



Republic of the Philippines
Department of Education
REGION X
SCHOOLS DIVISION OF MISAMIS OCCIDENTAL

D. RECORDS UNIT – EXTERNAL SERVICES

1. Issuance of Requested Documents (Non-CTC)

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

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records Unit)
2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized	2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents)	None	5 minutes	Administrative Staff (Records Unit)



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person				
3. Receive the requested document	3.1 Prepare, print and give the document to the client	None	20 minutes	Administrative Staff (Records Unit)
TOTAL:		None	30 minutes	

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

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

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip (1 Copy)		Records Unit		
2. Valid ID (Original ID and 1 Photocopy)		Requesting person and/or Authorized Person		
3. Authorization Letter (1 Copy)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out requisition slip form	1.1 Provide client the requisition slip form	None	5 minutes	Administrative Staff (Records Unit)
2. Submit accomplished requisition slip with valid ID or authorization	2.1 Receive the form, forward to the records custodian; custodian locates the requested	None	5 minutes	Administrative Staff (Records Unit)



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letter with ID of Requesting Party (photocopy) and original ID of the authorized person	document			
	2.2 Prepare, print or photocopy the requested document	None	20 minutes	Administrative Staff (Records Unit)
	2.3 Records Officer review and verify the document and certify true copy	None	10 minutes	Records Officer and/or Admin Officer
3. Receive the requested document	3.1 Release the document to the client	None	5 minutes	Administrative Staff (Records Unit)
TOTAL:		None	45 minutes	

3. Certification, Authentication, Verification (CAV)

Official and formal processes and acts of checking, reviewing, and certifying to the genuineness and veracity of available academic school records of a learner duly performed by the DepEd and the DFA pursuant to existing arrangements by the said Departments; and shall be issued to the applicant only for the following applicable purposes required by DFA: (a)Employment abroad; (b)Seaman’s Book/ Seafarer’s Registration Certificate; ©Migration abroad; (d)Student visa;(e)Tourist visa; (f)Fiance visa; (g)Descendant’s visa; (h)Reimbursement of education allowance/ tuition feed of children of Overseas Filipino Workers (OFW); (i)Such other purposes as maybe required inwriting by the DFA. Service is in accordance with DO no 48, s. 2017.



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Office or Division:	Records Unit
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Graduates/learners from defunct private schools and ALS/PEPT passers in the Division Level
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>High School/Elementary Graduates:</p> <ol style="list-style-type: none"> 1. CAV Form 2 – School Referral Form (SRF) 2. Certificate of Enrollment/ Completion/Graduation – CAV Form 4 (1 original and 2 photocopies) 3. Diploma (1 Original and 2 certified true copies certified by the School Head) 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) 6. Latest passport size ID Pictures (2copies) 7. Valid ID 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) <p><i>Additional Requirement for Undergraduates:</i></p>	<p>School Attended</p> <p>School Attended</p> <p>School Attended</p> <p>Client</p> <p>School Attended</p> <p>Client</p> <p>Client</p> <p>Requesting Person and/or Authorized Person</p> <p>Requesting Person</p>



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<p>10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar)</p> <p>11. Transmittal (1 Original and 2 photocopies certified by the School Head)</p> <p><i>Additional Requirements for Graduates from private schools:</i></p> <p>12. Special Order (1 Original and 2 photocopies certified by the School Head)</p>	<p>School Attended</p> <p>School Attended</p> <p>School Attended</p>
<p>Graduate and undergraduate from public schools:</p> <ol style="list-style-type: none"> 1. List of Approved CAV Request – CAV Form 6, CAV Form 14, CAV 14 (1 original and 2 photocopies) 2. Request Form for ALS & PEPT Result Rating – CAV Form 10 (1 original and 2 photocopies) 3. Indorsement from School Division – CAV Form 13 (1 original and 2 photocopies) 4. Diploma (1 original and 2 certified true copies certified by the School Head) 5. ALS Accreditation & Equivalent Test Result (for ALS) (1 original and 2 certified true copies) 6. PEPT Test Result Rating (1 original and 2 certified true copies) 7. PSA Birth Certificate Copy (1 original and 2 photocopies) 8. Latest Passport size ID Picture (2 Copies) 9. Documentary Stamp 2 pcs 	<p>School Attended (for CAV Form 6) Division Office (for CAV Form 14)</p> <p>School Attended/ BEA</p> <p>Division Office</p> <p>School Attended</p> <p>Division Office</p> <p>Division Office/BEA</p> <p>Client</p> <p>Client</p> <p>BIR</p>



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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits request and completely fill-out the CAV Application Form from the Records	1.1 Receives and checks the completely filled out CAV application form and all supporting documents of the client. Verify if authenticated by school principal	None	10 minutes	Administrative Staff (Records Unit)
	1.2 Assigns specific CAV number and print 2 copies of CAV certificates; 1 original to be send off to the applicant and 1 for filing	None	10 minutes	Administrative Staff (Records Unit)
2. Verify the accuracy of the data encoded to the CAV certificate then return to the processor	2.1 Attach picture, documentary stamp and dry seal then present it to the client for final verification	None (Documentary stamp is available at BIR offices)	10 minutes	Administrative Staff (Records Unit)
	2.2 Forward printed CAV to Records Section then to be signed by the Chief Admin Officer	None	15 minutes	Administrative Staff (Records Unit)
	2.3 Scan and send the CAV certificate and the attached Academic School Records address.	None	10 minutes	Administrative Staff (Records Unit)



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	While sending, seal the CAV certificate in a brown envelope and paste the DFA Authentication section addresses at the back			
3. Receive the completed CAV documents	3.1 Inform client of steps to avoid tampering or forging any of the documents subject for the CAV. The DFA shall honor documents hand-carried by the applicant only when the scanned copy of the same have been properly received in advance by the DFA then release it to the client	None	10 minutes	Administrative Staff (Records Unit)
TOTAL:		None	1 hour, 5 minutes	

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

4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications.

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



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



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

5. Receiving of Complaints against Non-Teaching Personnel

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

Office or Division:	Records Unit			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006. 2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i> 3. Supporting/Evidentiary Document/s, if any. *All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.2 Stamp received the documents and receiving copy with transaction number.	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.3 Log the received document/s to the Incoming Logbook.	None	5 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
2. Receive the receiving copy for reference	2.1 Return client's receiving copy.	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
TOTAL:		None	21 minutes	

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

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



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Classification:	Complex			
Type of Transaction:	Government to Government (G2G) Government to Client (G2C) Government to Business (G2B)			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<p>1. Affidavit/Sworn Statement or Notarized Complaint in accordance with Section 4 and 5 of D.O. 49, s. 2006.</p> <p>2. Certificate of Non-Forum Shopping duly notarized. <i>Note: Pro-forma or template with regard to Complaint/Affidavit and Certificate of Non-Forum Shopping</i></p> <p>3. Supporting/Evidentiary Document/s, if any.</p> <p>*All requirements must be accomplished in two (2) original copies, one (1) photocopy and one (1) additional copy per additional person-complained-of.</p>	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



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1. Submit the formal complaint, with pertinent documents, if any, or sealed document/s to Records Unit (Receiving Window)	1.1 Evaluate the complaint and attached evidentiary document/s, as to its completeness.	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.2 Stamp received the documents and receiving copy with transaction number.	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	1.3 Log the received document/s to the Incoming Logbook.	None	5 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
2. Receive the receiving copy for reference	2.1 Return client's receiving copy.	None	3 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.2 Forward the complaint to OSDS for routing	None	10 minutes	Administrative Aide VI or Administrative Officer IV (Records Unit)
	2.3 Log the document, with attached referral slip, to the appropriate	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)



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	2.4 Evaluate and make necessary notation and sign the routing slip	None	1 day	Schools Division Superintendent (OSDS)
	2.5 Forward to Legal Unit, for appropriate action	None	5 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.6 Evaluate the complaint if the same is grievable/mediatable or not and prepare necessary communication, copy furnished the client	None	1 day	Attorney III/ Designated Legal Order
	2.7 Forward to OSDS the initiated communication	None	1 day	Administrative Assistant III (Legal) or Attorney III/ Division Legal Officer ASDS Administrative Aide VI (ASDS)
	2.8 Log the document, with attachment/s to the appropriate logbook	None	10 minutes	Administrative Aide VI or Administrative Assistant III (OSDS)
	2.9 Return signed communication to Legal Unit, for organization of documents	None	20 minutes	Administrative Assistant III (Legal) or Attorney III/ Division Legal Officer



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



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