



D. Records Unit

1. Issuance of Requested Documents (Non-CTC)

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

| Office or Division: | Records Unit | | | |
|--|--|--|-------------------|--------------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen (G2C) | | | |
| Who may avail: | General Public | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Requisition slip (1 Copy) | | Records Unit | | |
| 2. Valid ID (Original ID and 1 Photocopy) | | Requesting person and/or Authorized Person | | |
| 3. Authorization Letter (1 Copy) | | Requesting person | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out the requisition slip form | 1.1 Provide client the requisition slip form | None | 5 minutes | Administrative Staff (Records) |
| 2. Submit the accomplished requisition slip with valid ID or authorization letter of the requesting party and the original ID of the authorized person | 2.1 Receive the form, forward to the records custodian. (Custodian search the requested documents) | None | 5 minutes | Administrative Staff (Records) |
| 3. Receive the requested document | 3.1 Prepare, print and give the document to the client | None | 20 minutes | Administrative Staff (Records) |
| TOTAL: | | None | 30 minutes | |



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

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

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| Office or Division: | Records Unit | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Citizen (G2C) Government to Government (G2G) | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Requisition Slip (1 Copy) | | Records Unit | | |
| 2. Valid ID (Original ID and 1 Photocopy) | | Requesting person and/or Authorized Person | | |
| 3. Authorization Letter (1 Copy) | | Requesting person | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.Fill out requisition slip form | 1.1 Provide client the requisition slip form | None | 5 minutes | Administrative Staff (Records) |
| 2.Submit accomplished requisition slip with valid ID or authorization letter with ID of Requesting Party (photo copy) and original ID of the authorized person | 2.1 Receive the form, forward to the records custodian; custodian locates the requested document. | None | 5 minutes | Administrative Staff (Records) |
| | 2.2 Prepare, print or photocopy the requested document | None | 20 minutes | Administrative Staff (Records) |
| | 2.3 Records Officer review and verify the document and certify true copy | None | 10 minutes | Records Officer and/or Admin Officer |
| 3.Receive the requested document | 3.1. Release the document to the client | None | 5 minutes | Administrative Staff (Records) |
| TOTAL: | | None | 45 minutes | |



3. Certification, Authentication, Verification (CAV)

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

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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 |
| | High School/Elementary Graduates: | |
| | 1. CAV Form 2 – School Referral Form (SRF) | School Attended |
| | 2. Certificate of Enrollment/ Completion/ Graduation - CAV Form 4 (1 original and 2 photocopies) | School attended |
| | 3. Diploma (1 Original and 2 certified true copies certified by the School Head) | School attended |
| | 4. PSA Birth Certificate Copy (1 Original and 2 photocopies) | Client |
| | 5. List of Graduates certified correct by authorized official (1 original and 2 photocopies) | School attended |
| | 6. Latest passport size ID Pictures (2 copies) | Client |
| | 7. Valid ID | |
| | 8. Authorization Letter (If the requesting party is not the record owner) (1 original copy) | Requesting Person and/or Authorized Person |
| | 9. Valid Special Power of Attorney (SPA) for the authorized representative (1 original copy) | Requesting Person |
| | <i>Additional Requirement for Undergraduates:</i> | |
| | 10. Student Permanent Record (Form 137) (1 Original and 2 photocopies certified by the School Head/ Records Custodian/ Registrar) | School Attended |
| | 11. Transmittal (1 Original and 2 photocopies certified by the School Head) | School Attended |
| | <i>Additional Requirements for Graduates from private schools:</i> | |



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

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

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



4. Receiving and Releasing of Communication and other Documents

The procedure for proper receiving and releasing of communications

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| Office or Division: | | Records Unit | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2C – Government to Public G2B – Government to Private G2G - Government to Government | | |
| Who may avail: | | All | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Official Communication | | Records Unit | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit official communication/ to the Records Receiving Area | 1.1. Receive and check the completeness of communication | None | 5 minutes | Receiving personnel Records Officer IV |
| | 1.2. Forward communication and other documents to SDS | None | 5 minutes | Records Staff |
| | 1.3. Read and review communication | None | 4 hours | SDS |
| | 1.4. Route communications to the concerned office/personnel | None | 5 minutes | SDS Staff |
| | 1.5. Act on the communication for ministerial transaction* | None | 2 days | Concerned office/person |
| | 1.6. Forward the acted communication to Records Section | None | 5 minutes | SDS Staff |
| 2. Client receives communication | 2.1. Release the communication | None | 5 minutes | Releasing personnel/ Records Officer IV |
| TOTAL | | | 2 days 4 hours, 25 minutes | |

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



5. Receiving of Complaints against Non-Teaching Personnel

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

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

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



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



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

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

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

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

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

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



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|---|--|-------------|--|--|
| | 2.8. Log the document, with attachment/s to the appropriate logbook 2.9. Return signed communication to Legal Unit, for organization of documents | None | 10 minutes 5 minutes | Administrative Aide VI or Administrative Assistant III (OSDS) |
| | 2.10. Arrange the documents to be forwarded to Records Unit. 2.11. Forward to Records Unit, for releasing | None | 20 minutes 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 2.13. Coordinate with the Office/Agency and contact the client. | None | 10 minutes 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 3.2. If there is a proof of service, serve and secure a signed Proof of Service. | None | 5 minutes 10 minutes | Administrative Aide VI or Administrative Officer IV or designated Liaison Officer (Records Unit) |
| TOTAL | | None | 3 days, 2 hours, 11 minutes | |




SAMPLE TEMPLATE FOR COMPLAINT

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

Date of Filing (Petsa kakan ipinile): _____


| COMPLAINANT (Nagreklamo) | | | |
|---|--|--|--|
| NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido) | | | |
| SEX / GENDER (Kasarian) | CIVIL STATUS (Kasal/Single) | AGE (Edad) | INTERNET CONTACT (E-mail; o Facebook Account name; o Viber) |
| ADDRESS (Bahay; Kalye) | | SUBD. / BRGY. | PROVINCE (Lalawigan) |
| VICTIM'S INFORMATION (Biktima) [Kung may biktima, maliban sa nagreklamo] | | | |
| NAME (Pangalan); M.I. (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido) | | | |
| NAME OF SCHOOL (Ngalan ng Paaralan) | | ADDRESS OF SCHOOL (Lokasyon ng Paaralan) | GRADE/YEAR (Antas) |
| RELATIONSHIP TO COMPLAINANT (Relasyon sa Nagreklamo) (Pakilagyan ng angkop na sagot) | | <input type="checkbox"/> 1) Father (Ama) <input type="checkbox"/> 2) Mother (Ina) | <input type="checkbox"/> 3) Others (Iba pang relasyon) |
| RESPONDENT'S INFORMATION (Inireklamo) | | | |
| NAME (Pangalan); Middle Initial (Inisyal ng Panggitnang Apelyido); SURNAME (Apelyido) | | | |
| In case there are more than one respondent, please indicate details in the table <i>(Kung higit sa isa ang ini-rereklamo, isulat sa ibaba ang kailangang detalye)</i> | | | |
| Position (Katungkulan) | SCHOOL OR OFFICE CONNECTED (Paaralan o Opisina konektado) | School or Office Address (Lokasyon ng Paaralan o Opisina) | |
| 1. | 1. | 1. | |
| 2. | 2. | 2. | |
| 3. | 3. | 3. | |
| 4. | 4. | 4. | |
| 5. | 5. | 5. | |
| ACCOUNT OF INCIDENT / MATTER COMPLAINED (Kwento tungkol sa Ini-rereklamong Insidente) | | | |
| 1. Basic details of Complaint (Pangunahing detalye): | | | |
| Date/s of Incident (Petsa/Mga petsa Kailan nangyari ang ini-rereklamo) | Specific Time or Span of Time of Incident (ORAS/Mga ORAS naganap ang insidenteng inireklamo) | Place of Incident (Saan nangyari ang inireklamo) | |
| 2. Evidence for Complaint (Ebidensya): | | | |
| Do you have Witness/es to the matter complained of? (Meron bang Naka-saksi/nakakita sa bagay na inireklamo?) | | Do you have supporting documents? (Meron ka bang pansuportang dokumento?) | |
| <input type="checkbox"/> Yes. <input type="checkbox"/> None. | | <input type="checkbox"/> Yes. <input type="checkbox"/> None. | |
| Witness Name (Pangalan ng Witness) | Witness Address/Office (Address o Opisina ng Witness) | Telephone Number / Landline | LIST OF DOCUMENTS REGARDING THE COMPLAINT (Listahan ng dokumento tungkol sa reklamo) |
| 1. | 1. | 1. | 1. |
| 2. | 2. | 2. | 2. |
| 3. | 3. | 3. | 3. |
| 4. | 4. | 4. | 4. |
| 5. | 5. | 5. | 5. |



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

NARRATIVE OF COMPLAINT/INCIDENT (Kwento tungkol sa Reklamo / Pangyayari)
(Please use/ask for another paper if the space provided is not enough)
/ (Gumamit/humingi ng isa pang papel kung hindi kasya sa pahinang ito)

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

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

VERIFICATION AND CERTIFICATION OF NON-FORUM SHOPPING

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

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

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

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

 Signature over Printed Name
(Pirma sa ibabaw ng Pangalan)

 Signature over Printed Name
(Pirma sa ibabaw ng Pangalan)

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

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