DepED
DEPARTMENT OF EDUCATION

CARCAR CITY DIVISION

CITIZEN'S CHARTER

2025 (1st Edition)

Personnel Unit

Submission of Employment Application (Teaching Related)

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

Office or Division:	Personnel Section
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Licensed Professional Teacher for Permanent Positions (Elem, JHS, and SHS; Not Eligible Teachers for Provisional Positions (SHS only); CS Sub-Professional & Professional, Second Level Eligibility for Non-Teaching positions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applicant Number (Application Code)	HR Personnel, AO II (School)
2. Letter of Intent	Applicant
3. Duly accomplished CSC Form 212 (Revised 2017)-Personal Data Sheet (3 original copies)	CSC website
4. Certified true copy of Professional Regulation Commission (PRC) Identification Card (1 original)	PRC or [CSC for PBET]
5. Certified true copy of ratings obtained in the LET/PBET (1 original)	PRC or [CSC for PBET]
6. Service Record, performance rating, and school's clearance for those with teaching experience (1 original)	Applicant
7. One (1) Original Copy and Certified true copy of Transcript of Records	
8. Certificate of General Weighted Average (GWA) if Gwa is not reflected in the Transcript of Records	
9. Certificate of specialized trainings (1 Photocopy of each, 1 original copy for reference)	
10. Certificate of Employment (1 Original) (if applicable)	
11. NBI Clearance (1 Original Copy)	
12. Certified true copy of the Voter's ID and/or any proof of residency as deemed acceptable by the School and Division Screening Committee (1 original)	
13. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant (2 original copies)	Notary Public
14. Applicants' Profile Form (attached in the Memorandum on hiring guidelines)	DepEd Carcar Website

NOTE: *Please visit DepEd Carcar City Division website: depedcarcarcity.com for the issuance of Memorandum on hiring guideline for more details, especially for the pertinent folders must be submitted to the respective schools for initial evaluation ranking.*	DepEd Carcar Website

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Department's online system at application.deped.gov.ph		None	Within 30 minutes	Client
2. Submit the complete pertinent documents to the school where vacancy regular and/or natural exists	2. Receive and stamp and check completeness of the submitted documents	None	5 minutes	School Head/ Personnel
3. Receive receiving copy of the documents	3. Evaluate the documents submitted by the applicant/s for authenticity and veracity.	`	25 minutes	School/District Screening Committee
	1.1. Submit a Soft and Hard copy of the result of pre-assessment at the HR Office through the Records Section	None	5 minutes	School/ District Screening Committee
	1.2. Receive and stamp the hard copy of the result of Pre-assessment as received and forward to HR Office	None	5 minutes	Records Section Staff
	1.3. Receive the result of the pre- assessment and verify if the applicant registers online	None	10 minutes	HRMO
TOTAL:			**1 day, 1 hour, 20 minutes**	

Submission of Employment Application (Non-Teaching Personnel)

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

Office or Division:	Personnel Section
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Any person who is eligible for the position

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Applicant
2. Duly accomplished CSC Form 212 (PDS) with the latest Passport Size ID picture	CSC Website
3. Performance Ratings for the last 3 rating periods	Applicant
4. Official Transcript of Records	School/s attended
5. Certified true copy of PRC professional ID or CSC eligibility	PRC/ CSC
6. Service Record/ Certificate of Employment	Previous/ Current employer
7. Certificate of Participation in Trainings and Seminars (conducted in the Division, Region, National, and/or International)	Applicant
8. Outstanding Accomplishments (Certificate of Outstanding Employee Award, Innovation, Research & Development Project, Publication/ Authorship, Certificate as Consultant/ Resource Speaker) - (3 photocopies each)	Applicant
9. Applicants' Profile Form (attached in the Memorandum on hiring guidelines)	DepEd Carcar website
Additional requirement: 10. Omnibus Certification of authenticity and veracity of documents of all documents submitted, signed by the applicant	Notary Public

Personnel Unit 2025

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the HR Personnel Unit	1. Stamp Receive, issue a receiving copy, and forward the pertinent documents (for walk-in applicants), *For online, acknowledge application and give instruction	None	10 minutes 5 minutes	HRMO/ HR Unit Staff
	1.1. Check completeness of documents submitted	None	10 minutes	HR Unit staff
2. Receive application receipt	2. Record application Ddetails	None	10 minutes	HR Unit Staff/HRMO
TOTAL:			**35 minutes (per transaction)**	

Issuance of Requested Documents (Service Record & Non-CTC 201 Files)

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 HR 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:	Personnel Section
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Slip (1 copy)□	Personnel Unit
2. Valid ID (Original ID and 1 photocopy)	Concerned Employee
3. Authorization Letter (1 copy)	Concerned Employee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provides client the requisition slip form	None	5 minutes	HR Unit Staff
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receives the form and search or prepare the requested document	None	3 minutes	HR Unit staff
3. Receive the requested document	3. Prints and gives the document to the client.	None	2 minutes	HR Unit Staff / HRMO
TOTAL:			**10 minutes (per transaction)**	

Records Unit

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)	Requester/Authorized Representative
3. Authorization Letter (1 copy)	Requester/Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provides client the requisition slip form	None	1 minute	Records Personnel
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receive and stamp and check completeness of the submitted documents	None	4 minutes	
3. Receive receiving copy of the documents	3. Prints and gives the document to the client	None	2 minutes	
TOTAL:			**7 minutes**	

Issuance of Requested Documents (CTC and Photocopy of Documents)

CTC document copy is issued to authorized requesting person if document secured in the Records Section is originated/created by the Agency. The said document can be issued if requested by the owner himself and or authorized person.

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)	Requester / Authorized Representative
3. Original and Photocopy of Documents	Requester / Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the requisition slip form	1. Provides client the requisition slip form	None	1 minute	Records Personnel
2. Submit the accomplished requisition slip with valid ID or authorization letter of the owner of the document	2. Receives the form and searches for the requested document	None	2 minutes	
	2.1. Prepares, prints, or photocopies the requested document	None	10 minutes	
	2.2. Once the document is obtained, Records Officer will reviews and verifies the document.	None	5 minutes	AO IV/Records Officer
3. Receive the requested document	3. Releases the document to the client	None	2 minutes	Records Personnel
TOTAL:			**20 minutes (per transaction)**	

Certification, Authentication, Verification (CAV)

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

Office or Division:	Records Unit
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Former and Present Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition Slip (1 Copy)	Records Unit
2. Valid ID (Original ID and 1 photocopy)	Requester / Authorized Representative
3. Special Power of Attorney (1 copy)	Requester / Authorized Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the CAV Request Form 10	1. Provides client the CAV Request Form (RF) for ALS A & E and PEPT Ratings	None	2 minutes	Records Personnel
2. Submit the completed Request Form with valid id or Special Power of Attorney	2. Receives RF and assigns specific CAV Number	None	2 minutes	
	2.1. Checks the completeness of information and RF requirements	None	3 minutes	
	2.2. Searches for the Result of Rating as requested by the Applicant. If available, prepares the Academic School Records (ASR) and Certification and affixes signature. If not, the Records Officer coordinates with the ALS Coordinator or the concerned office and prepares indorsement for transmittal to the RO	None	15 minutes	
	2.3. Verrifies the accuracy and authenticity of the ASR	None	10 minutes	Records Officer
	2.4.Signs and approves the ASR and Certification	None	5 minutes	Superintendent
3. Receive the completed CAV documents.	3. Releases the approved ASR and Certification in a sealed envelope.	None	5 minutes	Records Personnel
	3.1. Records the release and maintain files of ASR and Indorsement	None	3 minutes	
TOTAL:			**45 minutes (per transaction)**	

Records Unit 2025

Receiving and Releasing of Documents

Receiving and releasing documents involves managing the flow of incoming and outgoing documents. This includes collecting, reviewing, and logging documents, securely storing them, and then processing requests for document release by verifying requester details, preparing documents, and delivering them.

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. Photocopy of Document Received	Requester
2. Sender's Copy of Tracking Slip	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(For Receiving) 1.Submits letter/document to the Records Unit	1. Receives the document and generate receipt for the owner through Document Tracking System	None	5 minutes	Records Personnel
	1.1 Provides the client with a ***Sender's Copy*** tracking slip	None	1 minute	
	1.2. Sends replies/feedbacks to the client through text, call or any form of communication	None	2-5 working days	
(For Releasing) 2. Ask client for the Sender's Copy tracking slip	2. Logs the document requested for releasing	None	3 minutes	
	2.1 Lets the client sign the logbook for acknowledgment of document release	None	1 minute	
TOTAL:			**4 minutes (for releasing); 6 minutes (for receiving); 5 days maximum (for feedbacking)**	

Complaints, Inquiries and Other Concerns

Any Employee and stakeholder can relay their complaints inquiries, suggestions and any other concerns to this Office for appropriate action.

Office or Division:	Personnel Division- Administrative Office (SDO)
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	DepEd Employees (Teaching and Non-Teaching) and Stakeholder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Form	ADMIN / PACD Office
2. Other supporting Documents (If necessary)	Requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name in the Log book.	1. Get personal data of client and details of complaint, inquiries and other concerns.	None	5 minutes	Administrative Officer V
2. Fill up the Request Form	2. Reply to simple queries or refer to concerned person or officer if request entails further coordination	None	10 minsute	
3. Wait for the advise	3. Process/ Release the request or proceed to the office concerned if necessary.	None	15 minutes	
4. Make a follow-up if deemed necessary	4. Give updates and feed back	None	3 Days (For Simple Transactions)	
TOTAL:			**30 minutes**	

Property and Supply

Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

This service is the issuance and receiving of the books, supplies and equipment that are needed for schools and Division Office.

Office or Division:	Property and Supply Unit
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Delivery Receipts	Supplier
2. Inspection and Acceptance Report	Property and Supply Unit
3. Requisition and Issue Slip (RIS)/ Inventory Custodian Slip (ICS)/Property Acknowledgement Receipt (PAR)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers the books, supplies and equipment with the Delivery Receipts	1.1 Receives and check the quantity of the items delivered through comparing the Delivery Receipt (DR) to the Purchase Order (PO).	None	3 minutes	Property and Supply Unit Personnel
	1.2 Inspects and signs IAR for the items delivered whether its in line with the specifications in the Purchase Order (PO)	None	10 minutes	Division Inspection Committee
	1.3 Verifies and signs the Delivery Receipt (DR)and IAR after inspection	`	2 minutes	Supply Officer
	1.4 Prepares Requisition and Issue Slip (RIS) for Consummable Items ,RIS with Inventory Custodians (ICS) for Semi-expendables Items and RIS with Property Acknowledgement Receipt (PAR) for the PPE	None	5 minutes	Property and Supply Unit Personnel
	1.5 Reviews and approves the RIS and ICS or PAR	None	5 minutes	Supply Officer
	1.6 Informs the Recipient Schools for the distribution schedule	None	1 day	
2. Signs the RIS, ICS, PAR for the books, supplies/ equipment received	2. Distributes the books, supplies / equipment with the copy signed RIS, ICS or PAR	None	3 days	
TOTAL:			**4 day and 20 minutes**	

Requisition and Issuance of Supplies

Requisition and Issue Slip (RIS) is a document required to use for an Employee/ Personnel to request for supplies.

Office or Division:	Property and Supply Unit
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	DepEd Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Filled out Requisition and Issuance Slip (RIS) - 3 Copies	Supply Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare RIS and submit to the Supply Office	1. Receive and check the documents	None	3 minutes	Property and Supply Unit Personnel
	1.1 Check if the stocks are available	None	10 minutes	
	1.2 Forward the RIS to the Division Supply Officer for Approval	None	3 minutes	
2. Receive supplies and the approved copy of Requisition and Issue Slip (RIS)	2. Release of Supplies requested	None	2 minutes	
TOTAL:			**13 minutes (per transaction)**	

LEGAL UNIT

Request for Correction of Entries in School Records

This process covers the rectification of personal information in scholastic records. It is a remedy for any student whoes school records contain error/s which is/are purely typographical in nature, and which can be corrected by the issuanceof a Resolution directing the correction of such error/s.

Office or Division:	Legal 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. Application indicating the entry/entries to be corrected (1 original copy)	Requesting party
2. Certificate of Live Birth issued by Philippine Statistic Authority (1 original, 1 photocopy)	PSA
3. Certified true copy of Form 137 or FS or Diploma whichever is applicable (1 original, 1 photocopy)	School
4. Affidavit of Two Disinterested Persons applicable (1 original, 1 phocopy)	Affiants
5. Other documents that may be required by the Attorney III of the Division Office in order to prove the application	Requesting party
6. Authorization Letter or Special Power of Attorney (if the application is filed by the person other than the owner of the record)	Requesting party
7. Data Privacy Consent Form	Legal Unit

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents and fill out the application form for Correction of Entries in the	1. Receives and records to DTS and/or logbook then forward to SDS for	None	10 minutes	Admin Officer IV/ Admin Staff (Records)

2. School Records with consideration to Data Privacy Act	2. Refers the documents to the Legal Unit	None	10 minutes	SDS
	2.1 Check the completeness of all the requirements then prepare the Resolution for correction	None	1 day	Legal Officer
	2.2 Forward to SDS for signature	None	5 minutes	
	2.3 Issues a signed Resolution to the public or private school to change the entries in the school records of the applicant. Then forward to Records Section for releasing of document.	None	1 day	SDS / SDS Staff
3. Receive a copy of the Order	3. Release a copy of the Order to the applicant and to the concerned school	None	10 minutes	Records / Releasing In-charge / Admin Staff
TOTAL:			**2 days and 35 minutes**	

Issuance of Certificate of No Pending Case

Certificate of No Pending Administrative Case is one of the requirements when applying for clearance. This is to ensure that the requesting DepEd personnel has no pending administrative case filed before any office of the Department before allowing him/her to travel to foreign countries or to permanently leave his/her office through resignation or retirement.

Office or Division:	Legal Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Government issued ID	Client
2. Division Clearance	
3. Authorization Letter	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1. Review and check requirement/s & verify from the list of formally charged employees	None	5 minutes	Legal Officer
2. Log at the log sheet provided if issued a certification	2. If employee does not have a pending case, issue certification/sign clearance. If employee has a pending administrative case, inform employee that he/she will be cleared after case has been resolved or sanction has been completed.	None	5 minutes	
3. Receive action Document/s	3. Release the Documents / Sign Division Clearance	None	5 minutes	
TOTAL:			**15 minutes**	

Legal Unit 2025

SCHOOL GOVERNANCE AND OPERATION DIVISION

School Management Monitoring and Evaluation

Issuance of Requested Documents is provided to teaching, non teaching personnel and other Stakeholders. The said document can be issued if requested by the concern and/or authorized person provided it is an official in nature.

Office or Division:	SGOD
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) or within the Organization
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition slip (1 copy) or a Letter	
2. Valid ID (Original ID and 1 photocopy if necessar)	
3. Authorization Letter (1 copy) if necessary	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documentary requirements (printed or electronic) for validation purposes to the School Management Monitoring and Evaluation (SMM&E) Section	1. Receive and record the documents thru DTS / logbook	None	10 minutes	EPS 2 M&E
	1.2 Process and evaluate the documentary requirements received	None	5 days / 10 days (multiple applicants)	SEPS M&E
	1.3 Conduct on-site validation to school applicant	`	3 hours	SEPS M&E, PSDS, Chiefs, Engineer, DRRM Focal, Nurses
2. School applicant acknowledge the results of validation and inspection	2. Inform the school applicant of the result of validation and inspection	None	3 hours	SEPS M&E

3. Submit the lacking documents if any or comply with the monitoring tool / checklist of requirements.	3. Receive the lacking documents / prepare the endorsement to Regional Office	None	8 hours	EPS2 M&E SEPS M&E
	3.1 Secure the signature of the SDS for indorsement	None	8 hours	SDS
	3.2 Release and forward documents to Regional Office for their appropriate action	None	2 hours	EPS2 M&E
4. Receive information thru email / SMS that status of their application has been forwarded to RO	4. Inform the school applicant that the application has been forwarded to RO	None	30 minutes	EPS2 M&E
TOTAL:			**64 hours and 40 minutes / 8 days and 40 mins**	

Request for Basic Education Data (Internal Stakeholder)

Information generated from the Basic Education Information System Modules including education statistics, sector performance indicators and profile of public and private schools, learning centers and other education service providers.

Office or Division:	Planning Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Stakeholder

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter Request Addressed to SDS (1 Original Copy)	Client
2. Request Form (1 Original Copy)	Front Desk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request and Filled-up form to the Records Unit	1. Receive letter request from the client and forward to the OSDS	None	10 minutes	Records Unit Staff / ADA
	2. Refer the letter to SGOD Chief	None	5 minutes	SDS - Approval
	3. Refer the letter to Planning Officer	None	5 minutes	Chief SGOD
	4. Make necessary action and response	None	2 days	Planning Officer
	5. Prepare the transmittal letter verified or noted by the Chief	None	15 minutes	Chief SGOD
	6. Approval of SDS	None	2 minutes	
2. Receive the Documents	7. Release the Documents	None	2 minutes	Records Officer / Staff
TOTAL:			**2 Days 4 hours and 32 minutes**	

Curriculum Implementation Division (CID)

Consultancies / Inquiries, and Other School Concerns

Any Employee and stakeholder can relay their complaints inquiries, suggestions and any other concerns to this Office for appropriate action.

Office or Division:	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	DepEd Employees (Teaching and Non-Teaching) and Stakeholders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name in the log book	1. Get personal data of client and ask for the concerned person/ persons whom he wish to speak with or whom he has an appointment.	None	1 minute	Clerk In-Charge
2. Proceed to EPS/ PSDS / EPS 2		None	5 - 20 minutes	EPS/ EPS 2/ PSDS
3. Wait for the advise/ suggestions	3. Recommend to confer the querries and concerns or submit the required reports to the CID Chief if person concerned or has an appointment is not around	None	5 minutes	EPS/ EPS 2/ PSDS/ CID Chief
4. Proceed to CID Chief	4. Proceed to the CID Chief if concerns need further confab	None		
5. Fill-in the Feedback form before going out		None	2 minutes	
6. Drop the accomplished Feedback Form in the Feedback Box		None	1 minute	
TOTAL:			**29 minutes (per transaction)**	

Access to LRMDS Portal

The LRMDS provides access to quality resources from the Regions, Divisions, Cluster/School level including:

A. Information on quantity and quality and location of textbooks and supplementary materials, and cultural expertise
B. Access to learning, teaching and professional development resources in digital format and locates resources in print format and hard copy
C. Standards, specifications and guidelines for assessing & evaluating, acquiring & harvesting, modification, development and production of resources

Office or Division:	Curriculum Implementation Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Everyone

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Computer / Laptop / Mobile Device, Internet Connection	Client
2. Registered LR Matatag account: A. DepEd Email (DepEd Employees) B. Any Active Email Address (Learners, Parents, and Stakeholders)	LR Matatag Portal (lms.deped.gov.ph)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open any browser engine and go to www.lrmds.deped.gov.ph	Provide necessary technical assistance	None	1 minute	Client / PDO / Librarian
2. For new users, click the Begin Quick Tour (Optional) else Login to the LR Portal	Provide necessary technical assistance	None	1-2 minutes	Client / PDO / Librarian
3. Click "Resources" Tab On the upper left side menu bar and select either: A. K to 12 Resources B. Alternative Learning System or C. Professional Development	Provide necessary technical assistance	None	1 0 minutes	Client / PDO / Librarian
4. Select desired grade level	Provide necessary technical assistance	None		Client / PDO / Librarian

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5. Select desired learning area	Provide necessary technical assistance	None		Client / PDO / Librarian
6. Select a category from the given list	Provide necessary technical assistance	None		Client / PDO / Librarian
7. Select a title from the list. *(The list could still be refined based on DepEd Special Programs such as SPED, Madrasah or IPEd, ALS, etc.)*	Provide necessary technical assistance			Client / PDO / Librarian
8. Click view or download. *(Guest can only browse and search for LRs in the Portal. Only registered users are given downloading privilege)*	Provide necessary technical assistance	None	3 minutes	Client / PDO / Librarian
9. Copy or print downloaded material	Provide necessary technical assistance	None	2 minutes	Client / PDO / Librarian
10. To give feedback click the Help icon, select Contact Us, type your message, then click submit.	Provide necessary technical assistance	None	3 minutes	Client / PDO / Librarian
11. Click Logout	Provide necessary technical assistance	None	1 minute	
TOTAL:			**22 minutes**	

E-Lending / Online Library Materials Request Service

Provide library users with their requested documents/articles/book chapters in Digital copy (*scanned/picture of article/book chapter*)

Office or Division:	Curriculum Implementation Division - LRMS
Classification:	Simple
Type of Transaction:	Government to Clients (G2C)
Who may avail:	DepEd Employees (Teaching and Non-Teaching)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries / requests via text message/chat or email.	1. Search for the availability of the requested materials.	None	30 minutes	Librarian
2. Wait for the notification of the library staff once the materials are available.	2. Notify the Client and send the scanned copy via email or through an online messaging plaftorm.	None	10 minutes	Librarian
TOTAL:			**40 minutes**	

Library Materials Request Service

Provide library users with their requested documents/articles/book chapters in Hard copy (*printed book, photocopy of article / book chapter*)

Office or Division:	Curriculum Implementation Division - LRMS
Classification:	Simple
Type of Transaction:	Government to Clients (G2C)
Who may avail:	DepEd Employees (Teaching and Non-Teaching)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiries / requests via text message/chat or email.	1. Search for the availability of the requested materials.	None	30 minutes	Librarian
	1.1 Inform the borrower of the book's due date	None		
2. Wait for the notification of the library staff once the materials are available and the Schedule of Pick-up.		None	10 minutes	
3. Pick-up the materials and sign the log book.		None		
TOTAL:			**40 minutes**	