



Republic of the Philippines  
**Department of Education**  
REGION IX

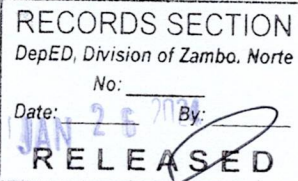
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE

**Office of the Schools Division Superintendent**

January 26, 2024

Division Memorandum

No. 66, s. 2024



**SUBMISSION OF MONITORING TOOLS/CHECKLISTS AND FORMS USED IN  
OFFICE PROCESSES AND SERVICES BASED ON DEPED CITIZEN'S CHARTER**

To: **Division Chiefs**  
**Division Program Owners**  
**Unit Heads**  
All Others Concerned

1. In line with the Division's thrust to establish and improve the Quality Management System in all its divisions and offices, program owners/unit heads are required to submit to the QMS secretariat the monitoring tools, checklists, and forms being utilized in the declared processes or as captured by the DepEd Citizen's Charter 2022, 1<sup>st</sup> Edition.
2. Deadline of submission shall be on February 2, 2024 thru the link [depedzn.net/link/zncchecktoolsQMS](https://depedzn.net/link/zncchecktoolsQMS).
3. Attached in this memorandum is the List of Office Services/Processes for your guidance.
4. For further inquiries, please feel free to direct your call or text to Mr. Wilson H. Inding, SEPS-SMME or to Mr. Jed A. Nieves, EPS II -SMM&E, thru these mobile numbers, **0998-262-2462** or **0995-881-1881**, accordingly.
5. For strict compliance.

**For the Schools Division Superintendent**

**JOY E. LETRAN- SINGSON**  
CES, SGOD/In-Charge of the Office

SMM&E/Jan/ 029 -MEMORANDUM-QMStools/01262024



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SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE

Enclosure of DM No. 66s, 2023

**LIST OF OFFICE SERVICES/ PROCESSES**  
**Based on DepEd Citizen's Charter 2022, 1<sup>st</sup> Edition**  
For Internal Audit

<b>ADMINISTRATIVE &amp; FINANCE SERVICES DIVISION</b>			
<b>OFFICE/UNIT</b>	<b>PROCESSES</b>	<b>CLASS-IFICATION</b>	<b>TYPE</b>
<b>SDS</b>	1) Issuance of Foreign Travel Authority	Simple	G2G
	2) Issuance of Foreign Personal Travel Authority	Simple	G2G
<b>LEGAL</b>	3) Issuance of Certificate of No Pending Case	Simple	G2G
	4) Request for Correction of Entries in School Records	Simple	G2C
<b>ICT</b>	5) User Account Management for Centrally Managed Systems	Simple	G2G
	6) Uploading of Publications	Simple	G2G
<b>BUDGET</b>	7) Troubleshooting of ICT Equipment	Simple	G2G
	8) Processing of ORS	Simple	G2G
	9) Posting/Updating of Disbursement	Simple	G2G G2C
<b>CASH</b>	24) Handling of Cash Advances	Simple	G2G
<b>RECORDS</b>	10) Issuance of Requested Documents (Non-CTC)	Simple	G2C
	11) Issuance of Requested Documents (CTC and Photocopy of Documents)	Simple	G2C
	12) Receiving and Releasing of Communication and Other Documents	Simple	G2G
	13) Certification, Authentication, Verification (CAV)	Complex	G2C
	14) Receiving and Releasing of Communication and Other Documents	Simple	G2C G2B G2G
	15) Receiving of Complaints against Non-Teaching Personnel	Simple	G2G G2C G2B
	16) Receiving of Complaints against Teaching Personnel (Multi-stage Processing)	Complex	G2G G2C G2B
<b>Personnel</b>	17) Acceptance of Employment Application for Initial Evaluation (Teaching Position)	Simple	G2C
	18) Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-related Positions both promotion and entry)	Simple	G2G G2C



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	19) Application for ERF (Equivalent Record Form)	Complex	G2G
	20) Application for Leave	Simple	G2G
	21) Application for Retirement	Complex	G2G
	22) Foreign Travel Authority Request on Official Time or Official Business	Simple	G2G
	23) Issuance of Certificate of Employment	Simple	G2G
	24) Issuance of Service Record	Simple	G2G
	25) Loan Approval and Verification	Simple	G2G
	26) Processing of Appointment (Original, Reappointment, Promotion, and Transfer)	Simple	G2G
	27) Processing of Terminal Leave Benefits	Simple	G2G
	28) Request for Correction of Name and Change of Status	Simple	G2G
<b>SUPPLY</b>	29) Requisition and Issuance of Supplies	Simple	G2G
	30) Property and Equipment Clearance Signing	Simple	G2G
	31) Inspection, Acceptance and Distribution of textbooks, Supplies and Equipment	Complex	G2G

<b>CURRICULUM IMPLEMENTATION DIVISION</b>			
<b>OFFICE/UNIT</b>	<b>PROCESSES</b>	<b>CLASS-IFICATION</b>	<b>TYPE</b>
	1) Program Workflow of Submission of Contextualized Learning Resources	Highly Technical	G2G
	2) Quality Assurance of Supplementary Learning Resource	Complex	G2G
	3) Accessing Available Learning Resources from LRMDs Portal	Simple	G2C
	4) Borrowing of Learning Materials from Libraries	Simple	G2C
	5) Alternative Learning System (ALS) Enrollment	Simple	G2C

<b>SCHOOL GOVERNANCE AND OPERATIONS DIVISION</b>			
<b>OFFICE/UNIT</b>	<b>PROCESSES</b>	<b>CLASS-IFICATION</b>	<b>TYPE</b>
<b>PLANNING &amp; RESEARCH</b>	1) Request for Basic Education Data (External Stakeholder)	Simple	G2C
	2) Request for Basic Education Data (Internal Stakeholder)	Simple	G2C



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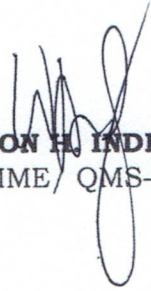
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE

	3) Request for Data for EBEIS/LIS/NAT and Performance Indicators	Simple	G2G
<b>SCHOOL MANAGEMENT MONITORING &amp; EVALUATION</b>	4) Issuance of Government Permit, Renewal, Recognition of Private Schools	Highly Technical	G2C, G2B
	5) Issuance of Special Orders for Graduation of Private School Learners	Highly Technical	G2B
	6) Application for Senior High School (SHS) Additional Track/Strand	Highly Technical	G2B
	7) Application of Summer Permit for Private School	Complex	G2B
	8) Application for No Increase in Tuition Fee	Complex	G2B
	9) Application for Increase in Tuition Fee	Complex	G2B

Prepared by:

Reviewed:

  
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 PDO-I/Secretariat

  
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 SEPS, SMME/ QMS-IA Head

Noted:

  
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 Chief Educ. Supervisor, SGOD/ QMR



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