



**CITIZEN'S
CHARTER**

SCHOOLS DIVISION OFFICE

HUMAN RESOURCE NON-TEACHING UNIT



ORGANIZATIONAL STRUCTURE

SCHOOLS DIVISION OFFICE HR - NON TEACHING UNIT



MICHELLE A. MAL-IN
Administrative Officer IV

Unit Head



DYANARA C. FULGAR
Administrative Officer II

Recruitment Selection and
Placement, 201 Files



ROCELLE B. TUSCANO
Administrative Assistant V

Recruitment Selection and
Placement, SDO MOOE



FROILAN R. UMALI
Administrative Aide VI

Recruitment Selection and
Placement, Step Increment



MARVY VINCENT T. MORADA
Human Resource Management Aide

Recruitment Selection and
Placement



JAY FRANCINE L. GARCIA
Administrative Aide VI

Related Teaching-Personnel Action
Printing of DTR and E-Form 7



MAYLYN KYLA MARIA M. DAYRIT
Administrative Aide IV

CTO, City Contractual



NENITA A. CRUZ
Administrative Aide III

City Permanent,
National School MOOE



CHRISTINE JOY C. MAAPOY
Administrative Assistant III

School Admin-Personnel Action
E-Form 7



HANA MAE I. SARMIENTO
Office Aide

Head Teacher-Personnel Action
CTO



REGINE P. PASAMBA
Office Aide

Level II Non-Teaching-
Personnel Action



IARA GABRIEL V. PLOFINO
Office Aide

Level I Non-Teaching-
Personnel Action



Submission of Employment Application (Non-Teaching Related)

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any person who is eligible for the position	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Head of Office or highest human resource officer.	HR Non-Teaching Unit	
2. Duly accomplished Personal Data Sheet(PDS) (S Form No. 212, Revised 2017) and Work Experience Sheet, if applicable.	CSC Website	
3. Photocopy of valid and updated PRC License/ ID, if applicable.	PRC/CSC	
4. Photocopy of Certificate of Eligibility/ Report of Rating, if applicable.		
5. Photocopy of scholastic/academic record such as but not limited to Transcript of Records (TOR) and Diploma, including completion of graduate and post-graduate units/degrees, if available.	School/s Attended	
6. Photocopy of Certificate of Employment, Contract of Service, or duly signed Service Record, whichever is/are applicable.	Previous/Current Employer	
7. Photocopy of latest appointment, if applicable.		
8. Photocopy of the Performance Ratings in the last rating period(s) covering one (1) year performance prior to the deadline of submission, if applicable.	Applicant	
9. Checklist of Requirements and Omnibus Sworn Statement on the Certification on the Authenticity and Veracity (CAV) of the documents submitted and Data Privacy Consent Form.		
10. Photocopy of Certificate/s of Training, if applicable.		
11. Other documents as may be required for comparative assessment, such as but not limited to:		
12. Means of Verification (MOVs) showing Outstanding Accomplishments, Application of Education, and Application of Learning and Development reckoned from the date of last issuance of appointment.		
13. Photocopy of Performance Rating obtained from the relevant work experience, if performance rating in the Item (i) is not relevant to the position to be filled.		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload the complete pertinent documents to the HR Non-Teaching Unit	1.1. Check the completeness and veracity of documents submitted	None	15 minutes/ per applicants	HR Non-Teaching Unit Staff
	1.2 Email applicants if they are Qualified, Not Qualified or incomplete mandatory requirements	None	10 minutes/ per applicants	HR Non-Teaching Unit Staff
	1.3 Make Initial Evaluation Result for the Qualified and Not Qualified	None	2 minutes/ per applicants	HR Non-Teaching Unit Staff
	1.4 Post the result of Initial Evaluation Result	None	2 minutes	HR Non-Teaching Unit Staff/ Records Section
	1.5 Evaluate papers of applicants and put score for every criterion	None	10 minutes per applicants	HR Non-Teaching Unit Staff
	1.5 Schedule Applicant for Written Exam, Skills Test, BEI and Presentation of Points	None	2 hours	HR Non-Teaching Unit Staff, HRMPSB
	1.6 Consolidate Written Exam, Skills Test, BEI and Paper Evaluation	None	5 minutes per applicants	Written Exam, Skills Test, BEI and Presentation of Points
	1.7 Deliberation of Comparative Assessment Results	None	1 hour	HRMPSB
	1.8 Email applicants for the Result of Comparative Assessment Results	None	3 minutes per applicants	HR Non-Teaching Unit Staff
TOTAL		None	3 hours 47 minutes	



Application for ERF (Equivalent Record Form)

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO, QC Head Teachers/Principals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. ERF Application Requirements Checklist			HR Non-Teaching Unit	
2. Plantilla Allocation List (3 originals)				
3. Service Record (2 originals)				
4. Rank list of Personnel who are qualified for the desired position, duly signed by the Chairman and Members of the Ranking Committee or Certification that the applicant is a lone candidate (2 copies)			HR Non-Teaching Unit	
5. Endorsement Letter signed by Principal/ Immediate Supervisor (3 copies)			School/Office of Requestor	
6. Duly accomplished Equivalent Record Form (3 originals)			HR Non-Teaching Unit	
7. Authenticated copy of Transcript of Records – Graduate Studies (1 original & 2 photocopy)			Applicant	
8. Certificate of relevant training for the last 5 years, at least 24 hours duration (1 copy each)				
9. Permit to study or Accreditation of units – Graduate Studies (3 photocopy)				
10. Certification that the candidate has “Very Satisfactory” rating for the last 3 years (IPCRF) (3 photocopy)			Previous/Current Employer	
11. List of teachers in each of the eight major subject areas, duly identified by their respective item number per Plantilla of Personnel, each page duly signed/certified correct by the head of the school and attested by the Schools Division Superintendent/duly authorized signatory (2 original)			Applicant	
12. Updated copy of the school’s Plantilla of Personnel for the current fiscal year – highlighting the name of the teachers in subject area of the teacher for reclassification (1 original)			Applicant	
13. Justification for the need of the Position (1 original)				
14. SF7 for the current school year (2 original)				
15. Service Record (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete pertinent documents to the Records Unit	1.1. Process ERF application and attached necessary documents	None	25 minutes	HR Non-Teaching Unit Staff
	1.2. Forward to authorized signatories for signature on ERF Form	None	30 minutes	HR Non-Teaching Unit Staff
2. Furnish teacher with the Endorsement of the ERF to Regional Office	2.1 Indorse the ERF application to Regional Office	None	5 minutes	Records Section Staff
TOTAL		None	80 minutes	



Application for Leave

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd SDO, QC Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Vacation Leave		
1. CS Form 6 (3 originals)		HR Non-Teaching Unit
2. Clearance Form, only if traveling abroad, or if traveling local for more than 15 days (4 originals)		
3. Letter request, if necessary (1 copy)		
Additional Requirements for Vacation Leave more than 30 days:		
1. Endorsement Letter from School head/Head of agency (2 copies)		Client
2. Certificate of No Pending Case (1 copy)		HR Non-Teaching Unit
3. Photocopy of Leave Card (1 copy)		Client
Sick Leave		
1. CS Form 6 (3 originals)		HR Non-Teaching Unit
2. Medical Certificate, if more than 5 days sick leave (1 copy)		
3. Letter request, if necessary (1 copy)		Client
Additional Requirements for Vacation Leave more than 30 days:		
1. Endorsement letter from School head/Head of agency (2 copies)		Client
2. Certificate of No Pending Case (1 copy)		HR Non-Teaching Unit
Paternity Leave		
1. CS Form 6 (3 originals)		HR Non-Teaching Unit
2. Letter request, if necessary (1 copy)		Client
Additional Requirements:		
1. PSA Marriage Contract (1 photocopy)		PSA
2. Birth Certificate of Child/Medical Certificate of Wife if Miscarriage (1 photocopy)		PSA/Client
Maternity Leave		
1. CS Form 6 (3 originals)		HR Non-Teaching Unit
2. Letter request, if necessary (1 copy)		Client
3. Endorsement Letter (2 copies)		
4. Last day of Service (2 copies)		
Additional Requirements:		
1. Special Order Form (3 originals)		HR Non-Teaching Unit
2. Medical Certificate (1 copy)		
3. Clearance (4 originals)		
Solo Parent Leave		
1. CS Form No. 6 (Revised 1995) Application for Leave (3 originals)		HR Non-Teaching Unit
2. Letter request, if necessary (1 copy)		Client
Additional Requirements:		
1. PSA Birth Certificate of Child (1 photocopy)		PSA
2. Photocopy of Solo Parent ID (1 photocopy)		Client
Special Privilege Leave		
1. CS Form 6 (3 originals)		HR Non-Teaching Unit



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements within the prescribed timeline from the concerned Office	1.1. Check for the completeness and receive the documents	None	10 minutes	Records Section Staff
	1.2. Forward the complete document to the HR Non-Teaching Unit for appropriate action	None	10 minutes	Records Section Staff
	1.3. Review the submitted complete document and provide appropriate action	None	30 minutes	HR Non-Teaching Unit Staff
	1.4. Forward to the Office of the SDS/ASDS for Approval (Administrative Section for Maternity Leave)	None	20 minutes	HR Non-Teaching Unit Staff
	1.5. Forward the approved Form 6 to the Records Section for release	None	15 minutes	ASDS/SDS Office Staff
2. Receive the approved Form 6	2.1. Release the approved Form 6	None	10 minutes	Records Section Staff
TOTAL		None	1 hour, 35 minutes	



Application for Retirement

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO, QC Employees that reached the Retiring Age Requirement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter from School head/Unit Head (2 copies)				Concerned Retiree
2. Letter of Intent to retire (1 copy)				
3. Routing (3 copies)				
4. Service Record (3 originals)				HR Non-Teaching Unit
5. Division Office Clearance (4 originals)				
6. Statement of Assets & Liabilities (2 originals)				
7. Notice of Salary Adjustment (3 copies)				
8. Certificate of No Pending Administrative Case (1 original)				
9. Certificate of Last Day of Service (1 copy)				School/SDO
10. Certificate of Last Salary Received (1 original)				Payroll Unit
11. Certification of Leave with or without pay (2 originals)				
12. Ombudsman Clearance (1 original)				HR Non-Teaching Unit
13. Declaration of Pendency/Non-Pendency of Case (3 copies)				
14. GSIS Application for Retirement Benefits Form (1 original)				
15. Certificate of no Provident Loan (1 original)				DepEd-NCR
16. PSA Marriage Certificate, for married women only (1 original & 2 photocopies)				PSA
17. Regional Clearance, for Principal only (3 copies)				DepEd-NCR
18. Certificate of No Liquidated Cash Advance, for Principal, PSDS, and Section Heads (3 copies)				Quezon City Hall
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements for retirement to Records Section	1.1. Receive complete documents for retirement	None	10 minutes	Records Section Staff
	1.2. Check and verify the completeness of the documents. If requirements are incomplete, inform the concerned person	None	1 day	HR Non-Teaching Unit Staff
	1.3. Prepare 1st Endorsement, Certificate of Leave Without Pay (if applicable), Service Record, and Notice of Salary Adjustment	None	4 hours	HR Non-Teaching Unit Staff
	1.4. Forward retirement to Administrative Section for approval	None	20 minutes	HR Non-Teaching Unit Staff
	1.5. Forward retirement to ASDS Office for approval for release in the Records Section	None	1 day	Administrative Section Staff
	1.6. Forward retirement to Records Section for release	None	1 day	ASDS Office Staff
	1.7. Release to GSIS Office	None	2 days	Records Section Staff
TOTAL		None	5 days & 1 hour	



Foreign Travel Authority Request on Official Time or Official Business

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO, QC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of endorsement from school head (2 copies)			Requesting Party	
2. Letter of Intent (3 copies)				
3. Certificate of departure (3 copies)				
4. Justification for travel with template – explaining the purpose of the trip, projective expenses are not excessive and the trip is expected to bring substantial benefit to the country (3 copies)				
5. OIC letter/substitute teacher with conforme of designate OIC (3 copies)			HR Non-Teaching Unit	
6. Travel Authority/Request Form A (DO No. 43 s. 2014) (3 originals)				
7. Certificate of No Pending Case (3 originals)				
8. Profile (3 originals)			Requesting party	
9. Invitation (3 copies)				
10. Program of Activities (3 copies)				
11. Itemized Budget/Estimated Cost (3 copies)				
12. Curriculum Vitae (3 copies)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribe timeline to Personnel Unit	1.1. Receive and check for the completeness of submitted documentary requirements and accuracy of the travel details.	None	10 minutes	Records Section
	1.2. If incomplete submission, coordinate with concerned office/ personnel to request lacking documents and/or confirm any inconsistencies	None	1 day	HR Non-Teaching Unit Staff
	1.3. If complete and accurate, prepare the necessary additional requirements and provide appropriate action	None	15 minutes	HR Non-Teaching Unit Staff
	1.4. Forward request to Administrative Section for approval	None	20 minutes	HR Non-Teaching Unit Staff
	1.5. Forward request to ASDS Office for approval	None	1 day	Administrative Section Staff
	1.6. Forward request to SDS Office for approval	None	1 day	ASDS Office Staff
	1.7. Release the signed endorsement and documents to DepEd NCR	None	1 day	Records Section Staff
2. Receive approved travel documents	2.1. Release the approved travel request to client	None	2 weeks	Records Section Staff
TOTAL		None	2 weeks, 4 days, & 45 minutes	



Issuance of Certificate of Employment

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO, QC Employee/ Former Employee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (1 copy)			HR Non-Teaching Unit	
2. Photocopy of latest Payslip (1 copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non-Teaching Unit Staff
	1.2. Verify the complete documents submitted	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Prepare and sign Certificate of Employment	None	5 minutes	HR Non-Teaching Unit Staff/HRMO
2. Receive Certificate of Employment	2.1. Release Certificate of Employment to Client	None	2 minutes	HR Non-Teaching Unit Staff
TOTAL		None	14 minutes	



Issuance of Service Record

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DepEd SDO, QC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request (2 copies)			Client	
2. Previous copy of Service Record, if previously employed in other agency (2 copies)			Previous/Current employer	
3. Photocopy of present Appointment (1 copy)			Client	
4. Latest Payroll Slip (1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request with other required documents	1.1. Receive submitted complete documents	None	2 minutes	HR Non-Teaching Unit Staff
	1.2. Retrieve of documents from file	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Process request	None	30 minutes – 2 days depending on the length of service	HR Non-Teaching Unit Staff
	1.4. Forward to the administrative services for signature	None	5 minutes	HR Non-Teaching Unit Staff
2. Receive the signed service record	2.1. Release service record	None	2 minutes	HR Non-Teaching Unit Staff
TOTAL		None	2 days & 14 minutes to 44 minutes	



Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	New entrants SDO, QC employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Call up Letter (1 photocopy)	Appointee	
2. Publication – CSC Form No. 9, Revised 2025 received by CSCFO (1 photocopy)	HR Non-Teaching Unit	
3. Plantilla (1 copy)		
4. Deliberation (1 copy)		
5. Appointment – CSC Form No. 33-A, Revised 2025 (1 original)		
6. Oath of Office – CS Form No. 32, Revised 2018 (1 original)		
7. Certificate of Assumption to Duty – CS Form No. 4, Series of 2025 (3 original)		
8. Clearance – CSC Form 7, except for original and reemployment (3 originals & 1 photocopy)		
9. Position Description Form-DBM-CSC Form No. 1, Revised version No. 1 s. 2017 (3 originals)		
10. Personal Data Sheet – Duly accomplished CSC Form 212, Revised 2025 (3 original)		
11. Work Experience Sheet (3 original)		
12. Certified true copy of original Transcript of Records (3 photocopies)		Emanating School
13. CSC Eligibility, except for Reappointment as Provisional (1 original & 2 photocopies)	CSC	
14. Latest Payslip (1 photocopy)	Appointee	
15. Statement of Assets & Liabilities (3 originals)		
16. Latest Approved Appointment, except for Original and reemployment (3 photocopy)	Previous/Current employer	
17. Performance Rating, except for Original and reemployment (3 photocopy)		
18. Medical Certificate – CSC Form No. 211, Revised 2017 (1 original & 2 photocopies)	HR Non-Teaching Unit	
19. Results of Neuropsychiatric Medical Exam and Laboratory test (1 original & 3 photocopies)		
20. NBI Clearance, except for promotion, reappointment and transfer (3 photocopy)	NBI	
21. PSA Birth Certificate, except for promotion, reappointment and transfer (3 photocopy)	PSA	
22. Marriage Certificate, if applicable, except for promotion, reappointment and transfer (3 photocopy)	PSA	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements	1.1. Receives and check for the completeness of the submitted requirements for appointment	None	15 minutes	HR Non-Teaching Unit Staff
	1.2. Prepare Appointment paper (CS Form No. 33-A)	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Forward to authorized signatories to sign on the certifications at the back of the appointment (CS Form No. 33-A)	None	minutes	HR Non-Teaching Unit Staff
2. Appointee receives a copy of the signed appointment (CS Form No. 33-A)	2.1. Appointment for signature of appointee in the acknowledgement at the back of the appointment and furnish a copy of his/her appointment	None	5 minutes	HR Non-Teaching Unit Staff
	2.2. Appointment and other supporting documents with Appointment Transmittal and Action Form for submission to CSCFO	None	5 minutes	HR Non-Teaching Unit Staff
TOTAL		None	40 minutes	



Processing of Terminal Leave Benefits

Office or Division:	Human Resource Non-Teaching Unit	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	DepEd SDO, QC employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Transmittal (2 copies)	HR Non-Teaching Unit	
2. Letter request (1 original)	Concerned Retiree	
3. Service Record (1 original)		
4. GSIS Retirement Voucher (1 original)		
5. GSIS Retirement Clearance (1 photocopy)	HR Non-Teaching Unit	
6. Latest Notice of Salary Adjustment (NOSA) (1 original)		
7. List of Terminal Leave (3 copies)		
8. Statement of Vacation and Sick Leave Credits (3 copies)		
9. List of actual retirees to be paid (3 copies)	School/SDO	
10. Certification of Accumulated Leave Credits by the Division Personnel Officer (3 originals)		
11. Certified Copies of Leave Cards (1 original)		
For deceased employee:		
1. Death Certificate (1 photocopy)	PSA	
2. PSA Marriage Certificate (1 photocopy)	Spouse	
3. Survivorship, If applicable (1 photocopy)	Attorney	
4. Special Power of Attorney (1 original & 2 photocopies)		
5. PSA Birth Certificate of Children, if employee has no living spouse (1 photocopy)	PSA	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements within the prescribed timeline from the concerned office	1.1. Receive the complete documents	None	10 minutes	Records Section Staff
	1.2. Check the document as to completeness	None	10 minutes	Record Section Staff
	1.3. Forward the complete document to the Personnel for appropriate Action	None	2 hours	Record Section Staff
	1.4. Review the submitted complete document and inform the concerned person if the requirements are incomplete and provide appropriate action	None	3 days – 1 week depending on the length of service	HR Non-Teaching Unit Staff
	1.5. Forward to the Accounting Section for Approval	None	20 minutes	HR Non-Teaching Unit Staff
	1.6. Forward to the Administrative Services for Approval	None	20 minutes	Accounting Section Staff
	1.7. Forward to the ASDS for Approval	None	20 minutes	Administrative Section Staff
	1.8. Forward to the SDS for Approval	None	20 minutes	ASDS Office Staff
	1.9. Forward the approved terminal leave to the Records Section for release to DepED-NCR	None	15 minutes	SDS Office Staff
TOTAL		None	1 week, 3 hours, & 55 minutes / 3 day, 3 hours, 55 minutes	



Request for Correction of Name and Change of Status

Office or Division:	Human Resource Non-Teaching Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DepEd SDO, QC employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PSA Marriage Certificate, for Change of Status (1 original and 1 photocopy)			PSA	
2. PSA Birth Certificate, for Correction of Name (1 original and 1 photocopy)			PSA	
3. Request Letter (1 copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documents	1.1. Receive and check the complete document	None	5 minutes	HR Non-Teaching Unit Staff
	1.2. Updating of records	None	5 minutes	HR Non-Teaching Unit Staff
	1.3. Preparation of Special Order Form, for change of name (3 original copies)	None	30 minutes	HR Non-Teaching Unit Staff/HRMO
TOTAL		None	40 minutes	