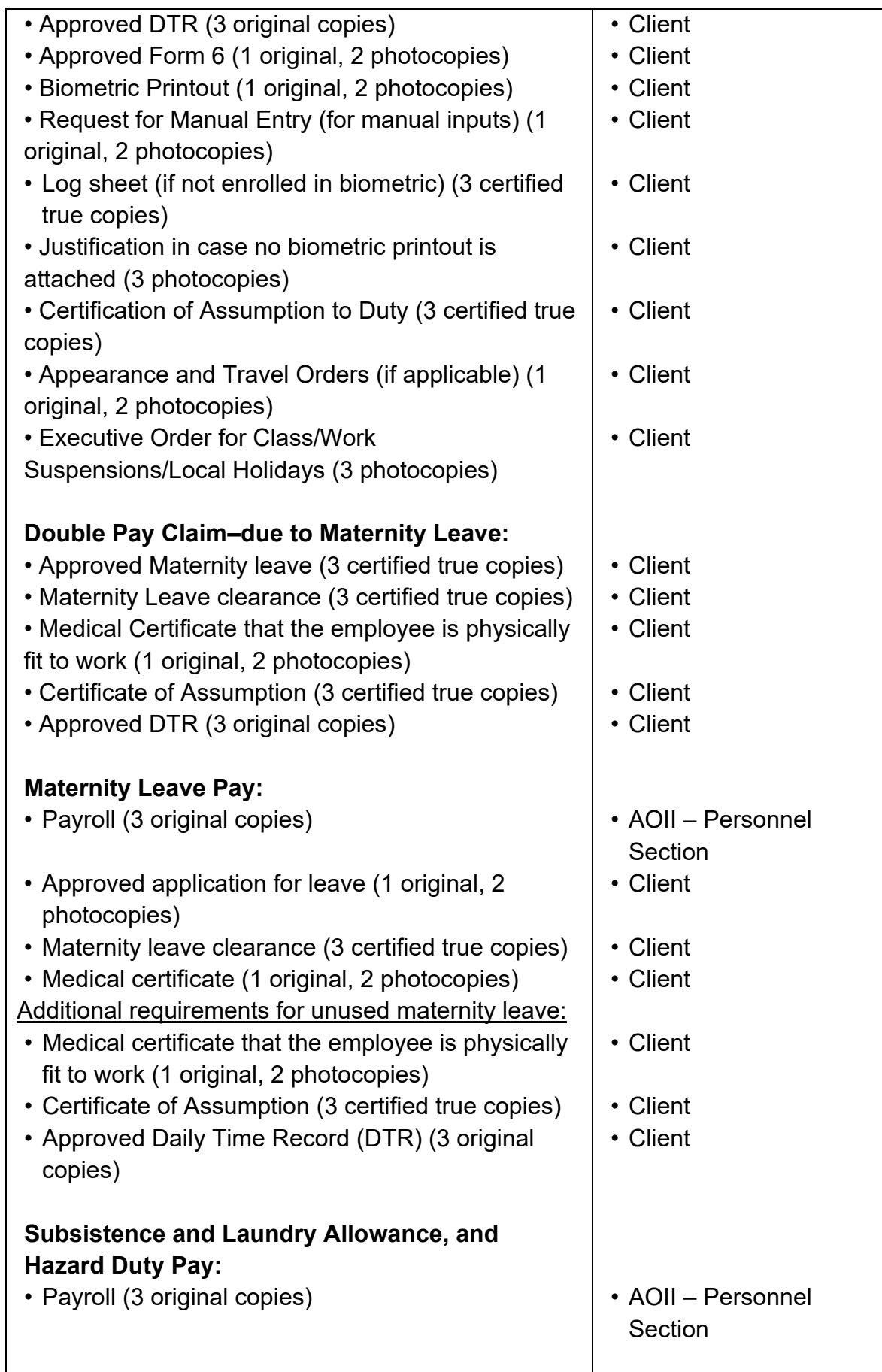
The grant of hazard duty pay shall be subject to the rules and regulations prescribed under DBM Budget Circular No. 2005-4 dated July 13, 2005 and other rules and regulations that may be issued by the DBM.

Special Hardship Allowance

Refers to the allowance granted to qualified teachers under any of the following situations: (1) being assigned to a hardship post; (2) performing multi-grade teaching; (3) carrying out mobile teaching functions; or (4) performing functions of non-formal education (now Alternative Learning System) coordinators. The qualified teachers may either be resident or transient having regular or temporary appointment.

Office or Division:	Administrative Unit – Personnel Section	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd regular/permanent employees who are not included yet in RPSU payroll, contractual and provisional employees, employees who are deleted from RPSU payroll, casual and job order employees, substitute teachers <i>Maternity Leave Pay</i> – DepEd regular/permanent teachers who availed maternity leave during summer and Christmas vacation <i>Subsistence and Laundry Allowance, and Hazard Duty Pay</i> – DepEd regular/permanent public health workers (doctors and nurses) <i>Special Hardship Allowance</i> – DepEd Multi-grade and Mobile Teachers, and ALS Coordinator	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Regular/Contractual/Provisional: • Payroll (5 original copies) • Approved DTR (3 original copies) • Approved Form 6 (1 original, 2 photocopies) • Biometric Printout (1 original, 2 photocopies) • Request for Manual Entry (for manual inputs) (1 original, 2 photocopies) • Log sheet (if not enrolled in biometric) (3 certified true copies) • Justification in case no biometric printout is attached (3 photocopies) • Certification of Assumption to Duty (3 certified true copies) • Appointment (3 certified true copies) • Special Order (3 certified true copies) • Oath of Office (3 certified true copies) • SALN (3 certified true copies) • Appearance and Travel Orders (if applicable) (1 original, 2 photocopies) • Executive Order for Class/Work Suspensions/Local Holidays (3 photocopies)		• AO II – Personnel Section • Client • Client • Client • Client • Client • Client • Client • Client • Client • Client • Client • Client

Substitute Teacher: • Payroll (5 original copies) • Approved DTR (3 original copies) • Approved Form 6 (1 original, 2 photocopies) • Biometric Printout (1 original, 2 photocopies) • Request for Manual Entry (for manual inputs) (1 original, 2 photocopies) • Log sheet (if not enrolled in biometric) (3 certified true copies) • Justification in case no biometric printout is attached (3 photocopies) • Certification of Assumption to Duty (3 certified true copies) • Appointment (3 certified true copies) • Special Order (3 certified true copies) • Appearance and Travel Orders (if applicable) (1 original, 2 photocopies) • Executive Order for Class/Work Suspensions/Local Holidays (3 photocopies)	• AO II – Personnel Section • Client • Client • Client • Client • Client • Client • Client • Client • Client • Client
Casual and Job Order Employee: • Payroll (5 original copies) • Approved DTR (3 original copies) • Approved Form 6 (1 original, 2 photocopies) • Biometric Printout (1 original, 2 photocopies) • Request for Manual Entry (for manual inputs) (1 original, 2 photocopies) • Log sheet (if not enrolled in biometric) (3 certified true copies) • Justification in case no biometric printout is attached (3 photocopies) • Certification of Assumption to Duty (3 certified true copies) • Appearance and Travel Orders (if applicable) (1 original, 2 photocopies) • Executive Order for Class/Work Suspensions/Local Holidays (3 photocopies)	• AOII – Personnel Section • Client • Client • Client • Client • Client • Client • Client • Client • Client
Deleted from Payroll: • Payroll (5 original copies)	• AOII – Personnel Section



• Approved Daily Time Record (DTR) (3 original copies) • Appearance and Travel Orders (1 original, 2 photocopies) <u>Additional documentary requirements for Hazard Pay:</u> • Certification by the Secretary of the Department of Science and Technology (DOST) / Department of Health (DOH) / Department of National Defense (DND) / Director of the Philippine Institute of Volcanology and Seismology that the place of assignment/travel is a strife-torn/ embattled/ disease-infested/ distress or isolated areas/stations, or with volcanic activity and/or eruption (3 photocopies) • Duly accomplished time record of employees or travel report (3 original copies) • Copy of special order from the agency/department head covering the assignment to hazardous/difficult areas (3 photocopies) Special Hardship Allowance: • Payroll (3 original copies) • Approved Daily Time Record (DTR) (3 original copies) • Deped Order on the Grant of Special Hardship Allowance for the applicable year (1 photocopy)			• Client • Client • Client/Respective Agencies • Client • Client • AOII – Personnel Section • Client • AOII – Personnel Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 segregated sets of requirements to Records Section	1.1. Does the process of receiving of documents	None	22 Minutes	<i>Records Officer / Staff – Records Section</i>
	1.2. Attaches checklist on salary claim and other benefits and reviews each supporting document	None	5 Minutes	<i>ADAS III in-charge – Accounting Section</i>

	1.3. Receives and prepares payroll and prints five (5) copies	None	6 Minutes	<i>AO II – Personnel Section</i>
	1.4. Checks payroll and attachments and signs payroll	None	10 Minutes	<i>AO V – Admin Unit</i>
	1.5. Records in the excel file	None	5 Minutes	<i>ADAS I – Admin Unit</i>
	1.6. Records the payroll in the logbook and forwards to Accounting Section	None	5 Minutes	<i>AO II – Personnel Section</i>
	1.7. Receives the payroll	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.8. Cross-checks payroll computations	None	10 Minutes	<i>Accountant I – Accounting Section</i>
	1.9. Reviews and approves payroll as to funds availability	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.10. Forwards the payroll to SDS Office	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.11. Does the process on Approval/Signature	None	1 Hour	<i>SDS</i>
	1.12. Forwards to Accounting Section	None	5 Minutes	<i>SDS Staff</i>
	1.13. Receives and checks the documents	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.14. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.15. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.16. Verifies availability of allotment	None	10 Minutes	<i>Budget Officer –</i>

				<i>Budget Section</i>
	1.17. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Prepares the Registry of Obligations and Transmittal	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.19. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.20. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the claim and supporting documents and signs the ORS or BURS	None	5 Minutes	ASDS
	1.22. Records in the logbook	None	5 Minutes	<i>ASDS Staff</i>
	1.23. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.24. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.25. Forwards to the ASDS Office	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.26. Reviews the claim and signs	None	15 Minutes	ASDS

	1.27. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	<i>ASDS Staff</i>
	1.28. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.29. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.30. Forwards the claim to SDS for approval of claim	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.31. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.32. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.33. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.34. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.35. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Verifies completeness of	None	5 Minutes	<i>Cashier – Cash Section</i>

	signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA			
	1.37. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.38. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.39. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.40. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.41. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>
	1.42. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.43. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.44. Receives RCI/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
Total:		None	6 Hours, 9 Minutes	

19. Salary Differential

The process in availing salary differential claims of teaching, teaching-related and non-teaching personnel who got promoted or is entitled to step increment or with erroneous salary in RPSU payroll.

Office or Division:	Administrative Unit – Personnel Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd regular/permanent employees who got promoted and who had step increment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Promotion/Reclassification: • Payroll (5 original copies) • Request Letter (3 original copies) • Certification of Assumption to Duty (3 certified true copies) • Approved Appointment (3 certified true copies) • Certification that the employee has not incurred leave without pay (3 original copies) • Payslip (adjusted and unadjusted) (3 certified true copies) Step Increment: • Payroll (5 original copies) • Request Letter (3 original copies) • Notice of Step Increment (NOSI)/ Notice of Salary Adjustment (NOSA) (3 certified true copies) • Certification that the employee has not incurred leave without pay (3 original copies) • Payslip (adjusted and unadjusted) (3 certified true copies)			• AOII – Personnel Section • Client • Client • Client • AOII – Personnel Section • Client • AOII – Personnel Section • Client • AOII – Personnel Section • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 segregated sets of requirements to Records Section	1.1. Does the process of receiving of documents	None	22 Minutes	Records Officer / Staff – Records Section

	1.2. Attaches checklist on salary claim and other benefits and reviews each supporting document	None	5 Minutes	<i>ADAS III in-charge – Accounting Section</i>
	1.3. Receives and prepares payroll and prints five (5) copies	None	6 Minutes	<i>AO II – Personnel Section</i>
	1.4. Checks payroll and attachments and signs payroll	None	10 Minutes	<i>AO V – Admin Unit</i>
	1.5. Records in the excel file	None	5 Minutes	<i>ADAS I – Admin Unit</i>
	1.6. Records the payroll in the logbook and forwards to Accounting Section	None	5 Minutes	<i>AO II – Personnel Section</i>
	1.7. Receives the payroll	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.8. Cross-checks payroll computations	None	10 Minutes	<i>Accountant I – Accounting Section</i>
	1.9. Reviews and approves payroll as to funds availability	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.10. Forwards the payroll to SDS Office	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.11. Does the process on Approval/Signature	None	1 Hour	<i>SDS</i>
	1.12. Forwards to Accounting Section	None	5 Minutes	<i>SDS Staff</i>
	1.13. Receives and checks the documents	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.14. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>

	1.15. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.16. Verifies availability of allotment	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.17. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Prepares the Registry of Obligations and Transmittal	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.19. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.20. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the claim and supporting documents and signs the ORS or BURS	None	5 Minutes	<i>ASDS</i>
	1.22. Records in the logbook	None	5 Minutes	<i>ASDS Staff</i>
	1.23. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.24. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>

	1.25. Forwards to the ASDS Office	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.26. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.27. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	<i>ASDS Staff</i>
	1.28. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.29. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.30. Forwards the claim to SDS for approval of claim	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.31. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>
	1.32. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.33. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.34. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.35. Prepares Check / Advice to Debit Account (ADA) and Advice of Check	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>

	Issued and Cancelled (ACIC)			
	1.36. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	Cashier – Cash Section
	1.37. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	Disbursing Officer – Cash Section
	1.38. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	Cash Section Staff
	1.39. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	Cashier – Cash Section
	1.40. Informs Payee through phone call to claim the check	None	3 Minutes	Cash Section Staff
	1.41. Releases the check to the Payee	None	5 Minutes	Cash Section Staff
	1.42. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	Cashier – Cash Section
	1.43. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	Disbursing Officer – Cash Section
	1.44. Receives RCI/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	Accounting Staff – Accounting Section



	Total:	None	6 Hours, 9 Minutes	
--	--------	------	--------------------	--

20. Terminal Leave Benefits Claim

Terminal Leave Benefits is based on the accumulated leave credits of a DepEd personnel during his/her service in the agency. This is for those employees who have availed retirement/ resigned/ separated and should have payment for their remaining leave balances.

Office or Division:	Administrative Unit – Personnel Section
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	All Teaching and Non-Teaching Employees of DepEd-Division of Biliran who are about to retire or will resign
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Clearance from money, property and legal accountability (3 original copies) • Certificate of Leave Credits (3 certified true copies) • Approved Application for Leave (3 certified true copies) • Service Record for terminal leave benefit claim (3 certified true copies) • Latest Appointment (3 certified true copies) • NOSA of MAGNA CARTA (3 certified true copies) • Computation of Terminal Leave Benefits (3 original copies) • Authorization (in affidavit form) to deduct all financial obligations with the agency (3 original copies) • Affidavit of no pending criminal investigation or prosecution (3 original copies) • Employee's letter of resignation (in case of resignation) (3 original copies)	• Central and Regional Office of last assignment • Rosanna S. Seno – ADAS III in-charge • Rosanna S. Seno – ADAS III in-charge • Ricardo C. Borinaga – ADA VI in-charge • Erwina B. Amolar – ADAS III in-charge • Ricardo C. Borinaga – ADA VI in-charge • Accounting Staff • Client • Legal Officer • Client
<i>Additional requirements in case of death of claimant:</i> • Death certificate authenticated by NSO • Marriage Contract authenticated by NSO • Birth Certificate of all surviving legal heirs authenticated by NSO • Designation of next- of- kin • Waiver of rights of children 18 years old and above	• Client • Client • Client • Client • Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits 3 segregated sets of requirements to Records Section	1.1. Does the process of receiving of documents	None	22 Minutes	Records Officer / Staff – Records Section
	1.2. Attaches checklist on salary claim and other benefits and reviews each supporting document	None	5 Minutes	ADAS III in-charge – Accounting Section
	1.3. Receives and prepares payroll and prints five (5) copies	None	6 Minutes	AO II – Personnel Section
	1.4. Checks payroll and attachments and signs payroll	None	10 Minutes	AO V – Admin Unit
	1.5. Records in the excel file	None	5 Minutes	ADAS I – Admin Unit
	1.6. Records the payroll in the logbook and forwards to Accounting Section	None	5 Minutes	AO II – Personnel Section
	1.7. Receives the payroll	None	3 Minutes	Accounting Staff – Accounting Section
	1.8. Cross-checks payroll computations	None	10 Minutes	Accountant I – Accounting Section
	1.9. Reviews and approves payroll as to funds availability	None	15 Minutes	Accountant III – Accounting Section
	1.10. Forwards the payroll to SDS Office	None	5 Minutes	Accounting Staff – Accounting Section

	1.11. Does the process on Approval/Signature	None	1 Hour	<i>SDS</i>
	1.12. Forwards to Accounting Section	None	5 Minutes	<i>SDS Staff</i>
	1.13. Receives and checks the documents	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.14. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.15. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.16. Verifies availability of allotment	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.17. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.18. Prepares the Registry of Obligations and Transmittal	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.19. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.20. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.21. Reviews the claim and supporting	None	5 Minutes	<i>ASDS</i>

	documents and signs the ORS or BURS			
	1.22. Records in the logbook	None	5 Minutes	<i>ASDS Staff</i>
	1.23. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.24. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.25. Forwards to the ASDS Office	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.26. Reviews the claim and signs	None	15 Minutes	<i>ASDS</i>
	1.27. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	<i>ASDS Staff</i>
	1.28. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.29. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	<i>Accountant III – Accounting Section</i>
	1.30. Forwards the claim to SDS for approval of claim	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.31. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	<i>SDS Staff</i>

	1.32. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	<i>SDS</i>
	1.33. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	<i>SDS Staff</i>
	1.34. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	<i>Cash Section Staff</i>
	1.35. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.36. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and supporting documents, and signs the check / ADA	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.37. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.38. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.39. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.40. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.41. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>

	1.42. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.43. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.44. Receives RCI/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
	Total:	None	6 Hours, 9 Minutes	

C. ADMINISTRATIVE UNIT – RECORDS SECTION

1. GSIS Loan Verification

This process is done to verify and approve the GSIS loan applications of member borrowers through the account of the Approving Authority Officer (AAO).

Office or Division:	Administrative Unit – Records Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All DepEd Biliran employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Latest original payslip and photocopy of payslip in two (2) previous months • GSIS Loan Verification form			• Client • GSIS Kiosk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits required documents	1.1. Receives and checks documents as to completeness and correctness including the authenticity of the documents	None	11 Minutes	AAO / Alternate AO – Records Section
	1.2. Checks the authenticity of the payslip and the number of copies for the 3 consecutive months and lets the member fill in the needed entries for the loan applied	None	1 Minute	AAO / Alternate AO – Records Section
	1.3. Checks if the name of the member/borrower appears in the system	None	5 Minutes	AAO / Alternate AO – Records Section
	1.4. Scans and emails documents to the Regional verifier	None	5 Minutes	AAO / Alternate AO – Records Section
	1.5. Sends replies thru email to AAO	None	5 Minutes	Regional Verifier
	1.6. Opens, checks, and prints email of Regional verifier	None	5 Minutes	AAO / Alternate

				AO – Records Section
	1.7. Approves loan application and informs member through text or call	None	5 Minutes	AAO / Alternate AO – Records Section
Total:		None	37 Minutes	

D. ADMINISTRATIVE UNIT – SUPPLY SECTION

1. Travel Claims

Under Section 2, EO No. 248 dated May 29, 1995, as amended by EO No. 298 dated March 23, 2004, travels shall cover only those that are urgent and extremely necessary, will involve the minimum expenditure and are beneficial to the agency and/or the country.

Office or Division:	Administrative Unit – Supply Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd Teaching and Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Approved Itinerary of Travel (2 original copies) • Certificate of Travel Completed (2 original copies) • Travel Order/Memorandum (1 original, 1 photocopy) • Paper/Electronic plane/bus tickets, boarding pass, terminal fee (2 photocopies) • Certificate of Appearance/Attendance (1 original, 1 photocopy) • Certificate of Expenses Not Requiring Receipt (2 original copies) • Certification by the Head of Agency as to the Absolute Necessity of the expenses together with the corresponding bills or receipts, if the expenses incurred exceeded the prescribed rate per day (2 original copies) • Revised or supplemental Office Order or any proof supporting the change of schedule (2 photocopies)			• Client • Client • Client • Client • Client • Client • Head of Agency / Client • Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements in two (2) copies	1.1. Receives and checks attachments as to completeness and correctness including the signatures	None	11 Minutes	Accounting Staff – Accounting Section
	1.2. Retrieves Index of Payments (IoP) from file and determines if claim is in order	None	5 Minutes	Accounting Staff – Accounting Section

	1.3. Verifies the payroll and the completeness of supporting documents	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.4. Verifies availability of allotment	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.5. Prepares Obligation Request and Status (ORS) using eBMS (Electronic Budget Monitoring Systems) for PS and MOOE expenses; for Trust Fund expenses, prepares Budget Utilization Request and Status (BURS)	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.6. Prepares the Registry of Obligations and Transmittal	None	10 Minutes	<i>Budget Staff – Budget Section</i>
	1.7. Reviews the obligations and supporting documents and forwards to the Budget Staff	None	10 Minutes	<i>Budget Officer – Budget Section</i>
	1.8. Forwards the ORS or BURS and supporting documents to the ASDS for certification	None	5 Minutes	<i>Budget Staff – Budget Section</i>
	1.9. Reviews the claim and supporting documents and signs the ORS or BURS	None	5 Minutes	<i>ASDS</i>
	1.10. Records in the logbook	None	5 Minutes	<i>ASDS Staff</i>
	1.11. Prepares the Disbursement Vouchers (DV) in four copies in the e-FRS	None	5 Minutes	<i>Accounting Staff – Accounting Section</i>
	1.12. Rechecks computations and reviews the claim	None	5 Minutes	<i>Accountant I – Accounting Section</i>
	1.13. Forwards to the ASDS Office	None	3 Minutes	<i>Accounting Staff – Accounting Section</i>

	1.14. Reviews the claim and signs	None	15 Minutes	ASDS
	1.15. Forwards the DVs and SDs to the concerned Accounting Staff for signature of Accountant	None	3 Minutes	ASDS Staff
	1.16. Retrieves the RANCA from file and determines availability of NCA	None	5 Minutes	Accounting Staff – Accounting Section
	1.17. Reviews DVs and SDs and forwards the documents to the Accounting Staff	None	15 Minutes	Accountant III – Accounting Section
	1.18. Forwards the claim to SDS for approval of claim	None	3 Minutes	Accounting Staff – Accounting Section
	1.19. Receives copies 1-4 of DV, copies 1-2 of SDs and copies 2-3 of ORS and records in the logbook the date of receipt	None	3 Minutes	SDS Staff
	1.20. Reviews DV and signs in Box C “Approved for Payment” portion	None	15 Minutes	SDS
	1.21. Records in the logbook the approved DV and all SDs and forwards the documents to the Cash /Treasury Unit for disbursement	None	3 Minutes	SDS Staff
	1.22. Receives copies 1-4 of Approved DV and verifies completeness of signatories on the DV	None	5 Minutes	Cash Section Staff
	1.23. Prepares Check / Advice to Debit Account (ADA) and Advice of Check Issued and Cancelled (ACIC)	None	15 Minutes	Disbursing Officer – Cash Section
	1.24. Verifies completeness of signature on DV, reviews the amount of the check / ADA against the DV and	None	5 Minutes	Cashier – Cash Section

	supporting documents, and signs the check / ADA			
	1.25. Forwards Checks / ADA and ACIC to SDS for Countersignature	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.26. Records in the logbook the checks for release and forwards ACIC and ADA to LBP	None	5 Minutes	<i>Cash Section Staff</i>
	1.27. Records Check /ADA in the Check/ADA Disbursement Record	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.28. Informs Payee through phone call to claim the check	None	3 Minutes	<i>Cash Section Staff</i>
	1.29. Releases the check to the Payee	None	5 Minutes	<i>Cash Section Staff</i>
	1.30. Prepares Report on Check Issued (RCI) or Report on Advice to Debit Account Issued (RADAI) in 5 copies	None	5 Minutes	<i>Cashier – Cash Section</i>
	1.31. Forwards RCI/RADAI together with copy 2 of checks and supporting documents to Accounting Unit; retains copy 2 of RCI and copy 2 of DVs for file	None	5 Minutes	<i>Disbursing Officer – Cash Section</i>
	1.32. Receives RCI/RADAI, copies of checks, and other supporting documents; sorts the documents and forwards 1 file copy to COA	None	15 Minutes	<i>Accounting Staff – Accounting Section</i>
Total:		None	3 Hours, 39 Minutes	

VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form available at every office and drop it in the drop box located at the guard post.
How feedbacks are processed	Every Friday, the Records Officer compiles the feedback forms and forwards it to the concerned offices. Feedbacks requiring answers are to be answered within three (3) days of the receipt by the concerned office.
How to file a complaint	Go to the Legal Office and discuss the concerns with the Legal Officer. Complaints can also be filed via telephone and e-mail. Make sure to provide the following information: • Name of the person being complained • Incident • Evidence Telephone no: E-mail:
How complaints are processed	The Legal Officer will record the complaint on the database. If the necessary information is provided and complete, the officer will prepare an appropriate Request for Action (RFA). The Legal Officer shall also monitor the response/action taken through e-mail and/or phone call. The Legal Officer will send updates to the concerned party.
Contact Information of ARTA, PCC, CCB	Anti-Red Tape Authority: complaints@arta.gov.ph : 478-5093 Presidential Complaints Center: 8888 CSC Contact Center ng Bayan: 0908-881-6565

VII. List of Offices

Office	Contact Information
Admin Office	500-5043
Accounting Office	
SDS Office	