



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON

OFFICE OF THE REGIONAL DIRECTOR

OPERATIONS MANUAL



Address: Gate 2, Karangalan Village, Cainta, Rizal

Telephone No.: 02-8682-2114

Email Address: region4a@deped.gov.ph

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INTRODUCTION

Effective as of April 27, 2023

The Regional Office of the Department of Education is responsible for the achievement of the goals and priority targets of the Department in a specific geographical area in the country.

It actively collaborates with the local government units and other educational stakeholders to develop a policy framework that reflects the needs, opportunities, and aspirations of the regional community.

It provides over-all field leadership to Schools Divisions by setting regional policy directions, standards, and strategies consistent with the national framework for the development and management of programs and projects relevant to the socio-cultural context of the region. Therefore, it is responsible and accountable for building a community of Schools Divisions and their continuous development to create a collective effort to achieve the region's goals.

The Office of The Regional Director (ORD) ensures equitable access to, promotes equity in, and continuously improves the quality of basic education in the region and schools divisions under its care by leading in policy and direction setting, standard setting and enforcement (consistent with the national educational policies, plans and standards), partnership building and networking with stakeholders of education, as well as by effectively and efficiently managing the financial, human, and physical resources of the region.

The ORD is supported by the Office of the Assistant Regional Director in performing its duties and functions. Under the Rationalized Plan of the Department of Education, the ORD is composed of three sub- units: The Legal Unit, the Information and Communication Technology (ICT) Unit and the Public Affairs Unit (PAU).

The Legal Unit handles legal and investigation matters concerning the regional office and its employees, and those delegated by the Central Office; provides legal advice and render legal opinions to the Regional Director and officials of the region; and interprets laws and rules affecting the operation of the Department; prepares contracts and instruments to which the Department is a party and interprets provisions of contracts covering work performed for the Department by private entities.

The ICT Unit's major responsibility is to manage the ICT System and infrastructure to effectively support operations, ICT-related plans, and programs of the divisions/units within the region.

On the other hand, the PAU provides direct communication support to the Regional Director and other official spokespersons (speeches, messages, media coverage, talking points, and other similar public and media relations requirements); manages



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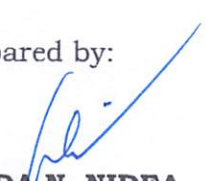
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information flow and communications in support of crisis management and manages the communication system, processes and mechanisms to strengthen relationships with external partners, media organizations and inform the public of the status and accomplishments of the region.

Moreover, the Functional Divisions and its units and sections of the region, composed of the Curriculum and Learning Management Division, Education and Support Services Division, Field Technical Assistance Division, Quality Assurance Division, Human Resource Development Division, Policy Planning and Research Division, Administrative Division and Finance Division operationalize the management, core, and support processes (refer to each Functional Division Manual).

The Department of Education–Region 4A CALABARZON Operations Manual is developed to ensure effective and efficient management of the financial, human, and physical resources of the Region by providing all Schools Divisions and all units in the Regional Office with timely and appropriate technical assistance and guidance in the performance of their respective functions towards achievement of DepEd thrusts and goals.

Prepared by:


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Officer-in-Charge
Office of the Assistant Regional Director

Approved by:


ATTY. ALBERTO T. ESCOBARTE,
CESO II
Regional Director



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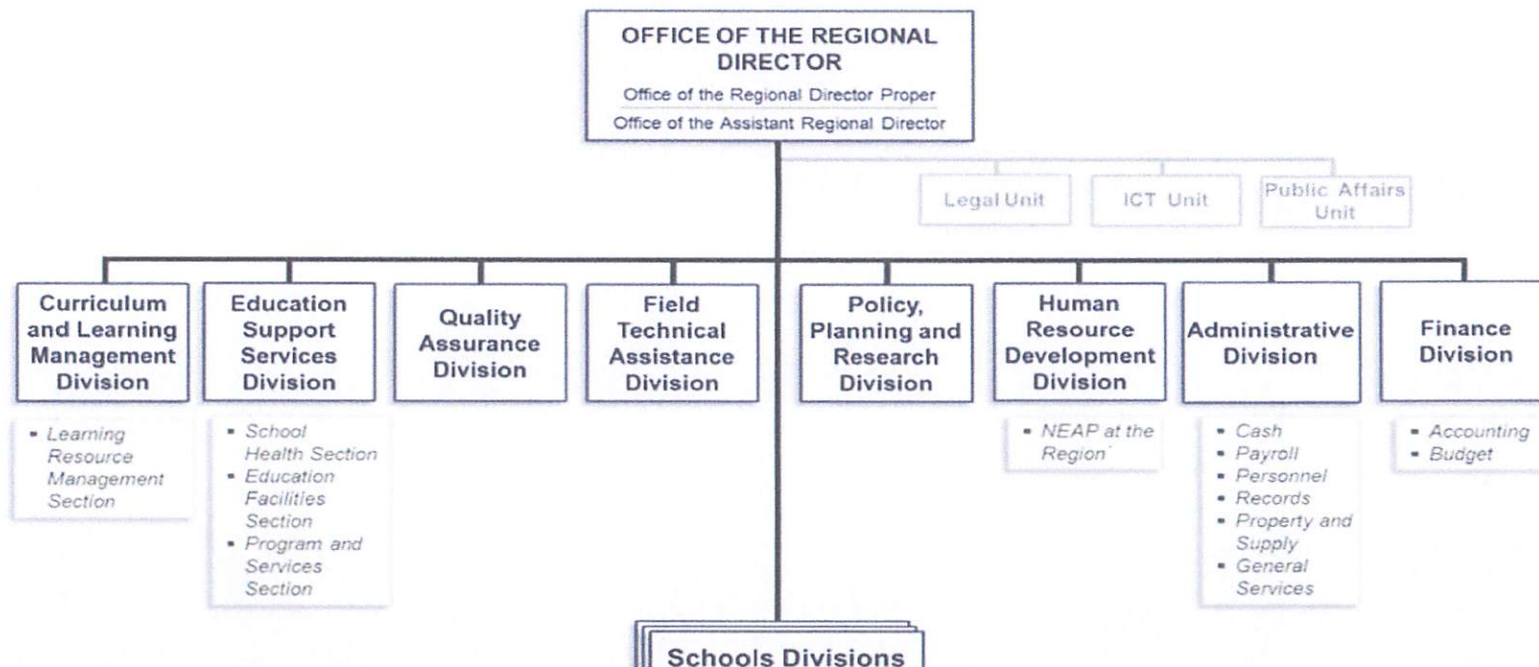
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ORGANIZATIONAL STRUCTURE, OFFICE FUNCTIONS, AND JOB SUMMARY
Effective as of April 27, 2023

ORGANIZATIONAL STRUCTURE (Regional Office)



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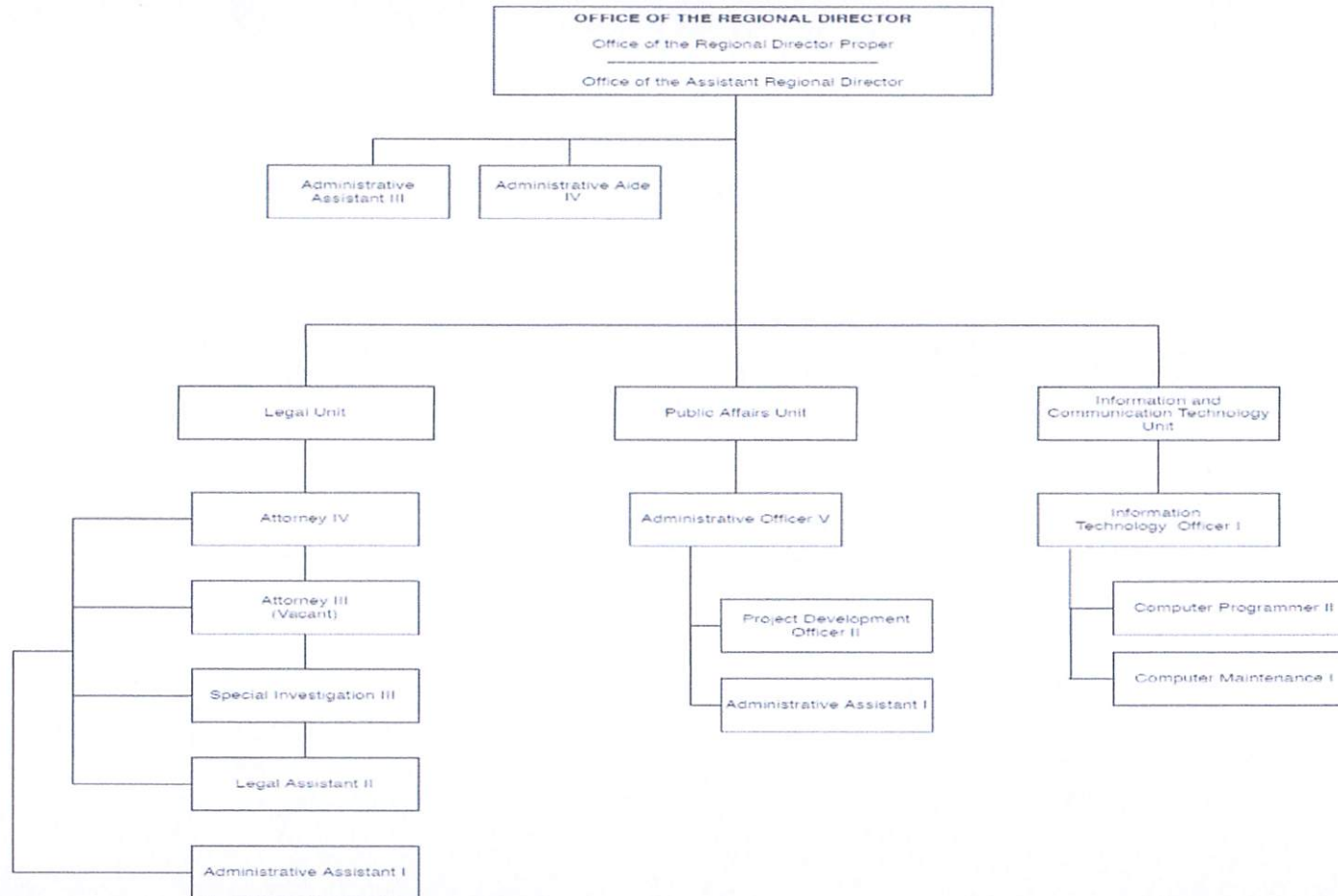


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ORGANIZATIONAL STRUCTURE (Office of the Regional Director)



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OFFICE FUNCTIONS

Name of Office/ Division:	Office of the Regional Director
Strand/Governance level:	Regional Office
Statement of Purpose	
The Office of the Regional Director (ORD) leads and engages Regional Office units, Schools Division Offices, partners, and other educational stakeholders in providing quality and accessible basic education through policy and direction setting, partnership building, enforcement of standards, and resource management.	
Outcomes	Outcome
<ul style="list-style-type: none"> School Division Offices are able to manage curriculum implementation effectively 	<ul style="list-style-type: none"> 100% of SDOs manage and effectively implement the curriculum.
<ul style="list-style-type: none"> Regional Office (RO) units and Schools Division Offices (SDOs) continuously improve their operations 	<ul style="list-style-type: none"> Percentage of RO units and SDOs that have accomplished 100% of the targeted performance indicators in terms of access, quality, and governance compliant to standards and policies



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<ul style="list-style-type: none"> Partners and other stakeholders continuously and actively support the regional offices' programs, projects, and activities 		<ul style="list-style-type: none"> Number of commitments/pledges and MOA/MOU signed with partners and stakeholders in support of the PPA implementation. 	
Key Result Areas	Objectives	Outputs	Outputs Indicators
Strategic Leadership and Management	To translate the National Education Development Plan (NEDP) and framework to Operational Plan that is suited to the context and situation of the region	<ul style="list-style-type: none"> Regional Basic Education Plan (RBEP) 	<ul style="list-style-type: none"> Approved Regional Strategic Directions and Policy Framework
	To ensure RO and SDOs are managed and led effectively, efficiently, and collaboratively	<ul style="list-style-type: none"> WFP, AIP, APP, PPMP Budget Utilization Report Budget and Financial Accountability Reports 	<ul style="list-style-type: none"> Number of programs/ projects/ activities (PPAs) implemented by the RO per PMIS Percentage of accomplishment based on the WFP



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	To establish a mechanism for effective implementation of P/P/As in the region	<ul style="list-style-type: none"> Implementing Guidelines on the implementation of PPAs in the form of regional issuances (Orders, Memoranda, Advisories, etc) 	<ul style="list-style-type: none"> RO units and SDOs adapting the mechanism, established guidelines on the implementation of PPAs
Curriculum Management	To manage the development and implementation of curriculum contextualization	<ul style="list-style-type: none"> Contextualized learning resources per grade level across all subject areas including ALS 	<ul style="list-style-type: none"> Number of developed and contextualized learning resources across all subject areas including ALS
	To review and recommend policies on curriculum implementation (CI), learning delivery (LD) and learning resource management (LRM)	<ul style="list-style-type: none"> Policy recommendation on CI, LD and LRM 	<ul style="list-style-type: none"> Number of policies reviewed and recommended



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	To manage the development of contextualized learning outcomes assessments	<ul style="list-style-type: none"> Contextualized Learning Outcomes Assessment Learning Assessment Tools 	<ul style="list-style-type: none"> Number of developed contextualized learning outcomes assessment Number of Learning Assessment Tools/Tests Developed Number of utilized Learning Assessment Tools Number of SDOs that utilized the Learning Assessment Tools
	To develop implementing guidelines on Curriculum Implementation, Innovation, Contextualization, Learning Resource Development and Management, and Learning Outcomes Assessment	<ul style="list-style-type: none"> Regional Orders, Memoranda, Advisories 	<ul style="list-style-type: none"> Number of Regional Orders, Memoranda, and Advisories issued
Quality Assurance	To implement the institutionalized Regional Quality	<ul style="list-style-type: none"> QAME and Assessment Framework 	<ul style="list-style-type: none"> Functional and Operational Regional QAME and Assessment Framework Number of RO units and SDOs



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	Assurance, Monitoring, Evaluation (RQAME) and Assessment Framework		implementing the Regional QAME and Assessment Framework
	To ensure effective utilization of the QAME result to improve functional divisions and SDOs performance	<ul style="list-style-type: none"> Regional Policy on the utilization of QAME results 	<ul style="list-style-type: none"> Number of RO units and SDOs which adopted the Regional Policy on the utilization of QAME results 100% RO units and SDOs implementing Functional and Operational RQAME
	To ensure the approval for the establishment, renewal, and recognition of private schools	<ul style="list-style-type: none"> Government permit to operate Recognition issued 	<ul style="list-style-type: none"> Number of approved applications for the establishment of Private schools Number of schools compliant to standards
	To ensure the approval for the establishment,	<ul style="list-style-type: none"> Issuance of School ID and UACS 	<ul style="list-style-type: none"> Number of newly established schools with School ID and UACS Number of newly approved integrated



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	conversion, naming, and renaming of Public Schools		school
	To ensure the proper implementation of P/P/As for continuous improvement and sustainability	<ul style="list-style-type: none"> Policy gap analysis and recommendations for improvement and sustainability 	<ul style="list-style-type: none"> Number of P/P/As per PMIS and WFP monitored, evaluated, and results analyzed
Partnership Building	To identify resource needs and potential local and international donors	<ul style="list-style-type: none"> Signed MOA/MOU List of resource needs with the profile of potential local and international donors 	<ul style="list-style-type: none"> Number of identified local and international donors of education-related program/project
	To craft localized policies and standards for partnership building	<ul style="list-style-type: none"> Regional Memoranda Localized policies and standards prescribed for partnership building such as 	<ul style="list-style-type: none"> Number of localized policies and standards prescribed and adapted <ul style="list-style-type: none"> Number of signed MOAs/MOUs



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		Regional Orders, Memoranda, Advisories	
	To create opportunities for partnership in relevant areas	<ul style="list-style-type: none"> Signed MOAs/MOUs 	<ul style="list-style-type: none"> Number of stakeholders' convergence/partnership
		<ul style="list-style-type: none"> Support/Assistance received with applicable support documents (e.g. contracts, pledges, etc.) 	<ul style="list-style-type: none"> Number of Local/International partnerships established
	To establish effective M&E for partnership sustainability	<ul style="list-style-type: none"> Progress report M & E Tool for sustained partnership Organized information 	<ul style="list-style-type: none"> Number of standard tools for effective M&E and sustained partnerships
People Development	To ensure that the recruitment, selection, and	<ul style="list-style-type: none"> List of employees hired Contextualized 	<ul style="list-style-type: none"> Number of employees promoted Number of qualified and competent employees hired within the allowable turn-around time



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	placement system is implemented effectively and efficiently	Policy on RSP	<ul style="list-style-type: none"> Percentage of vacant items filled up without delay
	To institutionalize a comprehensive employee welfare program on wellness, rewards and incentives, and gender and development, etc.	<ul style="list-style-type: none"> Localized Policy on Employee Welfare with EOP Contextualized Policy on GAD 	<ul style="list-style-type: none"> Number of policies on comprehensive employees' program formulated and implemented.
	To provide continuous professional learning and development for RO and SDO personnel	<ul style="list-style-type: none"> Localized Human Resource Development (HRD) System Localized L&D Policy List of employees capacitated 	<ul style="list-style-type: none"> RO & SDOs L & D Plans implemented Number of L & D activities for RO and SDO personnel Number of localized L & D policies implemented
Office Administration and	To establish and maintain systems and processes geared towards	<ul style="list-style-type: none"> Operations Manual and/or Citizens Charter 	<ul style="list-style-type: none"> Streamlined Processes/Services and Procedures as declared in the Operations Manual and Citizen Charter Operational document tracking system



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Performance Management	administrative effectiveness and efficiency	<ul style="list-style-type: none"> • Document Tracking System • M&E tools 	<ul style="list-style-type: none"> • Number of M&E tools developed
		<ul style="list-style-type: none"> • Administrative and Financial Reports 	<ul style="list-style-type: none"> • Number of pertinent forms and documents accomplished and submitted on time (e.g. WFP, PPMP, APP)
	To promote a culture of excellence, innovation, and collaboration	<ul style="list-style-type: none"> • List of employees given recognition • Citizen/Client Satisfaction Survey (CCSS) Results and Analysis 	<ul style="list-style-type: none"> • Number of recognition initiatives conducted • CCSS rating received • Number of satisfied clients/ customers based on feedback received



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Name of Office/ Division:	Public Affairs Unit
Strand/Governance level:	Regional Office
Statement of Purpose	
The Public Affairs Unit (PAU) provides the stakeholders with accurate, adequate, and timely information and strengthens linkages with all stakeholders towards enhanced awareness and perception of the Region and of the Department.	
Outcomes	Outcome Indicators
<ul style="list-style-type: none">All stakeholders are guided by a communication system in support of DepEd Programs/Projects/Activities (P/P/As) and the Regional Strategic Direction.	<ul style="list-style-type: none">Percentage of stakeholders' awareness on DepEd's PPAsPercentage of stakeholder's supporting DepEd's PPAs
<ul style="list-style-type: none">CO, RO & SDO officials are prepared for various successful regional public relations engagements	<ul style="list-style-type: none">Percentage of communication materials/press releases prepared and approved ahead of public relations engagements



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Key Result Areas	Objectives	Outputs	Outputs Indicators
Communication Systems and Processes	To implement the national communications framework developed at the national level	<ul style="list-style-type: none"> Regional Communication Plans, programs, and strategies 	<ul style="list-style-type: none"> Number of communication plans, programs, and strategies implemented Number of orientations conducted for the National Communications Framework
	To manage communication protocols at the RO and SDOs	<ul style="list-style-type: none"> Crisis Management Plan Communication Policy (Regional Orders, Memo etc.) 	<ul style="list-style-type: none"> Number of issues or concerns managed based on the crisis management plan Approved Crisis Management Plan Communications Policy/ Protocol implemented
	To implement standards on issuances of print and non-print materials	<ul style="list-style-type: none"> Implementation Plan on the Guidelines/Standards, print and non-print materials (DepEd Service Marks and Visual Identity Manual and DepEd Manual of Style) 	<ul style="list-style-type: none"> Number of issued print/non- print materials compliant to the set standards Number of orientation(s)/training(s) conducted for DepEd SMVIM and Manual of Style Number of official issuances/communications adhering to standards from the DepEd Manuals



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	To relay received information/ issues and concerns affecting the Region to proper office/s or authorities for information/ action.	<ul style="list-style-type: none"> • Press Releases • News Articles • Advisories • Letters 	<ul style="list-style-type: none"> • Number of Press Releases, News Articles, Advisories, Letters
	To provide appropriate technical assistance (e.g., communication plan development, development of print and non-print materials)	<ul style="list-style-type: none"> • Technical Assistance Report 	<ul style="list-style-type: none"> • Number of Press Releases, News Articles, Advisories, Letters
Communication Linkages	To conduct media and public relations events	<ul style="list-style-type: none"> • Press Kit • Press briefer • News materials/items published by local/ national media 	<ul style="list-style-type: none"> • Number of press conferences/ public briefings conducted



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	To act as spokesperson/representative of the RD and ARD	<ul style="list-style-type: none"> Report on media interviews, dialogues List of representations made 	<ul style="list-style-type: none"> Number of representations made
	To strengthen partnership with various media and stakeholders	<ul style="list-style-type: none"> Information & Education Campaign (IEC) and Advocacy Materials Signed MOA/MOU Infographics/Advocacy Videos, Audi-Visual Presentations 	<ul style="list-style-type: none"> Number of published/broadcast stories that involved partners and stakeholders Number of produced IEC Materials (print/digital)
Communication Support	To prepare information materials (messages, speeches, talking points, consolidated data) needed for RD's interview, press conferences/	<ul style="list-style-type: none"> Press Statements, Press Releases, Interviews, News materials/items published by local/national media Infographics, advocacy videos Copies of messages/speeches Newsletters (e-copy and hard copy), broadcast, and social media platforms 	<ul style="list-style-type: none"> Number of information materials released/ published in online and offline platforms Number of issued/volumes of newsletters published Number of episodes televised/ broadcasted/ streamed/ posted



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	media briefings, and other Public Relations (PR) engagements		
	To provide assistance on crisis management	<ul style="list-style-type: none"> • Official statement of the head of the office and/or resolution • Incident Reports • Communications Plan 	<ul style="list-style-type: none"> • Number of issues and concerns addressed • Crisis Communications Plan • Number of Incident Reports received and transmitted • Number of Official Statements Released
	To gather and consolidate data for stakeholders	<ul style="list-style-type: none"> • Documented Portfolios of submitted data of requested report from PAS-CO/Office of the Secretary 	<ul style="list-style-type: none"> • Number of accomplished/ submitted reports, incident reports, transcribed speeches, published news materials from the local and national media, feedbacks from the media/reporters
Office Administration and Performance Management	To establish and maintain systems and processes geared towards administrative	<ul style="list-style-type: none"> • Operations Manual and/or Citizens Charter • Document Tracking System • M&E tools 	<ul style="list-style-type: none"> • Streamlined Processes/Services and Procedures as declared in the Operations Manual and Citizen Charter • Operational document tracking system • Number of M&E tools developed



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	effectiveness and efficiency	<ul style="list-style-type: none"> Administrative and Financial Reports 	<ul style="list-style-type: none"> Number of pertinent forms and documents accomplished and submitted on time (e.g., WFP, PPMP, APP)
	To promote a culture of excellence, innovation, and collaboration	<ul style="list-style-type: none"> List of employees given rewards and recognition Citizen/Client Satisfaction Survey (CCSS) Results and Analysis Report on Actions taken relative to the CCSS results (if there's any) 	<ul style="list-style-type: none"> Number of recognition initiatives conducted CCSS rating received Number of satisfied clients/ customers based on feedback received
	To conduct periodic monitoring and evaluation of office/staff performance for the provision of relevant learning and development programs	<ul style="list-style-type: none"> IPCRF/OPCRF Accomplishments Capacitated staff Training Completion/Terminal Reports Report on performance coaching 	<ul style="list-style-type: none"> Percentage of achievement of IPCRF/OPCRF Number of personnel who attended learning and development programs Number of performance coaching activity conducted Number of Performance reviews conducted



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Name of Office/ Division:		Legal Unit	
Strand/Governance level:		Regional Office	
Statement of Purpose			
The Legal Unit provides prompt and responsive legal services to the stakeholders of the region to ensure integrity and accountability in public service and the efficient delivery of quality basic education.			
Outcomes		Outcome Indicators	
<ul style="list-style-type: none"> The stakeholders are assured of judicious decisions and actions adherent to DepEd policies, rules and regulations, and other relevant laws 		<ul style="list-style-type: none"> Case issuances and other official communciations Number of judicious decisions and actions adherent to DepEd policies, rules and regulations, and other relevant laws made or issued 	
<ul style="list-style-type: none"> Rights and welfare of learners and personnel are promoted and protected 		<ul style="list-style-type: none"> Number of policies implemented to promote and protect the rights and welfare of learners 	
Key Result Areas	Objectives	Outputs	Outputs Indicators
Investigation	To evaluate and facilitate appropriate handling of complaints	<ul style="list-style-type: none"> Orders, Notices, Resolutions, Indorsements, Letters, 	<ul style="list-style-type: none"> Number of complaints acted upon within the prescribed time



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		and other appropriate action documents	<ul style="list-style-type: none"> Percentage of cases appropriately handled
	To facilitate/assist/provide support in the conduct of a formal investigation of cases within the jurisdiction of the RD at the Regional Office – Proper (i.e., teaching personnel and non-teaching personnel within the Regional Office)	<ul style="list-style-type: none"> Summons, Notices, Investigation Reports, and other appropriate action documents Formal Charges Orders, Notices, Reports, and appropriate action documents 	<ul style="list-style-type: none"> Number of complaints investigated and acted upon Number of Investigation Reports made Number of Formal Charges issued Number of complaints investigated and/or complaints
	To conduct investigations on complaints within the jurisdiction of the CO (i.e., those cases lodged before the CO, but RO representatives are tasked to investigate)	<ul style="list-style-type: none"> Reports and other appropriate action documents 	<ul style="list-style-type: none"> Number of investigations conducted
	To facilitate the conduct of investigations unto complaints against private schools	<ul style="list-style-type: none"> Show Cause Orders Cease and Desist Orders 	<ul style="list-style-type: none"> Number of complaints acted upon



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Resolution of cases	To ensure the proper and prompt disposition and resolution of cases within the Disciplinary Jurisdiction of the RD	<ul style="list-style-type: none"> Resolutions, Orders, Decisions 	<ul style="list-style-type: none"> Number of Resolutions, Orders or Decisions issued
	To monitor the implementation of the Resolutions, Orders or Decisions	<ul style="list-style-type: none"> Memorandum/Orders Legal Monitoring Tool 	<ul style="list-style-type: none"> Number of issuances such as Memoranda, Orders or Indorsements made Number of Decisions referred for implementation
Legal Services	To provide support services (i.e., issuance of legal clearances) within the region in relation to retirement, leave for travel abroad, and other personnel actions	<ul style="list-style-type: none"> Certification on pendency or non-pendency of administrative cases filed in DepEd Legal Clearances (i.e., Certificates of No Pending Administrative Case) 	<ul style="list-style-type: none"> Number of Certifications issued Number of Legal Clearances issued



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	<p>To ensure legal representation in cases involving the DepEd region which are filed in judicial and quasi-judicial bodies</p>	<ul style="list-style-type: none"> • Pleadings, comments, briefs, etc. • Letters/indorsements, and other appropriate action documents • Indorsements to CO or OSG (i.e., request for legal assistance and representation) • Deputation Orders 	<ul style="list-style-type: none"> • 100% of cases involving the DepEd region which are filed in judicial and quasi-judicial bodies are represented • Legal representation/appearance before appropriate tribunals • Number of Pleadings, Comments, Briefs, etc., prepared • Number of Indorsements to CO or OSG and Deputation Orders
	<p>To facilitate the involvement of OSG in the cases filed by and on behalf of DepEd</p>	<ul style="list-style-type: none"> • Appearances of the OSG in hearings attended by DepEd 	<ul style="list-style-type: none"> • Number of appearances of the OSG in hearings attended by DepEd
	<p>To provide appropriate technical assistance to Divisions, Sections, and Units of the Regional Office and SDOs</p>	<ul style="list-style-type: none"> • Technical Assistance Plans and Reports • Indorsements, Entries in Legal TA Logbook, other communications • Capacitated personnel 	<ul style="list-style-type: none"> • Number of technical assistances on legal matters/services provided • Number of Indorsements, Entries



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		on legal matters/services	in Legal TA Logbook, other communications <ul style="list-style-type: none"> Number of capacitated personnel on legal matters/services
	To provide legal support services on School Sites Titling	<ul style="list-style-type: none"> Indorsements, Legal TA Logbook, other communications Indorsements/Technical Assistance re School Sites issues 	<ul style="list-style-type: none"> Number of Indorsements, Entries in Legal TA Logbook, other communications Number of meetings/FGD/convergence with stakeholders to address School Sites concerns
	To provide legal support services on private school matters and other legal concerns	<ul style="list-style-type: none"> Membership/Representation in Special Committees Legal Opinion Correction of School Record Entries Draft/Reviewed MOA/MOU/Contracts 	<ul style="list-style-type: none"> Number of meetings participated Number of Legal Opinion released Number of Resolutions on the correction issued Number of MOA/MOU/Contracts drafted or reviewed



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			<ul style="list-style-type: none"> Percentage of general legal/technical services provided within the prescribed timeline
Office Administration and Performance Management	To establish and maintain systems and processes geared towards administrative effectiveness and efficiency	<ul style="list-style-type: none"> Operations Manual and/or Citizens Charter Document Tracking System 	<ul style="list-style-type: none"> Streamlined Processes/Services and Procedures as declared in the Operations Manual and Citizen Charter Operational Document Tracking System
	To develop and manage a Legal Monitoring System	<ul style="list-style-type: none"> Legal M&E Tools/ Tracking System 	<ul style="list-style-type: none"> Number of meetings with relevant offices in developing the Legal Monitoring System conducted Number of M&E tools developed Database of legal documents/files established and maintained



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	To ensure that administrative, budget, finance, and other relevant processes and requirements are met	<ul style="list-style-type: none"> Administrative and Financial Reports 	<ul style="list-style-type: none"> Number of pertinent forms and documents accomplished and submitted on time (e.g. WFP, PPMP, APP)
	To promote a culture of excellence, innovation, and collaboration	<ul style="list-style-type: none"> Innovation projects proposals or research List of employees given recognition Citizen/Client Satisfaction Survey (CCSS) Results 	<ul style="list-style-type: none"> Number of innovations, projects, or research submitted and approved Number of recognitions received CCSS rating received
	To conduct periodic monitoring and evaluation of office/staff performance for the provision of relevant learning and development programs	<ul style="list-style-type: none"> IPCRF/OPCRF Accomplishment Capacitated staff Training Completion/Terminal Reports 	<ul style="list-style-type: none"> Percentage of achievement of IPCRF/OPCRF Number of staff who attended learning and development programs
		<ul style="list-style-type: none"> Reports on performance coaching 	<ul style="list-style-type: none"> Number of performance coaching activity conducted Number of Performance review conducted



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Name of Office/ Division:		Information and Communication Technology Unit	
Strand/Governance level:		Regional Office	
Statement of Purpose			
<p>The Information and Communication Technology Unit (ICTU) provides support to regional employees and Division Information Technology Officers (ITOs) to ensure quality services through delivery and deployment of ICT-enabled solutions and services.</p>			
Outcomes			
<ul style="list-style-type: none"> • Regional Office employees and School Division Offices (SDOs) adhere to and implement issued localized ICT policies and standards, aligned with national directives. • ICT programs and Projects successfully implemented by SDOs 			
Key Result Areas	Objectives	Outputs	Outputs Indicators
National Policies on ICT Programs/Projects Implementation	To comprehensively monitor complete and timely compliance of the	<ul style="list-style-type: none"> • Policy Implementation • Plan M & E Plans and Reports 	<ul style="list-style-type: none"> • Approved policy implementation plan • Number of Regional Office units and SDOs monitored.



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	Regional Office units and SDOs to the national and regional-related policies on ICT.		
	To provide appropriate technical assistance to Regional Office units, and SDOs	Technical Assistance Reports	<ul style="list-style-type: none"> Number of technical assistance provided in ensuring the implementation of ICT programs and projects
ICT system and infrastructure design and management	To adopt an ICT Plan aligned with DepEd Information Systems Strategic Plan (ISSP) responsive to regional needs	<ul style="list-style-type: none"> Approved ICT Plan 	<ul style="list-style-type: none"> Completed the creation and adoption of the ICT Plan Percentage of implemented/ accomplished programs/projects/ activities in the approved ICT Plan
	To design and develop ICT systems to automate/	<ul style="list-style-type: none"> Functional ICT System ICT Solutions 	<ul style="list-style-type: none"> Number of developed /implemented/ enhanced/ maintained ICT Solutions Number of ICT systems developed and implemented.



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	enhance/ maintain Regional business processes		<ul style="list-style-type: none"> Percentage of automated business process
	To manage the maintenance of system and infrastructure	<ul style="list-style-type: none"> M and E Reports Preventive Maintenance Report 	<ul style="list-style-type: none"> Number of system functionalities and infrastructure performance deployment that are monitored and evaluated
Management of ICT service provider	To review ICT-related MOA/MOU/Contracts/Service Level Agreement (SLA) and recommend appropriate action (in coordination with Legal Unit)	Action slip	<ul style="list-style-type: none"> Percentage of reviewed existing and incoming ICT-related MOA/MOU/Contracts/SLA and recommended appropriate action
	To monitor and evaluate the	<ul style="list-style-type: none"> M & E Reports 	<ul style="list-style-type: none"> Number of monitored and evaluated partners that



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	compliance of partners as to stipulated provision in ICTrelated MOA/ MOU/ Contract/ SLA		complied with the provisions in ICT-related MOA/ MOU/ Contract/ SLA
Office Administration Performance Management	To establish and maintain systems and processes geared towards administrative effectiveness and efficiency	<ul style="list-style-type: none"> • Operations Manual and/or Citizens Charter • Document Tracking System • M&E tools 	<ul style="list-style-type: none"> • Streamlined Processes/Services and Procedures as declared in the Operations Manual and Citizen Charter • Operational document tracking system • Number of M&E tools developed
		<ul style="list-style-type: none"> • Administrative and Financial Reports 	<ul style="list-style-type: none"> • Number of pertinent forms and documents accomplished and submitted on time (e.g. WFP, PPMP, APP)
	To promote a culture of excellence, innovation, and collaboration	<ul style="list-style-type: none"> • List of employees given rewards and recognition 	<ul style="list-style-type: none"> • Number of recognition initiatives conducted • CCSS rating received



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		<ul style="list-style-type: none"> • Citizen/Client Satisfaction Survey (CCSS) Results and Analysis • Report on Actions taken relative to the CCSS results (if there's any) 	<ul style="list-style-type: none"> • Number of satisfied clients/ customers based on feedback received
	To conduct periodic monitoring and evaluation of office/staff performance for the provision of relevant learning and development programs	<ul style="list-style-type: none"> • IPCRF/OPCRF Accomplishments • Capacitated staff • Training Completion/Terminal Reports 	<ul style="list-style-type: none"> • Percentage of achievement of IPCRF/OPCRF • Number of personnel who attended learning and development programs
		<ul style="list-style-type: none"> • Report on performance coaching 	<ul style="list-style-type: none"> • Number of performance coaching activity conducted • Number of Performance reviews conducted



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JOB SUMMARY

Bureau/Service	Office of the Regional Director	Unit/Section	
Office Key Result Areas	1. Communication Systems and Processes 2. Communication Linkages 3. Communication Support 4. Performance Management 5. Office Management		

JD Number	Position	Job Summary	Key Result Areas	Reports to	Position Supervised
	Regional Director	Ensures access to, promote equity in, and continuously improve the quality of basic education in the region and schools divisions under his/her care by leading in policy and direction setting, standard setting and enforcement (consistent with the national educational policies, plans and standards), partnership building and networking with stakeholders of education,	<ul style="list-style-type: none"> • Strategic Management and Operations • Curriculum and Instruction Management • Quality Assurance • Human Resource Development and Management • Resource Management • Partnership and Linkages 	Secretary of Education through the Undersecretary For Governance and Operations	Schools Division Superintendents Asst. Schools Division Superintendents, Chiefs of Functional Divisions in the RO



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		as well as by effectively and efficiently managing the financial, human, and physical resources of the region.			
	Assistant Regional Director	Reports directly to the Regional Director to generally provide overall management and technical assistance for the efficient operations and effective implementation of policies and education programs at the Regional level	<ul style="list-style-type: none"> • Strategic Planning Curriculum and Instruction • Human Resource Development and Management • Resource Management <i>Additional KRA</i> <ul style="list-style-type: none"> • <i>Planning Performance Management</i> • <i>People Management</i> • <i>Management Reports</i> • <i>Management of Finance and Administrative</i> 	Regional Director	Regional Functional Division Chiefs, Schools Division Superintendent



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	Administrative Assistant III (Secretary II)	Provide prompt and quality support service to the Director and/or directorate by implementing administrative systems, procedures, and monitoring administrative projects in order for the Director to perform his/her duties efficiently.	<ul style="list-style-type: none"> • Office Management • Guest Reception • Records/Files Management 	Regional Director	None
	Administrative Aide IV (Driver II)	Provide transport service to the Director and deliver prompt and quality support service to the directorate by assisting in the implementation of administrative systems, procedures and projects in order for the Director to perform his/her duties efficiently.	<ul style="list-style-type: none"> • Driving • Vehicle Maintenance • Administrative Support 	Regional Director	None



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Bureau/Service	Office of the Regional Director	Unit/Section	Public Affairs Unit
Office Key Result Areas	1. Communication Systems and Processes 2. Communication Linkages 3. Communication Support		

JD Number	Position	Job Summary	Key Result Areas	Reports to	Position Supervised
	Administrative Officer V	Manage communication systems, processes and mechanisms to strengthen relationships with external partners and stakeholders and media organizations and inform the public of the accomplishments of the Region. Provide direct communication support to the RD/ARD and other official spokespersons. Manage information and communication platforms in support of information	<ul style="list-style-type: none">• Communication Systems and Processes• Communication Linkages• Communication Support• Localized Communication Strategies	Regional Director	PDO II ADAS I



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		dissemination and crisis management.			
	Project Development Officer II	<p>Provide assistance to the Information Officer III in the general functions stated.</p> <p>Act as the Alternate Information Officer.</p> <p>Manage information and communication platforms in support of information dissemination and crisis management.</p>	<ul style="list-style-type: none"> • Communication Systems and Processes • Communication Linkages • Communication Support • Implementation of approved localized communication strategies 	Administrative Officer V	None
	Administrative Assistant I	Provide general administrative support in the over-all operations of the Unit	<ul style="list-style-type: none"> • Data/File collection and management • Support to operations • Event planning, coordination, and implementation 	Administrative Officer V	None



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Bureau/Service	Office of the Regional Director	Unit/Section	Legal Unit
Office Key Result Areas	1. Investigation 2. Resolution of Cases 3. Legal Services 4. Office Administration and Performance Management		

JD No.	Position	Job Summary	Key Result Area	Reports To	Position Supervised
	Attorney IV	To provide effective, efficient, judicious and expeditious legal service to the Regional Office through: <ul style="list-style-type: none"> • Impartial, evidenced-based, and speedy disposition of administrative cases; • Effective and efficient delivery of in-house legal services and; • Reasonable monitoring and timely submission of reportorial requirements to 	<ul style="list-style-type: none"> • Impartial, Evidence-Based, and Speedy Investigation (includes matters involving private schools) • Provide Effective and Efficient In-House General Legal Services • Regular Monitoring and Timely Submission of Report on Matters which are Required by Law • School Sites: for SDOs without Legal Unit 	Regional Director	Atty. III SI III LA II ADAS I



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		appropriate authorities			
	Attorney III	<p>The Atty. III assists the Atty. IV in the provision of effective, efficient, judicious and expeditious legal service to the Regional Office through:</p> <ul style="list-style-type: none"> • Impartial, evidenced-based, and speedy evaluation or disposition of administrative complaints or cases; and • Effective and efficient delivery of in-house legal services <p>S/he also provides similar legal service to the Schools Division Offices (SDOs) which have no Attorney positions or whose Attorney III positions have remained</p>	Legal Service to SDOs without Attorney III positions/appointees	Attorney IV	SI III LA II ADAS I



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		vacant for a reasonable time due to difficulty in hiring. Additionally, s/he supports the SDOs with legal services to ensure safeguarding of the Department's rights and interests on school sites, and timely submission of reportorial requirements to appropriate authorities. In the performance of his/her functions in the SDO, s/he is required to personally report to the SDO at least two (2) days in a week or under such other arrangement as may be approved by the Regional Director (RD), with recommendation of the Schools Division Superintendent (SDS) concerned			
	Special Investigator III	To gather, examine and analyze information/facts received and conduct	<ul style="list-style-type: none"> Impartial, Evidence-Based, and Speedy Investigation (includes matters involving 	Attorney IV	None



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		investigation on cases/matters/ issues received/ submitted/referred to the Regional Office	private schools) <ul style="list-style-type: none"> • Provide Effective and Efficient In-House General Legal Services • Regular Monitoring and Timely Submission of Report on matters required by law 		
	Legal Assistant II	To conduct research on laws, rules and regulations, and jurisprudence necessary in the judicious and speedy resolution/disposition of cases	<ul style="list-style-type: none"> • Impartial, Evidence-Based, and Speedy Investigation (includes matters involving private schools) • Provide Effective and Efficient In-House General Legal Services 	Attorney IV	None
	Administrative Assistant I	To provide clerical support to the Unit Head and staff for the effective and efficient operation of the Legal Unit	<ul style="list-style-type: none"> • Plots/Schedules Legal Unit's Activities • Records Management • Administrative Support • Secretariat/Frontline 	Attorney IV	None



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Bureau/Service	Office of the Regional Director	Unit/Section	Information and Communications Technology Unit
Office Key Result Areas	1. Localization of ICT Policies, Programs, and Projects 2. ICT Systems and Infrastructure Design and Management 3. Management of ICT Service Providers		

JD No.	Position	Job Summary	Key Result Area	Reports To	Position Supervised
	Information Technology Officer I	To develop, implement and sustain ICT based solutions and services that meets regional requirements towards enhancing delivery of education services and governance functions.	<ul style="list-style-type: none"> ICT Plans, Programs and Projects Management Partnership and Stakeholder Management ICT Policies and Standards ICT M&E ICT Technical Assistance Unit's Performance 	Regional Director	Computer Programmer II Computer Maintenance Technologist I
	Computer Programmer II	To assist the IT officer by creating, designing and interpreting ICT based solutions to enhance the delivery of education services and government functions.	<ul style="list-style-type: none"> ICT Programs and Project Implementation Solutions Design and Development System Administration ICT Programs and Projects Monitoring and Evaluation (M&E) ICT Technical Assistance 	Information Technology Officer I	None



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		To rewrite, debug, maintain and test new systems as appropriate.			
	Computer Maintenance Technologist I	To provide the regional office with quick response in the maintenance of existing ICT infrastructure and resources, networks and equipment for efficient delivery of education	<ul style="list-style-type: none"> • Installation and Configuration of Network • Hardware Performance Monitoring and Evaluation 	Information Technology Officer I	None

Prepared by:

LOIDA N. NIDEA
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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LEGAL BASES AND REFERENCES

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Plan Formulation and Performance Monitoring & Evaluation

- a. Policy Implementation
 - b. Policy Review
 - c. Management Meetings
1. RA 9155 Implementing Rules and Regulations of RA 9155 otherwise known as the Governance of Basic Education Act of 2001
 2. DepED Order No. 52, s. 2015 titled New Organizational Structures of the Central, Regional, and Schools Division Offices of Department of Education
 3. DepED Order No. 2, s. 2015 titled The Guidelines on the Establishment and Implementation of Results-Based Performance Management System in the Department of Education.
 4. DepEd Order No. 13, s. 2015 titled Memorandum Numbering System
 5. DepEd Order No. 66, s. 2007 titled Revised Guidelines on the Appointment and Promotion of Other Teaching, Related Teaching and Non-Teaching Positions
 6. DepEd Order No. 42, s. 2017 titled The Revised Guidelines on Selection, Promotion and Designation of School Heads
 7. DepEd -4A-OM-08-19-166 (September 18, 2019) titled Authority to Sign Various Routine Documents
 8. ORA-OHRA Omnibus Rules on Appointments and Other Human Resource Actions
 9. Republic Act No. 11032 or Ease of Doing Business Act
 10. Republic Act No. 10173 Data Privacy Act of 2012
 11. Republic Act No. 9148 Procurement Law
 12. IRR R.A. 9184 s. 2016 The Government Procurement Reform Act
 13. Republic Act 10533 Implementing Regulation and Regulations of the Enhanced Basic Education Act of 2013
 14. DepEd Order 2, S. 2015 Guidelines on the Establishment and Implementation of the Result-Based Performance Management System (RPMS) in the Department of Education
 15. DepEd Order 52, 2015 New Organizational Structure of the Central, Regional, and School Division Offices of the Department of Education
 16. DepEd Order No. 105 S. 2009 Guidelines In Managing the Proper Use Of Internet Services in all Administrative Offices and Schools
 17. Republic Act No. 10173 Data Privacy Act (DPA) of 2012
 18. Implementing Rules and Regulations of the Data Privacy Act of 2012 Data Privacy Act of 2012
 19. Republic Act 10951 Article 154 Unlawful use of means of publication and unlawful utterances



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20. Republic Act 8792 section 6 to 13 It gives legal recognition of electronic data messages, electronic documents, and electronic signatures.
21. Republic Act 8792 section 16 Allows the formation of contracts in electronic form. (section 16)
22. Republic Act 8792 section 33 Hacking or cracking, refers to unauthorized access including the introduction of computer viruses, is punishable by a fine from 100 thousand to maximum commensuration to the damage. With imprisonment from 6 months to 3 years. Piracy through the use of telecommunication networks, such as the Internet, that infringes intellectual property rights is punishable.

Office and Staff Performance Monitoring and Appraisal

a. Office and Staff Performance Monitoring and Appraisal

1. DepEd Order No. 2, s. 2015 Guidelines on the Establishment and Implementation of the Results-Based Performance Management System (RPMS) in the Department of Education

Public Affairs Management

- a. Communication Planning, Management, Monitoring, and Evaluation
- b. Information Management and Dissemination

1. RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery (EODB-EGSB) Act of 2018
2. DepEd Order No. 56, s. 2004 dated October 14, 2004 or the Creation of the Department of Education Text (DETxt) Action Center and Designation of Office Head
3. Rationalization Plan Implementation under DO 52, s. 2015
4. Executive Order No. 2, s. 2016 dated July 23, 2016 or the Operationalizing in the Executive Branch the People's Constitutional Right to Information and the State Policies of Full Disclosure and Transparency in the Public Service and Providing Guidelines Therefor
5. Executive Order No. 6, s. 2016 dated October 14, 2016 or the Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
6. DepEd Order No. 72, s. 2016 dated November 25, 2016 or the Department of Education People's Freedom of Information Manual and Implementing Details
7. DepEd Memorandum No. 149, s. 2017 dated September 29, 2017 or the Designation of the Members of the DepEd People's Freedom of Information Committee, and of Receiving Officers and Decision Makers
8. Republic Act (RA) No. 10173 dated August 15, 2012 or the Data Privacy Act of 2012



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9. Department Order 31, s. 2019 titled Department of Education Service Marks and Visual Identity Manual
10. Department Order 30, s. 2019 titled Department of Education Manual of Style

Materials Production

1. PAS-OD-2023-031 Update on the DepEd-MATATAG Logo and Prescribing the use of Bagong Pilipinas Logo
2. DO 31, s. 2019: The Department of Education Service Marks and Visual Identity Manual
3. DO 30, s. 2019: The Department of Education Manual of Style
4. Regional Memorandum No. 809, s. 2018 titled General Guidelines in Submitting Articles for Publication in TEAnig Ng Calabarzon

Media Relations

1. Republic Act (RA) No. 11032 dated May 28, 2018 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
2. DepEd Citizen's Charter Handbook 2020 (1st Edition)
3. Joint Memorandum Circular No. 2019-001, The Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018
4. Memorandum Circular No. 2019-002, Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)
5. Memorandum Circular No. 2019-002-A, Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 Series of 2019 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR)
6. Executive Order No. 6, s. 2016 dated October 14, 2016 or Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center

Public Relations and Assistance

1. Republic Act (RA) No. 11032 dated May 28, 2018 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
2. DepEd Citizen's Charter Handbook 2020 (1st Edition)
3. Joint Memorandum Circular No. 2019-001, The Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018



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4. Memorandum Circular No. 2019-002, Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)
5. Memorandum Circular No. 2019-002-A, Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 Series of 2019 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR)
6. Executive Order No. 6, s. 2016 dated October 14, 2016 or Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center

Monitoring of Citizen/Client Satisfaction Survey

1. Office Memorandum No. 277, s. 2023 Guidelines in Addressing Negative Feedback Received Through the Client Satisfaction Management (CSM) Form
2. Office Memorandum No. 46, s. 2023 titled Gawad AGAD (Acknowledging Great Actions Delivered) for the Regional Office Employees
3. DM-OUHROD-2023-0930-CSM: Implementation of the Client Satisfaction Measurement (CSM) Form Prescribed by the Anti-red Tape Authority
4. DM-PHROD-2021-0165 titled Implementation of the Standardized Citizen/Client Satisfaction Survey (CCSS) Form in the Department of Education
5. DepEd Order No. 09, s. 2021 titled Institutionalization of a Quality Management System in the Department of Education
6. Republic Act (RA) No. 11032 dated May 28, 2018 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018
7. DepEd Citizen's Charter Handbook 2020 (1st Edition)
8. Joint Memorandum Circular No. 2019-001, The Implementing Rules and Regulations of Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018
9. Memorandum Circular No. 2019-002, Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and its Implementing Rules and Regulations (IRR)
10. Memorandum Circular No. 2019-002-A, Supplemental Guidelines on ARTA Memorandum Circular No. 2019-002 Series of 2019 or the "Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and its Implementing Rules and Regulations (IRR)



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11. Executive Order No. 6, s. 2016 dated October 14, 2016 or Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center

Assistance to the Office of the Solicitor General (OSG) in pending cases involving DepEd

- a. Requesting for Deputation/Legal Assistance from OSG
 1. Revised Guidelines on Deputation of Private Lawyers and Special Attorneys dated December 15, 2015 issued by SOLGEN pursuant to Section 35(1) of Executive Order No. 292, s. 1987

Development and Implementation of DepEd Child Protection Programs

- a. Creation of CPU and CREDe and the Guidelines on Express System of Reporting Child Abuse and Bullying Incidents in DepEd CALABARZON
 1. DepEd Order No. 003, s. 2021, Creation of the Child Protection Unit (CPU) and Child Rights in Education Desk (CREDe) in the Department of Education
 2. Regional Memorandum No. 217, s. 2021, Guidelines on Express System of Reporting Child Abuse and Bullying Incidents in DepEd CALABARZON
 3. DepEd Region IV-A CALABARZON's Child Protection Policy and Anti-Bullying (RCPPA) Manual of 2019
 4. DepEd Order No. 40, s. 2012, DepEd Child Protection Policy
 5. DepEd Order No. 18, s. 2015, DepEd Guidelines and Procedures in the Management of Children-at-Risk and Children-in Conflict with the Law
 6. RA 10627, Anti-Bullying Act of 2013, and its Implementing Rules and Regulations

Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel

- a. Commencing Administrative Cases against DepEd Officials, Teaching Personnel in the Region and Teaching-Related Non-Teaching Personnel in the RO
- b. Acting on the FFIR, and FIR on Complaints against Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO
- c. Acting on the Answer of the Respondent in the Formal Charge against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel of the RO
- d. Requesting Submission of List of Names of Persons to Compose the FIC
- e. Resolving Motion for Reconsideration to the Resolution/Decision issued by the Office of the RD
- f. Issuing Order to Execute Decision Imposing Penalty
- g. Submitting Comment to Appeal Memorandum/Memorandum



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- h. Conducting Preliminary Investigation on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO
 - i. Conducting Possible Amicable Settlement on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO
 - j. Conducting Fact-Finding Investigation on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO
 - k. Conducting Formal Investigation on Administrative Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO
 - l. Creating and proceeding before the Committee on Decorum and Investigation (CODI) for Sexual Harassment Cases
1. RA 4670, Magna Carta for Public Teachers and its Implementing Rules and Regulations
 2. RA 10627, Anti-Bullying Act of 2013 and its Implementing Rules and Regulations
 3. DepEd Order No. 40, s. 2012, DepEd Child Protection Policy
 4. RA 9184, Government Procurement Reform Act, and its Implementing Rules and Regulation
 5. R.A. 11032, Ease of Doing Business and Efficient Government Service Delivery Act of 2018
 6. DECS Service Manual of 2000
 7. DepEd Order No. 49, s. 2006, Revised Rules of Procedure of the Department of Education in Administrative Cases
 8. 1987 Constitution of the Philippines
 9. Civil Code of the Philippines
 10. Relevant Laws and Jurisprudence
 11. 2017 Rules on Administrative Cases in the Civil Service (RACCS)
 12. DepEd Order No. 55, s. 2013, IRR of RA 10627 known as Anti-Bullying Act of 2013
 13. DepEd Order No. 18, s. 2015, DepEd Guidelines and Procedures on the Management of Child-At-Risk (CAR) and Children in Conflict with the Law (CICL)
 14. DepEd Order No. 8, s. 2007, Revised Guidelines on the Operation and Management of School Canteens in Public Elementary and Secondary Schools
 15. DepEd Order No. 54, s. 2009, Revised Guidelines Governing Parents-Teachers Associations (PTAs) at the School Level
 16. DepEd Orders on No Collection Policies



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17. Republic Act No. 5546, Act further amending the Prohibition on the Collection of Contributions from School Children of Public Primary, Intermediate and High Schools
18. DepEd Orders on Educational Field Trips
19. DECS Service Manual of 2000
20. Executive Order No. 292, s. 1987, The Administrative Code of 1987
21. DepEd Order No. 35, s. 2004, Revised Grievance Machinery of the Department of Education
22. DepEd Order No. 15, s. 2012, DepEd Policy Framework for the Implementation of the Alternative Dispute Resolution (ADR) System-Mediation
23. Republic Act No. 7877, The Anti-Sexual Harassment Act of 1995
24. CSC Resolution No. 01-0940 and CSC Resolution No. 2100064 on Administrative Disciplinary Rules on Sexual Harassment Cases
25. Republic Act No. 11313, Safe Spaces Act
26. Republic Act No. 9155, Governance of Basic Education Act of 2001
27. Regional Memorandum No. 217 s. 2021, Guidelines on Express System of Reporting and Intervention of Child Abuse and Bullying Incidents in DepEd CALABARZON
28. DepEd Region IV-A CALABARZON's Child Protection Policy and Anti-Bullying (RCPPA) Manual of 2019
29. Republic Act No. 6713, Code of Conduct and Ethical Standards for Public Officials and Employees

Legal Review of proposed DepEd Policies/Issuances, Agreements, and other Legal Documents

- a. Correcting Entries in the School Records
 - b. Processing Certificate of No-Pending Case and Authority to Travel Abroad
 - c. Designating Beneficiaries of Deceased DepEd Personnel
 - d. Preparing and Reviewing of Non-Procurement Contract
-
1. Republic Act No. 9155, Governance of Basic Education Act of 2001
 2. DepEd Order No. 49, s. 2006, Revised Rules of Procedure on the Department of Education in the Administrative Cases
 3. Republic Act No. 4670, Magna Carta for Public School Teachers
 4. DepEd Order No. 43, s. 2014, Protocols for Travel Authority Requests for Official Travel Abroad
 5. DepEd Order No. 22, s. 2019, Guidelines on Official Local Travels in the Department of Education
 6. Republic Act No. 8291, The GSIS Act of 1997
 7. Regional Memorandum No. 280 s. 2019, Guidelines in the Correction of School Entries in the School Records
 8. Regional Memorandum No. 269, s. 2018 on Certificates of No Pending Case and its addendum under Regional Memorandum No. 282, s. 2018



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Sites Titling and Oversight of DepEd School Sites

- a. Requesting for Special Power of Attorney to sign Deed/Contract/MOA/MOU/DODA
1. DECS Order No. 57, s. 1995, School Site Acquisition for All Public Elementary and Secondary Schools
2. DepEd OM-OSEC-2018-007, Guidelines on the Acquisition of New School Sites
3. DepEd OM-OSEC-2017-023, Guidelines on the Acquisition of New School Sites

Private Education Regulations and Development: Review and Development of Policies; Operation and Closure (temporary/permanent), Permit/Recognition

- a. Commencing Administrative Cases against Private School
- b. Issuing Show Cause Order against Private School
- c. Administrative Proceedings against Private School
- d. Favorably Indorsing to SEC the Application for New Registration or Amendment of Registration of Private Schools
1. DepEd Order No. 88, s. 2010, Revised Manual of Regulations for Private Schools
2. DepEd Order No. 11, s. 2011, Amendments to the 2010 Revised Manual of Regulations for Private Schools in Basic Education 11. DO No. 88, s. 2010, Revised Manual of Regulations for Private Schools
3. DepEd Order No. 40, s. 2014, Establishment, Merging, Conversion, and Naming/Renaming of Public Schools, and Separation of Public-School Annexes in Basic Education
4. DepEd Order No. 40, s. 2012, DepEd Child Protection Policy
5. DepEd Order No. 55, s. 2013, IRR of RA 10627 known as Anti-Bullying Act of 2013
6. Regional Memorandum No. 217 s. 2021, Guidelines on Express System of Reporting and Intervention of Child Abuse and Bullying Incidents in DepEd CALABARZON
7. Regional Memorandum No. 449 s. 2019, Guidelines on the Complaint/Report filed against Private Schools in DepEd CALABARZON
8. DepEd Region IV-A CALABARZON's Child Protection Policy and Anti-Bullying (RCPPA) Manual of 2019

Public Affairs Management: Public Relations and Assistance

- a. Entertaining Walk-in Client, Phone Call or Email: Follow-up on Status of Complaint, Administrative Case, Request or Other Communication by Complainant, Respondent, Person Complained of or Private Schools
- b. Acting on other communication/s from different offices or individual not stated above (8888/PAAC/CSC-CCB Complaints)



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1. Executive Order No. 6, s. 2016 dated October 14, 2016 or the Institutionalizing the 8888 Citizens' Complaint Hotline and Establishing the 8888 Citizens' Complaint Center
2. DepEd Order No. 72, s. 2016 dated November 25, 2016, Department of Education People's Freedom of Information Manual and Implementing Details
3. DepEd Memorandum No. 149, s. 2017 dated September 29, 2017, Designation of the Members of the DepEd People's Freedom of Information Committee, and of Receiving Officers and Decision Makers
4. Republic Act (RA) No. 10173 dated August 15, 2012, Data Privacy Act of 2012
5. Republic Act No. 9155, Governance of Basic Education Act of 2001
6. Republic Act No. 11032, Ease of Doing Business and Efficient Government Service Delivery Act of 2018

Contract Implementation

- a. Preparing and Reviewing of Procurement Contract
 - b. Terminating Procurement and Non-Procurement Contract
 - c. Issuing Blacklisting Order to Contractor/Supplier
 - d. Filing Civil Case against Contractor/Supplier
-
1. Republic Act 9184 and its Revised Implementing Rules and Regulation (IRR), The Government Procurement Reform Act (GPRA)
 2. DBM Notice of Organization, Staffing and Compensation Action (NOSCA No. 2003-12-023)
 3. Government Procurement Policy Board Resolution No. 01-2008, Approving the Customized Agency Procurement Manual of the Department of Education (Volumes I-IV)
 4. DepEd Order No. 69, s. 2008, Adopting the Customized Agency Procurement Manual (CAM) on the Guidelines on the Establishment of Procurement Systems and Organization and Procedures for the Procurement of Goods and Services, infrastructure Projects and Consulting Services
 5. National Budget Circular (NBC) 517, Guidelines in the Establishment of Procurement Units
 6. Government Procurement Policy Board Resolution No. 01-20 10, Approving the Customized Agency Procurement Manual of the Department of Education (Volume V- Procurement of Manuscript for Textbooks and Teacher's Manual)
 7. DepEd Order No. 67, s. 2016, Revised Signing Authorities for Financial Matters
 8. Generic Procurement Manual (GPM)
 9. GPPB Rulings and Issuances

Designing and Development of ICT Solutions

1. Data Privacy Act 2012
2. Anti red tape act of 2007



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3. Government Web Template(GWT)
4. Department Order 31, s. 2019 titled Department of Education Service Marks and Visual Identity Manual
5. Department Order 30, s. 2019 titled Department of Education Manual of Style
6. Intellectual Property Code of the Philippines (Republic Act No. 8293)
7. Electronic Commerce Act of 2000 (Republic Act No. 8792)
8. Cybercrime Prevention Act of 2012 (Republic Act No. 10175)
9. Republic Act No. 2067 An Act to Integrate, Coordinate, and Intensify Scientific and Technological Research and Development and fo Foster Invention; to Provide Funds Therefor; and for Other Purposes
10. Republic Act No. 11293 or the Philippine Innovation Act (PIA)

Management of ICT Solution

1. DepEd Order No. 28, s. 2009 dated March 31, 2018 or the Guidelines in Accepting Information and Communication Technology (ICT) Equipment and Internet Access Services for Classroom Instruction and Administrative Use
2. DepEd Order No. 105, s. 2009 dated October 13, 2009 or the Guidelines in Managing the Proper Use of Internet Services in all Administrative Offices and Schools
3. DepEd Order No. 121, s. 2010 dated December 30, 2010 Updating the Technical Specifications of ICT Equipment and Internet Access Services
4. Republic Act No 11927 An Act To Enhance the Philippine Digital Workforce Competitiveness, Establishing for the Purpose An Inter-agency Council For Development And Competitiveness of Philippine Digital Workforce and for other Purposes
5. Republic Act No. 8792 and the Electronic Commerce Act of 2000 (the “E-Commerce Act”)
6. Republic Act No. 8792 An Act Providing for The Recognition and Use Of Electronic Commercial and Non-commercial Transactions and Documents, Penalties for Unlawful Use Thereof, and for Other Purposes
7. Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018



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Management of Technology Infrastructure

1. DepEd Order No. 28, s. 2009 dated March 31, 2018 or the Guidelines in Accepting Information and Communication Technology (ICT) Equipment and Internet Access Services for Classroom Instruction and Administrative Use
2. DO 78, s. 2010 dated June 10, 2010 or the Guidelines on the Implementation of the DepEd Computerization Program (DCP)
3. DepEd Order No. 105, s. 2009 dated October 13, 2009 or the Guidelines in Managing the Proper Use of Internet Services in all Administrative Offices and Schools
4. DepEd Order No. 121, s. 2010 dated December 30, 2010 Updating the Technical Specifications of ICT Equipment and Internet Access Services
5. OUA Memo 00-0620-0030 dated June 8, 2020 or the Minimum Specifications for ICT Equipment and Internet Services to be Donated to Schools, Teachers and/or Learners, Microsoft Licensing, and Donation Matters
6. DepEd Order No. 95, s. 2010 dated August 10, 2010 or the Guidelines on the Proper Use of Computer and Network Facilities in all DepEd
7. DepEd Order No. 52, s. 2009 dated May 22, 2009 Requiring All Regional/Division Offices to Avail Internet Subscription and Dissemination of Updated Official
8. Republic Act No 10929 An Act Establishing the Free Internet Access Program in Public Places in the Country and Appropriating Funds Therefor.
9. Republic Act No. 10175 Cybercrime Prevention Act of 2012
10. Freedom of Information (FOI) Act (Executive Order No. 2, s. 2016)
11. Information Security Management System (ISMS) Standards - Philippine National Standards (PNS) for information security, such as ISO/IEC 27001, provide guidance on information security management practices and are often referenced by organizations.

User Support/Help Desk

1. DepEd Order No. 95, s. 2010 dated August 10, 2010 or the Guidelines on the Proper Use of Computer and Network
2. DepEd Order No. 52, s. 2009 dated May 22, 2009 Requiring All Regional/Division Offices to Avail Internet Subscription and Dissemination of Updated Official
3. DepEd Order No. 105, s. 2009 dated October 13, 2009 or the Guidelines in Managing the Proper Use of Internet Services in all Administrative Offices and Schools
4. Department Order 31, s. 2019 titled Department of Education Service Marks and Visual Identity Manual
5. Department Order 30, s. 2019 titled Department of Education Manual of Style



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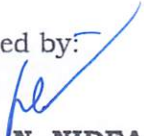
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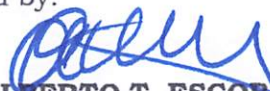
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6. Regional Memorandum No. 429 s. 2023 Managing Social Media Account/ s of Schools and Field Offices and Incident Reporting.

Prepared by:


LOIDA N. NIDEA
Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:


ATTY. ALBERTO T. ESCOBARTE,
CESO II
Regional Director



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DEFINITION OF TERMS AND ACRONYMS

Effective as of April 27, 2023

Approval. This refers to a written consent of a regulatory body or approving authority to proceed with the requested activity.

Back End. This characterizes program interfaces and services relative to the initial user of these interfaces and services. (The "user" may be a human being or a program.)

Blended Modality. This refers to the modes or channels of communication by which regular or remote transaction operates.

Canva. This refers to an Australian graphic design platform, used to create social media graphics, presentations, posters, documents and other visual content.

Client/Citizen Satisfaction Survey . This refers to the form being used to gather feedback and suggestions from clients.

Cloud. This refers to database storage.

Complaint. This refers to the initiatory document that triggers administrative investigation. It may refer to sworn written complaint or Motu Proprio complaint, or letter-complaint such as those received from but not limited to DepEd Action Center, 888 Hotline Presidential Action Center, legal.calabarzon@deped.gov.ph, childsafe.calabarzon@deped.gov.ph, Facebook, Text messages.

Contributors - These refer to people who send articles, photos, or any form of media related to the region. These can be employees/personnel from the Schools Division Office or division schools, Division Information Officers, and documentation officers.

Critical state. This refers to the condition of the equipment wherein there are problems in hardware or software operations that directly affect the quality of services rendered to the client.

Document. This refers to a piece of written, printed, or electronic matter that provides information or evidence of transaction or operation.

Domain. This refers to group of computers and devices on a network that are administered as a unit with common rules and procedures. All devices sharing a common part of the IP address.



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Electronic Signature. This refers to the digital signature that is restricted and controlled for authorized use.

EMAIL. This refers to messages distributed by electronic means from one computer user to one or more recipients via a network.

Emergency Remote Service. This involves electronic routing and approval of documents (transactional or operational) which do not require wet signature.

End User. This refers to the client or the user of the application.

Equipment. This refer to computer, printer, Uninterrupted Power Supply (UPS), etc.

Fact-Finding Investigation Committee/Action Officer. This refers to the person designated by the disciplining authority to conduct investigation of a complaint.

Fact-Finding Investigation Report. This refers to the report of the Fact-Finding Committee or Action Officer and shall state their/his/her findings and the recommendations.

Fact-Finding Investigation. This refers to the report of the Fact-Finding Committee or Action Officer and shall state their/his/her findings and the recommendations.

Formal Investigation Committee. This refers to the committee who conducts formal investigation. It shall be composed of the Schools Division Superintendent or a duly authorized representative who should have at least the rank of a division supervisor as chairman, a representative of the local or, in its absence, any existing provincial or national teacher's organization and a supervisor of the Division, the last two to be designated by the Regional Director. (DepEd Order No. 49, Series of 2006; Republic Act 4670).

Formal Investigation Report. This refers to the report of the Formal Investigation Committee and shall narrate the Committee's findings and recommendations.

Formal Investigation. This refers to the investigation conducted after the issuance of the Formal Charge.

Hardware. This refers to a comprehensive term for all of the physical parts of a computer.



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Hosting. This refers to activity or business of providing storage space and access for websites.

ICT Solutions. This refers to system development, system adoption, video explainers, infographics, and other IT in-house-developed innovations that can improve or streamline the efficiency and effectiveness of end-user processes or transactions that benefit the clientele.

Information, Education and Communication Materials – This refers to to print and non-print materials such as poster, flyers, brochures, audio video presentations, etc that are intended to promote or disseminate information regarding programs, projects, and activities.

Infrastructure. This refers to basic, fundamental architecture of any system and hardware.

Invitation. This refers to the official statement of giving support or approval to the request

Issuance. This refers to the official documents containing policies, procedures, or information released and/or signed by the DepEd Secretary or other authorized officials pursuant to its mandate.

Mediation. This refers to the process that facilitates communication and negotiation that assists the disputants towards reaching a voluntary and mutually acceptable settlement agreement.

Microsoft Publisher. This refers to a desktop publishing software from Microsoft that focuses on page layout and design.

Motu Proprio Complaint. This refers to the complaint initiated by the Regional Director in his capacity as the Disciplining Authority.

Non-teaching Personnel. This means all persons not engaged in classroom teaching.

Official Communication. This can refer to official letters, press releases, official statements, and official messages that are signed by the Regional Director.

Online Conference. This takes place on the Internet wherein scheduled virtual meetings are being conducted through different safe online platforms. It is an interactive virtual conference where identified participants log in and interact with the speaker and other participants.



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Operational document. This refers to the output of the processes that is relevant in the attainment of strategic objectives and organizational outcomes.

Other Communication. This refers to any communication that does not fall under the definition of complaint.

Preventative. This refers to maintenance to detect and correct code that may cause future errors (e.g. to validate input data)

Proofreading . This refers to the examining of text to find and correct typographical errors and mistakes in grammar, style, and spelling.

Public Assistance Action Center. This refers to the division or office in the Central Office that acts on concerns and emails coming from clients, Presidential Complaint Center, 8888 Citizens' Complaint Center, Contact Center ng Bayan, etc to the Regional Office.

Raw Article. This refers to an article submitted by a contributor that has yet to undergo reviewing, editing, or proofreading of the Public Affairs Unit.

Referral Slip (RS). This refers to the form attached to a document for routing.

Regional Director (RD). This refers to the Agency Head of the office who is also approving authority.

Regular Transaction. This involves face-to-face interaction and physical handling of documents for routing and approval.

Results-based Performance Management System (RPMS). This refers to the mechanism to manage, monitor and measure performance, and identify human resource and organizational development needs.

Routing. This refers to dissemination of document for action.

Settlement Agreement. This refers to mutual concessions or the consensus arrived at by the contending parties during the mediation proceedings, reduced into writing, and signed by the disputants and the mediator/arbitrator/Committee.

Social Media Reach. This refers to the number of unique social media users who were able to view content posted on social media.

Teaching Personnel. This shall mean all persons engaged in classroom teaching, in any level of instruction including guidance counselors, school librarians, industrial arts



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or vocational instructors and all other persons performing supervisory and/or administrative functions in all schools but shall not include school nurses, school physicians, school dentists and other school employees (Republic Act 4670, The Magna Carta for Public School Teachers.)

TEAHub. This refer to the document tracking system of DepEd CALABARZON Regional Office.

Top Management. This refers to the collective term that refers to the Regional Director, Assistant Regional Direction, Chiefs of the Functional Divisions.

Transactional document. This refers to the output of the frontline service processes which has direct or indirect impact on the needs and expectations of other relevant interested party.

Upload. This refers to transfer (data) from one computer to another, typically to one that is larger or remote from the user or functioning as a server.

Validation. This refers to the assessment of document to establish that it is correct, complete and being recorded, as intended, and delivering the intended outcome.

Website. This refers to official website of the DepEd Regional office (depedcalabarzon.ph)

Wet signature. This refers to the handwritten signature.

Acronyms

AA	Appropriate Action
ADAS	Administrative Assistant
AOI	Articles of Incorporation
AO	Administrative Officer
ARD	Assistant Regional Director
ATTY.	Attorney IV/III
CALABARZON	Cavite, Laguna, Batangas, Rizal, Quezon Province
CCSS	Client/Citizen Satisfaction Survey
CO	Central Office
CODI	Committee on Decorum and Investigation of Sexual Harassment Cases
CP	Computer Programmer



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CSC	Civil Service Commission
CSM	Client Satisfaction Measurement
DENR	Department of Environment and Natural Resources
ESSD	Education Support Services Division
FB	Facebook
FC	Formal Charge
FD	Functional Division
FFI	Fact-Finding Investigation
FFIC	Fact-Finding Investigation Committee
FFIR	Fact-Finding Investigation Report
FI	Formal Investigation
FIC	Formal Investigation Committee
FIR	Formal Investigation Report
HRDD	Human Resource and Development Division
IBP	Integrated Bar of the Philippines
ICTU	Information and Communication Technonoly Unit
IEC	Information, Education and Communication
IP	Internet Protocol
ITO	Information Technology Officer
LA	Legal Assistant
LO	Legal Officer
LSIS	Legal Service Information System
LU	Legal Unit
LGU	Local Government Unit
MANCOM	Management Committee
MCLE	Mandatory Continuing Legal Education
MEMO	Memorandum/Memoranda
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MR	Motion for Reconsideration
OARD	Office of the Assistant Regional Director
ORD	Office of the Regional Director
OSG	Office of the Solicitor General
OCT	Original Certificate of Title
PAAC	Public Assistance Action Center
PAS	Possible Amicable Settlement



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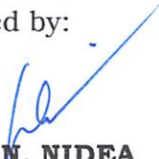
PAU	Public Affairs Unit
PCC	Presidential Complaint Center
PDF	Portable Document Format
PDO	Project Development Officer
PI	Preliminary Investigation
PRC	Professional Regulation Commission
PPRD	Policy Planning and Research Division
PRAISE	Program on Awards and Incentive for Service Excellence
PSB	Personnel Selection Board
QAD	Quality Assurance Division
RD	Regional Director
REXECOM	Regional Executive Committee
RFA	Request For Action
RIO	Regional Information Officer
RO	Regional Office
ROP	Regional Office Personnel
RPSU	Regional Payroll Services Unit
RS	Record Section
SDO	Schools Division Office
SDS	Schools Division Superintendent
SDOP	Schools Division Office Personnel
SEC	Security and Exchange Commission
SI III	Special Investigator III
SP	Special Prosecutor
TEA DOC	Transparent, Ethical and Accountable Document Tracking System
TCT	Transfer Certificate of Title



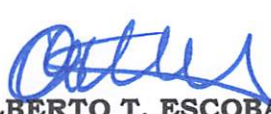


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Department of Education
REGION IV-A CALABARZON

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Policy Implementation (Contextualized Implementation of Policy)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
CO/ Oversight agency/	Policy Issuances	Receive coded incoming communication and attach referral slip	ADAS	Received coded communication	RD/ARD	Completeness of documents <ul style="list-style-type: none"> all pages are intact and accurately recorded in the DMS (TEAHub)
RD/ARD	Received coded communication	Review, accomplish the referral slip and identifies: <ul style="list-style-type: none"> concerned office 	RD/ARD	Coded communication with attached referral slip and documents	ADAS	Identified appropriate concerned office. Signature affixed in blue ink (RD)



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
		<ul style="list-style-type: none"> desired action puts a marginal note (if necessary) affixes signature 				and black ink (ARD)
ADAS	Coded communication with attached referral slip and documents	Route communications to functional division/ Schools Division Office/ other relevant interested party	ADAS	communication with signed referral slip	RD/ARD FDs/SDOs/ Other Relevant Interested Party	Completeness of documents <ul style="list-style-type: none"> all pages are intact with accomplished referral slip attached Accurately recorded in DMS (TEAHub)



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS

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Effective as of April 27, 2023

Name of the Process: Policy Implementation (For Request and Indorsements)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
FDs/SDOs/ Other Relevant Interested Party	Requests/Indorsements	Receive coded incoming communication and attached referral slip	ADAS	Received coded communication	RD/ARD	Completeness of documents all pages are intact and accurately recorded in the DMS (TEAHub)
RD/ARD	Received coded communication	Review, accomplish the referral slip and identifies: <ul style="list-style-type: none"> concerned office 	RD/ARD	Coded communication with referral slip	ADAS	Identified appropriate concerned office. Signature affixed in blue ink (RD)



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
		<ul style="list-style-type: none"> desired action puts a marginal note (if necessary) affixes signature 				and black ink (ARD)
ADAS	Coded communication with referral slip	Routes communications to functional division/ Schools Division Office/ other relevant interested party	ADAS	Coded communication with signed referral slip	RD/ARD FDs/SDOs/ Other Relevant Interested Party	Completeness of documents <ul style="list-style-type: none"> all pages are intact with accomplished referral slip attached Accurately recorded in DMS (TEAHub)



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 Effective as of April 27, 2023

Name of the Process: Policy Review

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Central Office Records Section	DepEd Issuances	Receives DepEd issuances	Office of the Regional Director-ADAS	Received documents	ADAS	TEAHub DepEd Issuances
ADAS	Received documents	Forward to RD For emergency remote service, forward to FD RD/ARD	ADAS	Documents received	Concerned Office	TEAHub Drafts Memo Initials Chief/Head
Concerned Office	Received documents	Drafts policy	Chief/Head	Draft of policy	All concerned FD chiefs	TEAHub and initials
All concerned FD chiefs	Draft of policy	Conduct vetting	Concerned FD Chief	Reviewed/vetted policy draft	OARD-ADAS	TEAHub Policy draft with FD Chiefs' initials



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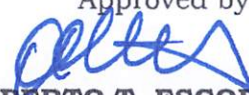
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
OARD-ADAS	Reviewed/vetted policy draft	Affix initial	ARD	Reviewed/vetted policy draft with ARD's initial	ORD	TEAHub Policy draft with FD Chiefs' and ARD's initials
ORD	Reviewed/vetted policy draft with ARD's initial	Review and approve the policy	RD	Policy recommendation	Central Office	Policy Recommendation with signature of RD in blue ink

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Name of the Process: Management Meetings

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
RD	National MANCOM directive, agency issues and concerns and Highlights of Meeting and Agreements	Issue and disseminate Notice of Meeting	Secretariat	Memo/Online Notice	Committee Members	Signed Memo/Notice of Meeting
Committee Members	Memo/Online Notice	Prepare logistics of Committee Meeting	Committee Members and Secretariat	Reports and highlights from the previous meeting	Committee Members and secretariat	Standard template for presentation or slide decks and Minutes of Meeting



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Committee Members and secretariat	Reports and highlights from the previous meeting	Conduct committee meeting	Committee Members and Secretariat	Highlights of Meeting and Agreements	Committee Members and secretariat	Standard template for reports (depending on concern) and Minutes of Meeting

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Name of the Process:	Office and Staff Performance Monitoring and Appraisal (For 3 rd Level Position and RO FD Chiefs and Section/Unit Heads)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Records Section PPRD/ RO Personnel	OPCRF/ IPCRF	Receive documents from Records Section(3 rd Level Official) Receive documents from PPRD(FD Chiefs) Receive from RO Personnel	OARD-ADAS	Received OPCRf/IPCrf	ARD	Signed documents and MOVs DepEd Order No. 2, s. 2015
ARD	Received OPCRf/IPCrf	Review and rate	ARD	Signed OPCRf/IPCrf	ORD	Signed documents and MOVs



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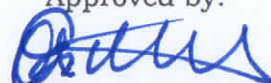
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
						DepEd Order No. 2, s. 2015
ORD	Signed OPCRF/IPCRF	Approve the OPCRF/IPCRF	RD	Signed OPCRF/IPCRF	PPRD/HRDD/AS D/SDO	Signed documents and MOVs DepEd Order No. 2, s. 2015

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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
						DepEd Order No. 2, s. 2015
ORD	Signed OPCRF/IPCRF	Approve the OPCRF/IPCRF	RD	Signed OPCRF/IPCRF	PPRD/HRDD/AS D/SDO	Signed documents and MOVs DepEd Order No. 2, s. 2015

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INTRODUCTION

Effective as of April 27, 2023

The Regional Office of the Department of Education is responsible for the achievement of the goals and priority targets of the Department in a specific geographical area in the country.

It actively collaborates with the local government units and other educational stakeholders to develop a policy framework that reflects the needs, opportunities, and aspirations of the regional community.

It provides over-all field leadership to Schools Divisions by setting regional policy directions, standards, and strategies consistent with the national framework for the development and management of programs and projects relevant to the socio-cultural context of the region. Therefore, it is responsible and accountable for building a community of Schools Divisions and their continuous development to create a collective effort to achieve the region's goals.

The Office of The Regional Director (ORD) ensures equitable access to, promotes equity in, and continuously improves the quality of basic education in the region and schools divisions under its care by leading in policy and direction setting, standard setting and enforcement (consistent with the national educational policies, plans and standards), partnership building and networking with stakeholders of education, as well as by effectively and efficiently managing the financial, human, and physical resources of the region.

The ORD is supported by the Office of the Assistant Regional Director in performing its duties and functions. Under the Rationalized Plan of the Department of Education, the ORD is composed of three sub- units: The Legal Unit, the Information and Communication Technology (ICT) Unit and the Public Affairs Unit (PAU).

The Legal Unit handles legal and investigation matters concerning the regional office and its employees, and those delegated by the Central Office; provides legal advice and render legal opinions to the Regional Director and officials of the region; and interprets laws and rules affecting the operation of the Department; prepares contracts and instruments to which the Department is a party and interprets provisions of contracts covering work performed for the Department by private entities.

The ICT Unit's major responsibility is to manage the ICT System and infrastructure to effectively support operations, ICT-related plans, and programs of the divisions/units within the region.

On the other hand, the PAU provides direct communication support to the Regional Director and other official spokespersons (speeches, messages, media coverage, talking points, and other similar public and media relations requirements); manages



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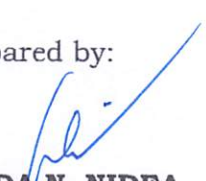
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REGION IV-A CALABARZON

information flow and communications in support of crisis management and manages the communication system, processes and mechanisms to strengthen relationships with external partners, media organizations and inform the public of the status and accomplishments of the region.

Moreover, the Functional Divisions and its units and sections of the region, composed of the Curriculum and Learning Management Division, Education and Support Services Division, Field Technical Assistance Division, Quality Assurance Division, Human Resource Development Division, Policy Planning and Research Division, Administrative Division and Finance Division operationalize the management, core, and support processes (refer to each Functional Division Manual).

The Department of Education–Region 4A CALABARZON Operations Manual is developed to ensure effective and efficient management of the financial, human, and physical resources of the Region by providing all Schools Divisions and all units in the Regional Office with timely and appropriate technical assistance and guidance in the performance of their respective functions towards achievement of DepEd thrusts and goals.

Prepared by:


LOIDA N. NIDEA
Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:


ATTY. ALBERTO T. ESCOBARTE,
CESO II
Regional Director



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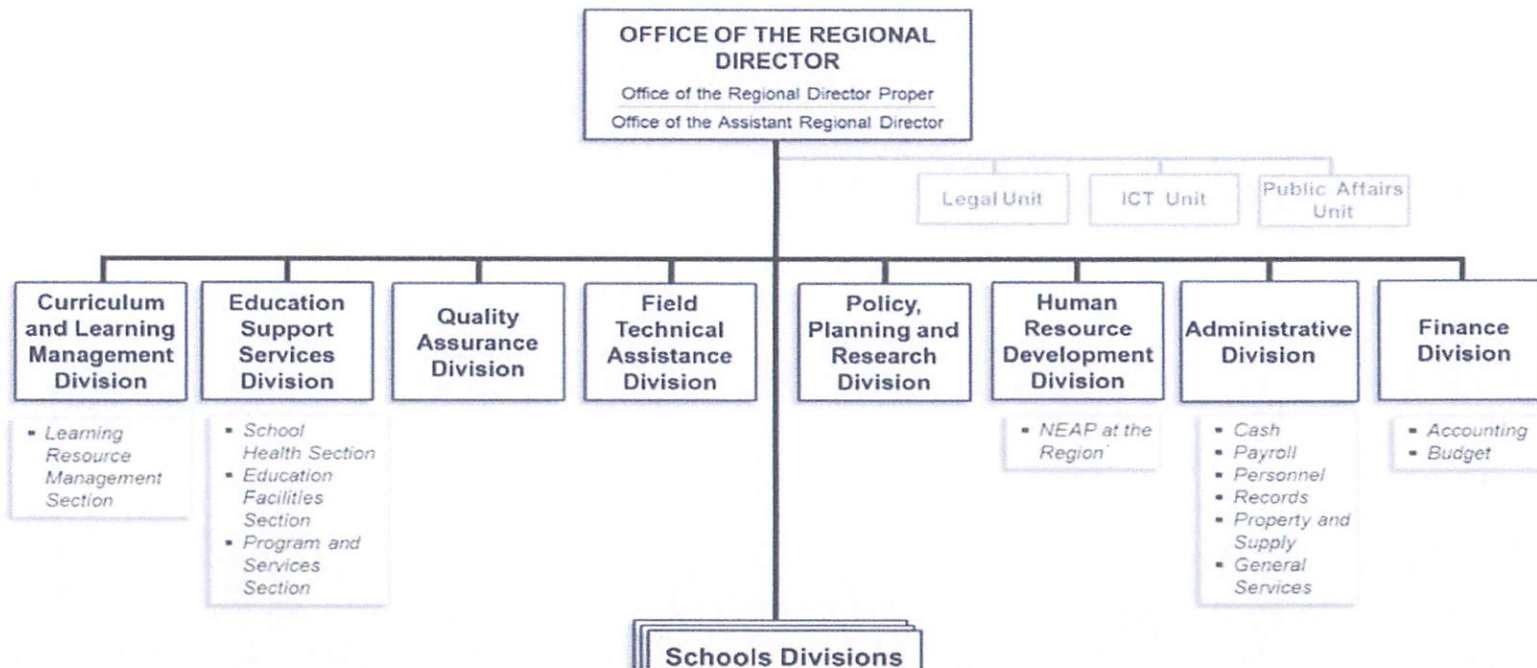


Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

ORGANIZATIONAL STRUCTURE, OFFICE FUNCTIONS, AND JOB SUMMARY

Effective as of April 27, 2023

ORGANIZATIONAL STRUCTURE (Regional Office)



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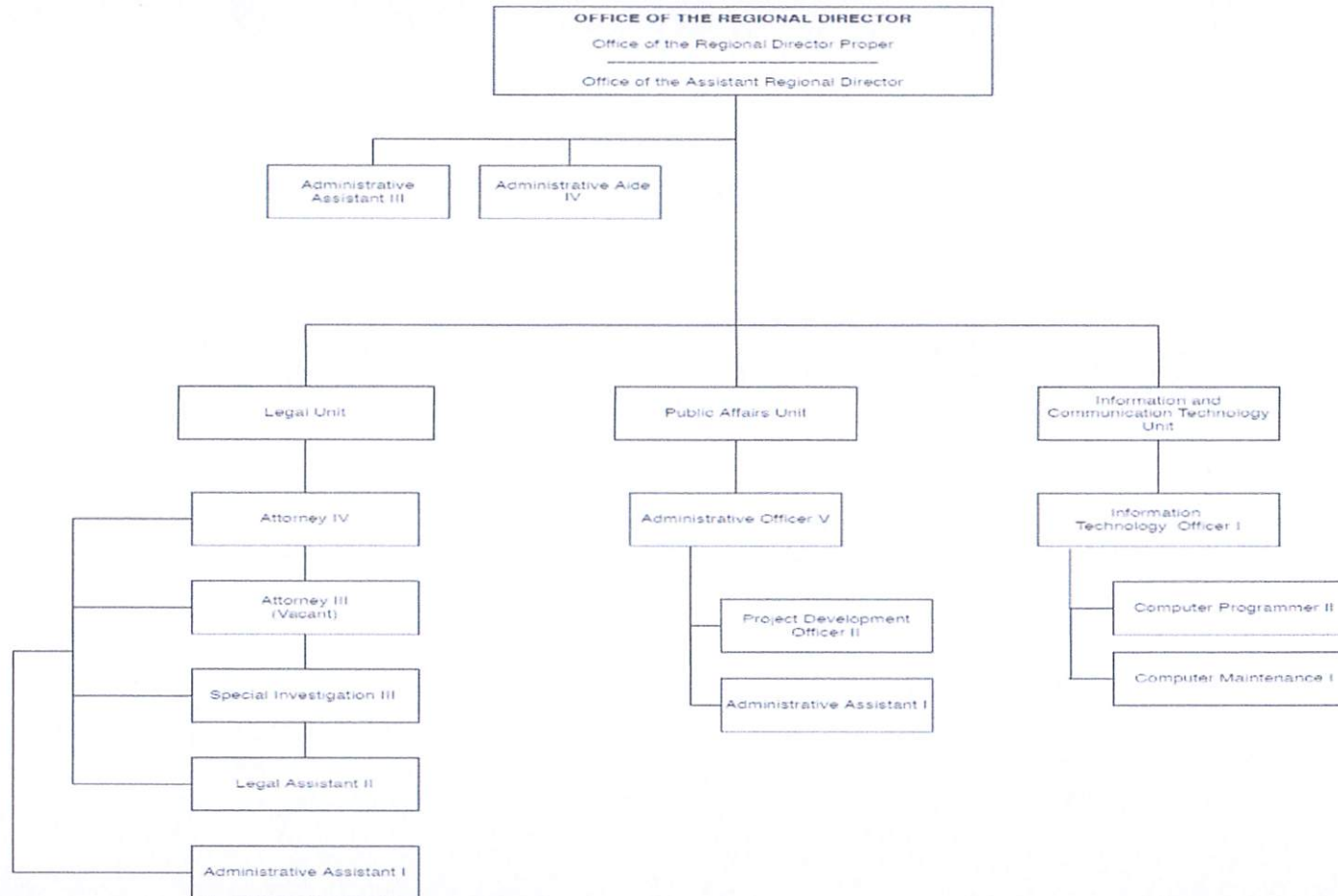


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Department of Education
REGION IV-A CALABARZON

ORGANIZATIONAL STRUCTURE (Office of the Regional Director)



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Department of Education
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QUALITY CONTROL PLAN
 Effective as of April 27, 2023

Name of the Process: External Linkages (for Invitation and Notice of Meetings)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
FDs/SDOs/ Other Relevant Interested Party	Invitations/Notice of Meetings	Receives coded incoming communication	ADAS	Received coded communication	FDs/SDOs/ Other Relevant Interested Party	Completeness of documents all pages are intact and accurately recorded in the DMS (TEAHub)
FDs/SDOs/ Other Relevant Interested Party	Received coded communication	Reviews, accomplishes the referral slip and identifies: <ul style="list-style-type: none"> concerned office 	ADAS RD/ARD	Coded communication	FDs/SDOs/ Other Relevant Interested Party	Identified appropriate concerned office. Signature affixed in blue ink (RD)



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
		<ul style="list-style-type: none"> desired action puts a marginal note (if necessary) affixes signature 				and black in (ARD)
FDs/SDOs/ Other Relevant Interested Party	Coded communication	Routes communications to functional division/ Schools Division Office/ other relevant interested party	ADAS	Coded communication with signed referral slip	RD/ARD FDs/SDOs/ Other Relevant Interested Party	Completeness of documents <ul style="list-style-type: none"> all pages are intact with accomplished referral slip attached Accurately recorded in DMS (TEAHub) Timeliness: 1-2 Working Days



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REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS

Prepared by:


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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Communication Planning, Management, Monitoring, and Evaluation

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
DepEd Central Office Top Management of Regional Office	Issuances or other official communication on policies, guidelines, programs, projects, or events	Plan communication strategies	All PAU personnel	Communication strategies - Poster ideas or drafts - Memorandum to disseminate information, if an activity will be conducted information	Regional Director or Assistant Regional Director	Current issuances regarding programs, projects, and activities (i.e Oplan Balik Eskwela, End-of-School Year Rites) Other processes found in this manual (Such as DepEd Manual of Style, Department of Education



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
						Service Marks and Visual Identity Manual)
Regional Director or Assistant Regional Director	Communication strategies	Review and approve strategies	Regional Director or Assistant Regional Director	Approved communication strategies	PAU personnel	Approval of RD or ARD (may be through communication platforms such as email or Messenger)
PAU	Approved communication strategies	Develop materials (See Materials Production or Media Relations process, depending on need) Disseminate or execute materials/content	All PAU Personnel	Materials produced	Stakeholders Internal and external clients	Current issuances regarding programs, projects, and activities (i.e Oplan Balik Eskwela, End-of-School Year Rites) Other processes found in this



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
		Monitor performance				manual (Such as DepEd Manual of Style, Department of Education Service Marks and Visual Identity Manual

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Materials Production (For E-Newsletter)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
PDO II	Raw articles	Edit articles and captions	PDO II	Edited articles and captions	ADAS I	DepEd Manual of Style RM No. 809, s. 2018: General Guidelines in Submitting Articles for Publication in TEAnig Ng Calabarzon
ADAS I	Edited articles and captions w	Layout newsletter using Microsoft	ADAS I	Layouted newsletter	PDO II	DepEd Manual of Style



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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
		Publisher and export as PDF				TEAnig ng CALABARZON Template
PDO II	Layouted newsletter	Proofread newsletter	PDO II	Proofread newsletter	Admin Officer (AO) V	DepEd Manual of Style
AO V	Proofread newsletter	Conduct final review/proofreading of layouted newsletter (If layout contains errors, return to ADAS I for revision and recheck once revised)	Admin Officer V	Approved newsletter	ADAS I	DepEd Manual of Style



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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ADAS I	Approved newsletter	Disseminate newsletter Print newsletter and posts on bulletin board Upload PDF copy on website	ADAS I	Emailed newsletter Printed newsletter	DepEd CALABARZON stakeholders and clients	Email labels

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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: **Materials Production (Information, Education and Communication Materials)**

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Official Facebook pages or websites DepEd Central Office FDs Field Offices/Division Information Officers	Relevant programs, projects, or activities Stories or other information from offices	Create IEC materials (If assistance is needed when creating IEC materials, seek assistance from ICT)	PDO II or ADAS I	Proposed IEC material/s	AO V	DepEd Service Marks and Visual Identity Manual DepEd Manual of Style PAS-OD-2023-031 Update on the DepEd-MATATAG Logo and Prescribing the use of Bagong Pilipinas Logo



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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
AO V	Proposed IEC material/s	Review IEC material/s If there are corrections and suggestions, return to PDO II or ADAS I for incorporation	AO V	Approved IEC material/s	PDO II or AO V	DepEd Service Marks and Visual Identity Manual DepEd Manual of Style PAS-OD-2023-031 Update on the DepEd-MATATAG Logo and Prescribing the use of Bagong Pilipinas Logo



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Republic of the Philippines
Department of Education
REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
PDO II or AO V	Approved IEC material/s	Disseminate materials to official platforms	PDO II or AO V	Disseminated IEC material/s	Internal and external clients	

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 REGION IV-A CALABARZON

QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Information Management and Dissemination

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Line agencies /FDs/Field Offices	Request letter or Email request	Draft and code official communication	Admin Officer V or PDO II	Coded draft of the official communication	ORD - ADAS I	DepEd Manual of Style Official Letter Head TEAHub
ORD – ADAS I	Coded draft of the official communication	Approve draft of the official communication	RD	Approved official communication	ADAS I	Department of Education Service Marks and Visual Identity Manual TEAHub Signed document



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
ADAS I	Approved official communication	Disseminate official communication	ADAS I or PDO II	Disseminated official communication	Schools Division Offices External clients Requesting stakeholder	TEAHub Email labels

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Republic of the Philippines
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REGION IV-A CALABARZON

QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Media Relations (Conduct of PAU-Initiated Activity, i.e press conference)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
DepEd Central Office Top Management of Regional Office	Issuances or other official communication on policies, guidelines, programs, projects, or events	Conduct pre-work activities	PAU Personnel ORD/OARD PPRD Finance	Approved Pre-work documents - Regional Memorandum of activity - Activity Matrix or Program of Activities if needed - RBA	PAU Personnel	Communication strategies Issuances of policies or guidelines regarding conduct of activity TEAHUB



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
PAU Personnel	Approved Pre-word documents	Prepares materials needed for activity such as:	PAU Personnel	Materials for activity <ul style="list-style-type: none"> - Letter invitations for guests - Letter invitations for media partners - Graphic and/or video materials - Script 	PAU Personnel	Letters signed by RD or Unit Head Approval of unit head through communication platforms such as email or Messenger
PAU Personnel	Materials for activity	Disseminate and promote activity the materials to concerned office/personnel	PAU personnel	Disseminated materials Accepted invites	PAU personnel	Schedule of social media calendar in Facebook Suite Number of views or reaction in



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Department of Education
REGION IV-A CALABARZON

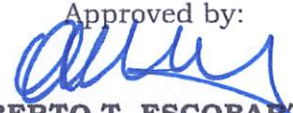
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
				Additional media materials		social media posts. Insight Dashboard of Facebook Suite
PAU personnel	Disseminated materials Accepted invites Additional media materials	Conduct of activity	PAU Personnel	Conducted Activity	Stakeholders and clients	

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Republic of the Philippines
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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Public Relations and Assistance (For simple concerns or inquiries)

SOURCE OF INPUTS <i>(Position Title, Office Name providing the inputs)</i>	INPUTS <i>(Information, Documents, Materials, etc)</i>	ACTIVITY <i>(Main and Sub-activities, Process Steps)</i>	RESPONSIBILITIES <i>(Position Title/Office Name performing the activity)</i>	OUTPUTS <i>(Title of Documents, Service, Products)</i>	CUSTOMER <i>(Recipient of outputs)</i>	CONTROLS <i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Internal and external clients	Inquiries, concerns, and complaints	Provide answers and clarification/ explanations (If client refused to contact school or SDO, see QCP in Public Relations and Assistance (For school complaints or concerns))	Admin Officer V PDO II ADAS I	Answers to inquiries Contact details of the concerned office	Internal and external clients	Unread messages Email or FB labels Consolidated FAQs and templated answer Directory of Schools Division Offices Google sheet for tracking purposes



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Republic of the Philippines
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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Public Relations and Assistance (For complaints or concerns)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Internal and external clients	Inquiries, concerns, and complaints from Facebook, email, Public Assistance Action Center (8888, PCC, CCB)	Prepare referral letter	PDO II AO V	Draft Referral letter with supporting documents attached	RD	If concern received from Public Assistance Action Center is a simple inquiry or concern, use indorsement letter template. If concern needs comment or appropriate action of SDO, use PAAC Letter template. TEAHub PAAC Tracking Sheet or 8888 Tracking Sheet



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Department of Education
 REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
RD	Draft of Referral Letter with supporting documents attached	Approve Referral Letter	RD	Approved Referral Letter	ADAS I	TEAHub PAAC Tracking Sheet or 8888 Tracking Sheet
ADAS I	Approved Referral Letter	Forward document through email	PDO II	Signed referral letter with supporting documents attached	Concerned SDO	TEAHub Email labels PAAC Tracking Sheet or 8888 Tracking Sheet
Concerned SDO	Signed referral letter with supporting documents attached	Provides appropriate action on concern/complaint	Concerned office (SDO, or school)	Reply, comment, or action taken of SDO or school with supporting documents	PDO II (PAU)	Unread messages Email labels
PDO II	Reply, comment, or action taken of	Review reply	PDO II	Reply or response of RO with	Concerned client	Email labels



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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
	SDO with supporting documents	If resolved, inform client of the action taken of the school		supporting documents attached from school or SDO	Referring agency	
		If concern needs legal intervention, refer to Legal Unit (see process in Legal Management)	PDO II	All supporting documents regarding concern (email, referral letter, response of school, etc)	Legal Unit	Email labels TEAHub PAAC Tracking Sheet or 8888 Tracking Sheet

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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Republic of the Philippines
Department of Education
 REGION IV-A CALABARZON

QUALITY CONTROL PLAN
Effective as of September 28, 2023

Name of the Process: Monitoring of Citizen/Client Satisfaction Survey

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
PAU	Google Sheet of feedback responses Link of Client Satisfaction Measurement (CSM) form Copy of CSM form	Share Google Sheet for monitoring purposes Share feedback link to FDs and clients Provide hard copies of CSM forms	PAU (all personnel in PAU such as the AO V, PDO II, or ADAS I can	Shared access of Feedback responses CSM forms Hardcopies of CSMform	Functional divisions, units, sections	Google Sheet of Feedback Responses CSM Form



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Functional divisions, units, sections	Shared access of Feedback responses CSM link Hardcopies of CSM form	Provide CSM link to customer or client for online clients or for clients that personnel has interacted outside of the Regional Office Provide hard copy of feedback form to walk-in clients in the Regional Office	Process owner from different FDs, units, or section	Shared CSM link or hardcopy of CSM form with suggestions and feedback	Internal and external clients	CSM Link CSM Form



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Internal and external clients	Shared CSM link or hardcopy of CSM form with suggestions and feedback	<p>Monitor feedback received</p> <p>If a negative feedback is received, issue an RFA</p>	<p>PAU</p> <p>FDs, units, and sections</p>	Monitored feedback and suggestions	PAU	<p>Google Sheet of CSM responses</p> <p>Office Memorandum No. 46, s. 2023 titled Gawad Agad (Acknowledging Great Actions Delivered) for the Regional Office Employees</p> <p>Office Memorandum No. 277, s. 2023 titled Guidelines in Addressing Negative Feedback Received Through the Client Satisfaction</p>



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
						Management (CSM) Form
PAU	Monitored feedback and suggestions	Consolidate, prepare, and submit feedback report	PAU	Customer Satisfaction (CSAT) Report	Top Management RO Personnel	Google sheet of CCSS Responses

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Office of the Assistant Regional Director

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Assistance to the Office of the Solicitor General (OSG) (Requesting for Deputation/Legal Assistance from Office of the Solicitor General)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD Atty. IV/III	Letter request for Deputation/Legal Assistance Electronic letter request for Deputation/Legal Assistance (In Emergency Remote Service) For Deputation:	Receive and record letter request for legal assistance / Deputation	ADAS I Clerk	Received letter-request Printed letter-request	LA II	TEAHub Coded document



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	Latest compliance; Resume/Curriculum Vitae; Certificate from IBP; Report of cases already deputized by OSG					
LA II	Received printed letter request Printed letter request	Draft/prepare Indorsement	LA II	Draft Indorsement	Atty. IV/III SI III	Raw draft
Atty. IV/III / SI III	Draft Indorsement	Proofread Indorsement and affix shorthand signature	Atty. IV/III SI III	Indorsement with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Indorsement with shorthand signature	Forward Indorsement for RD's signature	ADAS I Clerk	Signed indorsement	RD	Signed document LSIS



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Department of Education
REGION IV-A CALABARZON

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Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:

ATE

ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director

QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:		Development and Implementation of DepEd Child Protection Programs (Creation of CPU and CREDe and the Guidelines on Express System of Reporting Child Abuse and Bullying Incidents in DepEd CALABARZON)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs School/s	Intake Sheet and its attachments	Receive documents thru Email, print and	ADAS I Clerk	Printed and coded document	Child Protection Specialist	TEAHub Coded document



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Stakeholders Private Individual complainant/s Government Employee/s	Incident Report Electronic Intake Sheet for Child Abuse and its attachments Verified Complaint with Certificate of non-forum shopping and its attachments if available Electronic anonymous complaints Electronic communications Electronic Incident reports	record documents			
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	Electronic Indorsement from SDO (In Emergency Remote Service)					
Child Protection Specialist	Printed and coded document	Draft Order	Child Protection Specialist	Draft Order	Atty. IV/III, SI III LO	Raw draft
Atty. IV/III SI III LO	Draft Order	Proofread draft Order and affix shorthand signature if there is no correction	Atty. IV/III, SI III, LO	Order- FFI for Child Abuse with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Order- FFI for Child Abuse with shorthand signature	Review and affix signature	RD	Signed Order- FFI for Child Abuse	ADAS I Clerk	Signed document LSIS



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Republic of the Philippines
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REGION IV-A CALABARZON

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Commencing Administrative Cases against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs Stakeholders Private Individual Complainant Government Employee	Verified Complaint with Certificate of non-forum shopping and its attachments if available Anonymous complaints	Receive and record documents	ADAS I Clerk	Stamped/received document Printed document	Atty. IV/III SI III	TEAHub and LSIS Stamped/received document Printed document



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	Electronic communication Incident Reports Indorsement from SDO					
Atty. IV/III SI III	Stamped/received document/s Printed document/s	Review documents and determine AA	Atty. IV/III SI III	Referral to draft the appropriate document	ADAS I LA II	Referral Slip
ADAS I LA II Clerk	Referral to draft the appropriate document	Draft/prepare appropriate documents	LA II ADAS I	Memo to conduct FFI/PI/PAS Letter Indorsement Notice or Order to submit verified Answer/ Comment	Atty. IV/III SI III	Raw Draft



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Atty. IV/III SI III	Memo to conduct FFI/PI/PAS Letter Indorsement Notice or Order to submit verified Answer/ Comment	Proofread draft and affix shorthand signature if there is no correction	Atty. IV/III SI III	Memo to conduct FFI/PI/PAS with shorthand signature Letter with shorthand signature Indorsement with shorthand signature Notice or Order to submit verified Answer/ Comment with shorthand signature	ADAS I LA II Clerk	Final Draft
ADAS I LA II Clerk	Memo to conduct FFI/PI/PAS with	Forward the final draft to the RD's Office	ADAS I Clerk LA II	Signed Memo to conduct FFI/PI/PAS	RD	Signed document LSIS



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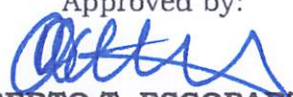
shorthand signature			Signed Letter		
Letter with shorthand signature			Signed Indorsement		
Indorsement with shorthand signature			Signed Notice or Order to submit verified Answer/ Comment		
Notice or Order to submit verified Answer/ Comment with shorthand signature					

Prepared by:


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Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:


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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Acting on FFIR, and FIR on Complaints/Cases against Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO)
----------------------	--

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs RO Investigating Committee	FFIR FIR	Receive and record the documents	ADAS I Clerk	Retrieved case records with FFIR/FIR	Atty. IV/III SI III	TEAHub and LSIS Coded FFIR/FIR
Atty. IV/III SI III	Retrieved case records with the attached FFIR or FIR	Review the FFIR/FIR and its records and determine AA	Atty. IV/III SI III	Referral slip with instruction	Atty. IV/III SI III	Case Records Referral Slip



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Atty. IV/III SI III	Referral with complete case records	Review and draft appropriate documents	Atty. IV/III SI III	If there is Prima facie case on FFIR, Formal Charge If there in no Prima facie case on FFIR, Resolution dismissing the complaint If FFIR/FIR is incomplete, indorsement returning the FFIR/FIR to the committee for further FFI or to submit the complete or needed documents	Atty. IV/III SI III	Raw draft
------------------------	-------------------------------------	--	------------------------	---	------------------------	-----------



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Atty. IV/III SI III	Formal Charge Resolution Decision Indorsement	Proofread and affix shorthand signature if no correction	Atty. IV/III SI III	Formal Charge with shorthand signature Resolution with shorthand signature Decision with shorthand signature Indorsement with shorthand signature	Atty. IV/III SI III	Final Draft
Atty. IV/III SI III	Formal Charge with shorthand signature Resolution with shorthand signature Decision with shorthand signature	Forward the draft for RD's approval	ADAS I LA II	Signed Formal Charge Signed Resolution Signed Decision Signed Indorsement	RD	Signed document



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	Indorsement with shorthand signature					
--	--------------------------------------	--	--	--	--	--

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Approved by:

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Acting on the Answer of the Respondent in the Formal Charge against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel of the RO)
----------------------	---

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Respondent SDOs	Verified Answer of the Respondent Proof of Service of the FC Electronic verified answer of the Respondent;	Receive and record the documents	ADAS I Clerk	Retrieved case record Printed document/s	ADAS I Clerk	TEAHUB Case record LSIS



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	Electronic proof of Service of the FC (In Emergency Remote Service)					
ADAS I Clerk	Retrieved case record printed document	Draft/prepare the Memo	LA II	Draft Memo to submit of names to compose the FIC	Atty. IV/III SI III	Draft Memo
Atty. IV/III SI III	Draft Memo to submit of names to compose the FIC	Proofread and affix shorthand signature	Atty. IV/III SI III	Memo with shorthand signature	LA II	Final draft
LA II	Memo with shorthand signature	Forward the draft for RD's signature	ADAS I Clerk	Signed Memo	RD	Signed Memo LSIS



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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Requesting Submission of List of Names of Persons to Compose the FIC)
----------------------	--

SOURCE OF INPUTS <i>(Position Title, Office Name providing the inputs)</i>	INPUTS <i>(Information, Documents, Materials, etc)</i>	ACTIVITY <i>(Main and Sub-activities, Process Steps)</i>	RESPONSIBILITIES <i>(Position Title/Office Name performing the activity)</i>	OUTPUTS <i>(Title of Documents, Service, Products)</i>	CUSTOMER <i>(Recipient of outputs)</i>	CONTROLS <i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs	Memo/ Indorsement Electronic Memo/Indorsement (In Emergency Remote Service)	Receive and record the documents	ADAS I Clerk	Retrieved case records Printed document/s	ADAS I Clerk	TEAHub Case record, printed document LSIS
ADAS I Clerk	Retrieved case records Printed the document/s	Draft/prepare the Memo or Indorsement	LA II	Draft Memo constituting the members of the FIC	Atty. IV/III SI III	Raw draft



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REGION IV-A CALABARZON

Atty. IV/III SI III	Draft Memo constituting the members of the FIC	Proofread and affix shorthand signature	Atty. IV/III SI III	Memo constituting the members of the FIC with shorthand signature	Atty. IV/III SI III	Final draft
Atty. IV/III SI III	Memo constituting the members of the FIC with shorthand signature	Forward for RD's signature	ADAS I Clerk	Signed Memo constituting the members of the FIC	RD	Signed Memo LSIS

Prepared by:


LOIDA N. NIDEA
Superintendent
Officer-in-Charge

Office of the Assistant Regional Director

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Republic of the Philippines
Department of Education
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Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Resolving Motion for Reconsideration to the Resolution/Decision issued by the Office of the RD)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs Respondent Complainant	Motion for Reconsideration	Receive and record MR	ADAS I Clerk	Retrieved case record with attached MR	Atty. IV/III	TEAHub LSIS
Atty. IV/III	Retrieved case record with attached MR	Evaluate and review the case record and MR and direct the LU personnel to draft the appropriate document	Atty. IV/III	Draft Order either granting or denying the MR	Atty. IV/III SI III LO	Raw draft



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Atty. IV/III SI III LO	Draft Order either granting or denying the MR	Proofread and affix shorthand signature if there is no correction	Atty. IV/III	Order either granting of denying the MR with shorthand signature	Atty. IV/III SI III LO	Final draft
Atty. IV/III SI III LO	Order either granting of denying the MR with shorthand signature	Forward the draft for RD's approval	ADAS I Clerk	Signed Order either granting or denying the MR	RD	Signed document LSIS

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II

Regional Director



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Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Issuing Order to Execute Decision Imposing Penalty)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs	Proof of Service of Decision	Receive and record the document	ADAS I Clerk	Retrieved case records	LA II	TEAHub Case records
LA II	Retrieved case records	If the decision imposes penalty, draft order of execution; otherwise, archive it	Atty. IV/III	Draft Order of Execution	SI III LA II LO	Raw draft



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SI III LA II LO	Draft Order of Execution	Proofread the Order of Execution and affix shorthand signature if there is no correction	Atty. IV/III	Order of Execution with shorthand signature	Atty. IV/III	Final Draft
Atty. IV/III	Order of Execution with shorthand signature	Forward the Order for RD's approval	ADAS I Clerk	Signed Order of Execution	RD	Signed document LSIS

Prepared by:

LOIDA N. NIDEA
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Submitting Comment to Appeal Memorandum/Memorandum)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
DepEd CO Respondent Complainant	Indorsement from DepEd Central Office to Comment on the Appeal	Receive and record the documents	ADAS I Clerk	Retrieved case record	Atty. IV/III	TEAHub LSIS Case record
Atty. IV/III	Retrieved case record	Review the case records and draft the appropriate document	Atty. IV/III	Draft Comment on the Appeal	ADAS I Clerk	Final draft



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 REGION IV-A CALABARZON

ADAS I Clerk	Draft Comment on the Appeal	Forward to RD for approval	ADAS I Clerk	Signed Comment on the Appeal	RD	Signed document LSIS
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Prepared by:

LOIDA N. NIDEA
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
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QUALITY CONTROL PLAN

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Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Conducting Preliminary Investigation on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Records Section Complainant Person complained of	Complaint Verified Answer Memo Notice	Conduct questioning (Face to face or In Emergency Remote Service)	Investigation Committee	Testimony Documentary evidence	Atty. IV/III SI III	TEAHub Testimony Documentary evidence
Atty. IV/III SI III	Testimony Documentary evidence	Review testimony and documentary evidence and prepare PI Report	Investigation Committee Atty. IV/III SI III	PI Report	Atty. IV/III SI III	PI Report



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Atty. IV/III SI III	PI Report	Draft Resolution	Atty. IV/III SI III	Draft Resolution with attached PI Report with shorthand signature	Atty. IV/III	Final draft
Atty. IV/III SI III	Draft resolution with attached PI report with shorthand signature	Review the draft and affix signature	RD	Signed PI Report and signed Resolution	RD	Signed document LSIS

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Conducting Possible Amicable Settlement on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related Non-Teaching Personnel in the RO)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Records Section Complainant Person complained of	Complaint Verified Answer/ Comment Memo Notice	Receive documents	LA II ADAS I Clerk	Retrieved case records	Atty. IV/III SI III LO	TEAHub Retrieved case records
Atty. IV/III SI III	Retrieved case records	Conduct conference for PAS	Atty. IV/III SI III	Minutes of the meeting,	Atty. IV/III SI III	Recorded Minutes of the meeting



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LO		and conduct investigation if amicable settlement is not possible (face to face or in Emergency Remote Service)	LO	testimony of the parties, compromise agreement	LO	Written/verbal testimony Compromise agreement
Atty. IV/III SI III LO	Minutes of the meeting, testimony of the parties, compromise agreement	Draft Report	Atty IV/III SI III LO	Signed Report	Atty. IV/III	Signed Report
Atty. IV/III	Signed Report	Review Report and refer back to Atty. IV/III, SI III, LO for drafting of the Resolution/FC	Atty. IV/III	Referral Slip	Atty. IV/III SI III LO	Referral Slip
Atty. IV/III SI III LO	Referral Slip	Draft Resolution/FC	Atty. IV/III SI III LO	Draft Resolution/FC	Atty. IV/III	Raw draft



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Atty. IV/III	Draft Resolution/FC	Proofread draft and affix shorthand signature	Atty. IV/III	Resolution/FC with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Resolution/FC with shorthand signature	Forward Report for RD's approval	ADAS I Clerk	Signed Resolution/FC	RD	Signed document LSIS

Prepared by:


LOIDA N. NIDEA

Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:


ATTY. ALBERTO T. ESCOBARTE, CESO II
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Name of the Process:		Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Conducting Fact-Finding Investigation on Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Records Section Complainant Person complained of	Inquiry Complaint Verified Answer/Comment Memo Notice	Receive documents and retrieve case records	LA II ADAS I Clerk	Retrieved case records	Atty. IV/III SI III LO	TEAHub Retrieved case records LSIS



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Atty. IV/III SI III LO	Retrieved case records	Conduct inquiry from witnesses and parties (face to face or in Emergency Remote Service)	Atty. IV/III SI III LO	Verbal/written testimony, documentary evidence, minutes of meeting, voice recordings	Atty. IV/III SI III LO	Voice recordings, written testimony, documentary evidence, minutes of the meeting
Atty. IV/III SI III LO	Verbal/written testimony, documentary evidence, minutes of meeting, voice recordings	Review records of investigation and draft FFI Report and Resolution/FC	Atty. IV/III SI III LO	Signed FFI Report and draft Resolution/FC	Atty. IV/III SI III	Signed FFI Report Final draft Resolution/FC
Atty. IV/III SI III	Signed FFI report and draft resolution/FC	Note FFI Report and proofread draft Resolution/FC and affix shorthand signature	Atty. IV/III SI III	Noted FFI Report Resolution/FC with shorthand signature	ADAS I Clerk	FFI Report Resolution/FC
ADAS I Clerk	Noted FFI Report Resolution/FC with shorthand signature	Receive FFI Report and draft FC and refer it to RD for signature	ADAS I Clerk	Noted FFI Report Resolution/FC with shorthand signature	RD	Signed FFI Report Resolution/FC LSIS



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REGION IV-A CALABARZON

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Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Conducting Formal Investigation on Administrative Complaints against DepEd Officials, Teaching Personnel in the Region and Teaching-Related and Non-Teaching Personnel in the RO)
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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD Records Section	Case records Memo	Receive and record documents	LA II ADAS I Clerk	Retrieved records	LA II ADAS I Clerk	TEAHub Retrieved case records
LA II ADAS I Clerk	Retrieved case records	Refer case records to FIC	LA II ADAS I Clerk	Letter-referral/Indorsement	FIC	Letter/Indorsement LSIS



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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process:	Evaluation, Investigation, Review, and/or Resolution of Complaints/Cases of DepEd Officials, Teaching, and Non-teaching Personnel (Creation and proceeding before the Committee on Decorum and Investigation (CODI) of Sexual Harassment Cases)
----------------------	---

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD	Sexual Harassment Complaint Electronic complaint (In Emergency Remote Service)	Receive and record documents	ADAS I Clerk	Stamped/received document Printed document/s	Atty. IV/III	TEAHub Civil Service guidelines on Sexual Harassment LSIS
Atty. IV/III	Stamped/received document	Review and evaluate documents	Atty. IV/III	Referred documents	CODI	Referral Slip Case Records



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	Printed document/s					
CODI	Referred documents	Conduct proceeding face to face/online (In Emergency Remote Service)	CODI	Verified Answer/Comment Written/verbal testimony Documentary evidence CODI Report	CODI	CODI report
CODI	Verified Answer/Comment Written/verbal testimony Documentary evidence CODI Report	Review case records and draft FC if there exists Prima Facie Case; otherwise, draft Resolution	Atty. IV/III SI III LO	Draft Resolution/Formal Charge Draft Decision	Atty. IV/III SI III LO	Raw draft
Atty. IV/III SI III	Draft Resolution/Formal Charge	Review and proofread the draft documents	Atty. IV/III	Draft Resolution, Formal Charge or Decision with	LA II ADAS I Clerk	Final Draft



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	Draft Decision	and affix shorthand signature if there is no correction		shorthand signature		
LA II ADAS I Clerk	Draft Resolution, Formal Charge or Decision	Forward draft document for RD's signature	LA II ADAS I Clerk	Signed Resolution/Formal Charge, Decision	RD	Signed document LSIS

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
Officer-in-Charge
Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director



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QUALITY CONTROL PLAN
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Name of the Process:		Legal Review of Proposed DepEd Policies/Issuances, Agreements, and Other Legal Documents (Correcting Entries in the School Records)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Former learners Parents School	Original Birth Certificate issued by Philippine Statistics Authority Original or Certified Form 137 Original or Certified True	Receive and evaluate completeness of documentary requirements	ADAS I Clerk	Draft Order of Correction	Atty. IV/III SI III	TEAHub Raw draft



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	Copy of Diploma Indorsement or Certification from school Affidavit of Two Disinterested Person Letter request or Affidavit of Discrepancy Negative Result (discretionary noting the Ease of Doing Business)					
Atty. IV/III SI III	Draft Order of Correction	Proofread draft and affix shorthand signature if there is no correction	Atty. IV/III SI III	Draft Order of Correction with shorthand signature	ADAS I Clerk	Final Draft



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ADAS I Clerk	Draft Order of Correction with shorthand signature	Forward draft Order of Correction for ARD's signature	ADAS I Clerk	Signed Order of Correction	ARD/Officer in charge	Signed document TEAHub
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Prepared by:

LOIDA N. NIDEA
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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Name of the Process:		Legal Review of Proposed DepEd Policies/Issuances, Agreements, and Other Legal Documents (Processing Certificate of No-Pending Case and Authority to Travel Abroad)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Personnel Section DepEd Teaching and Non-teaching personnel	Clearance Form Pre-filled in Certification form Electronic document/s (In Emergency Remote Service)	Receive and verify name of applicant from Masterlist of Administrative Cases if applicant is with FC or pending case	ADAS I Clerk	Certification with no pending case with initial Certification with pending case with initial Printed document/s with initial	Atty. IV / III SI III	TEAHub Form with initial



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				Authority to travel with initial		
Atty. IV/III SI III	Certification with pending or with no pending case with initials Authority to travel with initials	Signing Certification	Atty. IV/III SI III	Received signed Certification	ADAS I Clerk	Signed Certification TEAHub

Prepared by: -

LOIDA N. NIDEA
 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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QUALITY CONTROL PLAN

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Name of the Process:		Legal Review of Proposed DepEd Policies/Issuances, Agreements, and Other Legal Documents (Designating Beneficiaries of Deceased DepEd Personnel)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Personnel Section Public School Teacher/s Beneficiaries	Indorsement with complete application Original Birth and Death Certificates of the deceased teacher/personnel Original Marriage Contract of deceased	Receive and evaluate completeness of application form and documentary requirements	LA II	If complete: Memorandum If incomplete: Letter informing client to submit deficiencies	Atty. IV/III SI III	TEAHub Raw draft



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	teacher/personnel (if married) Original Birth Certificates of all beneficiaries Original Marriage Contract of married beneficiary Original Death Certificate of deceased beneficiary					
Atty. IV/III SI III	Draft Decision/ draft Letter informing client to submit deficiencies if any	Proofread draft and affix shorthand signature	Atty. IV/III SI III	Draft Memorandum/draft Letter with shorthand signature	LA II ADAS I Clerk	Final draft
LA II ADAS I Clerk	Draft Decision/draft Letter with shorthand signature	Forward draft for RD's signature	LA II ADAS I Clerk	Signed Memorandum/Letter	RD	Signed document



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Name of the Process:		Legal Review of Proposed DepEd Policies/Issuances, Agreements, and Other Legal Documents (Preparing and Reviewing of Non-Procurement Contract)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD Functional Divisions/Units/Sections Stakeholders	Draft MOA/ MOU/Contract Indorsement/ Comment from FD/Section or other Unit Electronic documents (In Emergency Remote Service)	Receive and check completeness of document/s	LA II ADAS I Clerk	Received complete document/s Printed document/s	Atty. IV/III	TEAHub Coded document Printed document
Atty. IV/III	Received complete document/s	Review Contract/	Atty. IV/III	If no objection: Contract	ADAS I Clerk	MOA/MOU with initials Letter



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	Printed document/s	MOA/MOU and affix shorthand signature or give comment if any		MOA/MOU with with shorthand signature If with objection: Comment with shorthand signature		
ADAS I Clerk	Contract MOA/MOU with shorthand signature	Forward documents for RD's approval or Comment with initials	ADAS I Clerk	Signed Contract MOA/MOU	RD	Signed Contract, MOA/MOU
	Comment with shorthand signature	Return to concerned FD/Section of Unit	ADAS I Clerk	Signed Comment	RD	Signed comment



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Name of the Process:		Sites Titling and Oversight of DepEd School Sites (Requesting Special Power of Attorney to Sign Deed/Contract/MOA/MOU/DODA)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDO Public School	For MOA/MOU/DODA/Usufruct: Letter Request/Indorsement from SDO for SPA Offer to Donate OCT/TCT Tax Declaration Vicinity Map	Receive and record documents or in electronic form	ADAS I Clerk	Received complete documents Printed document/s	LA II	TEAHub Coded document Printed document



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Resolution from LGU to enter into deed of donation/usufruct and to sign in behalf of LGU as party					
Draft Deed/Contract/MOU/MOA					
For deed of sale/contract to sell: Draft deed of sale/contract to sell					
Offer to Sell					
Proof of posting in three conspicuous public places					



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	Tender offer Valuation Report from government financing institution Certificate from DENR that the land subject of the sale is safe for school OCT/TCT Tax Declaration Electronic document/s (In Emergency Remote Service)					
LA II	Received complete documents	Check completeness of documents;	LA II	Draft Indorsement to	Atty. IV/III SI III	Raw draft



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	Printed document/s	If complete: Draft Indorsement to Central Office If incomplete: Draft Indorsement to SDO to comply with deficiencies and draft Indorsement		Central Office requesting AA Draft Indorsement to SDO requesting submission of documents		
Atty. IV/III, SI III	Indorsement to Central Office requesting AA Indorsement to SDO requesting submission of documents	Proofreads the draft indorsement and affixes shorthand signature	Atty. IV/III SI III	Indorsement with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Indorsement with shorthand signature	Forwards the draft indorsement for RD's signature	ADAS I Clerk	Signed Indorsement	RD	Signed document



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Prepared by:

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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
DepEd CO SDOs Complainant/s	Letter complaint with supporting documents Verified/sworn complaint with supporting documents Query	Receive actual documents or in electronic form and record said documents	ADAS I Clerk	Received documents Printed document Coded documents	Atty. IV/III SI III	TEAHub Coded document



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	Other forms of communication Electronic document/s (In Emergency Remote Service)					
Atty. IV/III SI III	Received documents Printed document Coded documents	Review documents and determine AA	Atty. IV/III SI III	Referral to draft appropriate document	LA II ADAS I	Referral Slip Coded Document
LA II ADAS I	Referral to draft appropriate document	Draft/prepare appropriate documents	LA II ADAS I	Draft Notice or Order to submit verified Answer/ Comment Draft Letter response or opinion	Atty. IV/III SI III	Raw draft
Atty. IV/III SI III	Draft Notice or Order to submit verified Answer/ Comment	Proofread draft document and affix shorthand signature if there is no correction	Atty. IV/III SI III	Draft Notice or Order to submit verified Answer/	LA II ADAS I	Final draft



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	Draft letter-response or opinion			Comment with shorthand signature Draft letter response or opinion with shorthand signature		
LA II ADAS I	Draft Notice or Order to submit verified Answer/ Comment with shorthand signature Draft Letter response or opinion with shorthand signature	Forward draft for RD's signature	LA II ADAS I	Signed Notice or Order to submit verified Answer/ Comment Signed letter-response or opinion	RD	Signed Notice Signed Order Signed Letter



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Name of the Process:		Review and Development of Policies/Operation and Closure/Permit and Recognition (Issuing and Resolving Show Cause Order against Private School)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs Concerned citizen Respondents Employee Complainants	Report Complaint Electronic Report (In Emergency Remote Service)	Receive and record document	ADAS I Clerk	Coded report Coded complaint Printed document	ADAS I Clerk	TEAHub Coded report Coded complaint Coded document
ADAS I Clerk	Coded report Coded complaint	Fill-out verification slip and refer to QAD	ADAS I Clerk	Filled-out verification slip	Atty. IV/III SI III LO	Filled-out verification slip Coded document Printed document



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	Printed document					
Atty. IV/III SI III LO	Filled-out verification Slip	Review and refer to Atty.IV/III/SI III for drafting of Show Cause Order	Atty. IV/III SI III	Referral Slip	Atty. IV/III SI III	Referral slip
Atty. IV/III SI III	Referral Slip	Draft Show Cause Order	Atty. IV/III SI III	Draft Show Cause Order	Atty. IV/III SI III	Raw draft
Atty. IV/III SI III	Draft Show Cause Order	Proofread draft and affix short hand signature	Atty. IV/III SI III	Draft with shorthand signature	Atty. IV/III SI III	Raw draft
Atty. IV/III SI III	Draft with shorthand signature	Review and affix signature	RD	Signed Show Cause Order	ADAS I Clerk	Signed document
SDOs Private Schools	Answer to Show Cause Order	Retrieve case records	LA II ADAS I Clerk	Retrieved cse record Coded Answer to Show Cause Order	Atty. IV/III SI III	Coded Answer to Show Cause Order



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Atty. IV/III SI III	Retrieved case records Coded Answer to Show Cause Order	Review and refer to Atty. IV/III SI III for drafting of Decision	Atty. IV/III SI III	Referral slip Case records	Atty. IV/III SI III	Referral Slip Case Records
Atty. IV/III SI III	Referral slip Case records	Draft Decision	Atty. IV/III SI III	Draft Decision	Atty. IV/III SI III	Raw draft
Atty. IV/III SI III	Draft Decision	Proofread draft and affix shorthand signature	Atty. IV/III SI III	Decision with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Decision with shorthand signature Case records	Refers to RD for signature	ADAS I Clerk	Signed Decision	RD	Signed Decision LSIS

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

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Name of the Process:		Review and Development of Policies/ Operation and Closure/Permit and Recognition (Administrative Proceedings against Private School)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
SDOs Private School	Indorsement Answer or Comment In electronic form (Emergency Remote Service)	Receive and record document	ADAS I Clerk	Retrieved case records Printed document/s Coded document	LA II ADAS I Clerk	TEAHub Coded document
LA II ADAS I Clerk	Retrieved case records Printed document/s	Draft and prepare Memo and Notice	LA II ADAS I Clerk	Draft Memo Draft Notice for Preliminary Conference	Atty. IV/III SI III	Raw draft



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	Coded document					
Atty. IV/III SI III	Draft Memo and Notice for Preliminary Conference	Proofread Memo/Notice and affix shorthand signature	Atty. IV/III SI III	Draft Memo and Notice with shorthand signature	LA II ADAS I Clerk	Final draft
LA II ADAS I Clerk	Draft Memo and Notice with shorthand signature	Review draft and affixes shorthand signature	Atty. IV/III SI III	Signed Memo/Notice	RD	Signed document
RD	Signed Memo/Notice	Conduct Preliminary Conference	Atty. IV/III SI III	If parties are willing to settle: Submit Compromise Agreement If not: Submit Position Paper Minutes of Meeting	Atty. IV/III SI III	Compromise Agreement Position Paper Minutes of Meeting



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Atty. IV/III SI III	Compromise Agreement Position Paper Minutes of Meeting	Review case records and refer to Atty.IV/III Drafting of Order/Resolution /Decision	Atty. IV/III SI III LO SI III	Draft Cease and Desist Order/Resolution /Decision	Atty. IV/III	Raw draft Draft Resolution/Order / Decision
Atty. IV/III	Draft Cease and Desist Order/Resolution /Decision	Proofread Order/Resolution /Decision and affix shorthand signature	Atty. IV/III	Cease and Desist Order/Resolution /Decision with initial	ADAS I Clerk	Final draft
ADAS I Clerk	Order/Resolution /Decision with initial	Refers to RD for signature	ADAS I Clerk	Signed Order/Resolution / Decision	RD	Signed document LSIS

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

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Name of the Process:		Review and Development of Policies/Operation and Closure/Permit and Recognition (Favorably Indorsing to SEC the Application for New Registration or Amendment of Registration of Private Schools)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Private School offering K-12 Basic Education	For SEC Indorsement (New Corporation): Cover Sheet Reservation Notice Recently Notarized and duly signed AOI By-Laws	Receive and evaluate completeness of documentary requirements and draft appropriate documents	LA II ADAS I Clerk	Draft Indorsement Letter	Atty. IV/III SI III	TEAHub Raw draft



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Treasurer's Certificate or Bank Certificate					
Affidavit of Attestation					
Favorable Indorsement from SDO					
For SEC Indorsement (Amendment):					
Cover Sheet					
Reservation Notice (Change of Name of School)					
Recently Amended Notarized and duly filed AOI					
By Laws (amended)					



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	Treasurer's Certificate or Bank Certificate Latest General Information Sheet Favorable Indorsement from SDO NOTE: Show the original or certified copy of the original AOI and By-Laws Show SPA/Board Resolution (authorized representative)					
Atty. IV/III SI III	Draft Indorsement Letter	Proofread draft and affix shorthand	Atty. IV/III SI III	Draft Indorsement Letter with shorthand signature	Atty. IV/III SI III	Final draft



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		signature if there is no correction				
Atty. IV/III SI III	Draft Indorsement Letter with shorthand signature	Forward draft for RD's signature	ADAS I Clerk	Signed Indorsement Letter	RD	Signed document

Prepared by:

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 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

ATTY. ALBERTO T. ESCOBARTE, CESO II
 Regional Director



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Name of the Process:		Public Relations and Assistance (Entertaining walk-in Client, Phone Call or Email; Follow-up on Status of Complaint, Administrative Case, Request or Other Communication by Complainant, Respondent, Person Complained of or Private Schools)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD Functional Division/Units/Sections SDOs Other government agencies Complainant Respondent	Phone Call/text message Electronic mail/s Query of walk-in client/s	Receive follow-up on status of complaint, other requests or any communication from complainant/Respondent/clients and verify status	LA II ADAS I Clerk	Information/Feedback as to status	LA II ADAS I Clerk	TEAHub Information/Feedback



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Client/s						
LA II ADAS I Clerk	Verified or checked the status of the request or concern of the clients	Inform client regarding his/her concern through verbal, email or phone call	Atty. IV/III SI III LA II ADAS I	Provided feedback on status/ advice or take appropriate action on the request or communication	ORD Functional Division/Units/Sections SDOs Other government agencies Complainant Respondent Client/s	Feedback Form

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 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

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Name of the Process:		Public Relations and Assistance (Acting on Other Communication/s from Different Offices or Individual not stated above; DepEd PAAC, 8888, CSC-CCB Complaints)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ORD Functional Division/Units/Sections SDOs Other government agencies DepEd PAAC	Letter request such as but no limited to opinion, data record, approval, use as quarantine/isolation and vaccination facilities Memo to submit reports	Receive and record documents	ADAS I Clerk	Stamped/received documents Printed document/s	Atty. IV/III SI III	TEAHub Coded document Printed document Stamped document



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8888 Citizen's Complaint Center-Office of the President CSC-CCB	Electronic mail/documents (In Emergency Remote Service) Other communication/s					
Atty. IV/III SI III	Stamped/received documents Printed document/s	Review and evaluate documents	Atty. IV/III SI III	Referral Slip Case records	Atty. IV/III SI III LA II ADAS I LO	Referral Slip Case records
Atty. IV/III SI III LA II ADAS I LO	Referral Slip Case records	Draft/prepare appropriate documents	SI III LA II ADAS I LO	Letter reply or any communication as requested	Atty. IV/III SI III	Raw draft
Atty. IV/III SI III	Letter reply or any communication as requested	Proofread the draft document and affix shorthand signature if there is no correction	Atty. IV/III SI III	Draft document or Letter with initials	ADAS I Clerk	Final draft



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ADAS I Clerk	Draft document or Letter with initials	Forward draft document for RD's signature	ADAS I Clerk	Signed Letter-Reply or any communication	RD	Signed document
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 Schools Division Superintendent
 Officer-in-Charge
 Office of the Assistant Regional Director

Approved by:

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Name of the Process: Contract Implementation (Preparing and Reviewing of Procurement Contract)						
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Procurement Unit BAC Secretariat End-user	For Speakership/ Consultancy: Curriculum Vitae Term of Reference Memo RBA For Trainings: Memo	Receive and check completeness of documents	ADAS I Clerk	Received complete documents Printed document/s	Atty. IV/III SI III LO	TEAHub Complete requirements Printed documents



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	RBA BAC Resolution RFQ Abstract of Bids For winning Bidder: Bid documents BAC Resolution Abstract of Bids Electronic documents (In Emergency Remote Service)					
Atty. IV/III SI III LO	Received complete documents	Draft Contract MOA	Atty. IV/III SI III LO	Draft Contract MOA	Atty. IV/III	Raw draft



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	Electronic documents (In Emergency Remote Service)					
Atty. IV/III	Draft Contract MOA	Proofread draft Contract or MOA and affix shorthand signature	Atty. IV/III	Contract or MOA with initials	ADAS I Clerk	Final draft
ADAS I Clerk	Contract or MOA with initials	Forward draft documents for RD's signature	ADAS I Clerk	Signed Contract or MOA	RD	Signed contract

Prepared by:

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Name of the Process:		Contract Implementation (Terminating Procurement and Non-Procurement Contract)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Finance Division Other Functional Division Procurement Unit BAC Secretariat End-user	Report	Receive and record Report	LA II ADAS I Clerk	Received Report	LA II ADAS I Clerk	TEAHub Coded report
LA II ADAS I Clerk	Received Report	Retrieve MOA, MOU, and Contract or request	LA II ADAS I Clerk	Letter/Verbal request for procurement documents	Asset and Management Section	Letter request Verbal request



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		procurement documents			Regional Inspectorate & Acceptance Team Procurement Unit/BAC End-user	
Asset and Management Section Regional Inspectorate & Acceptance Team Procurement Unit/BAC End-user	Letter/Verbal request for procurement documents	Draft/prepare Show Cause Order or Letter- to submit Position Paper within required period	Atty. IV/III SI III LO	Draft Show Cause Order or Letter	Atty. IV/III SI III LO	Raw draft
Atty. IV/III SI III LO	Draft Show Cause Order Letter	Proofread Show Cause Order or Letter and affix shorthand signature	Atty. IV/III	Reviewed Show Cause Order or Letter with shorthand signature	ADAS I Clerk	Final draft
ADAS I Clerk	Reviewed Show Cause Order or Letter with	Forward Show Cause Order or	ADAS I Clerk	Signed Show Cause Order or Letter	RD	Signed document



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	shorthand signature	Letter with initials for RD's signature				
Contractor/Supplier	Answer/Position Paper	Receive and record Answer/Position Paper and retrieve records	LA II ADAS I Clerk	Retrieved records	LA II ADAS II Clerk	Retrieved records
LA II ADAS I Clerk	Retrieved records	Review case records including Answer/Position Paper, report and findings and refer for drafting of Decision	Atty. IV/III	Referral Slip	Atty. IV/III SI III LO	Referral Slip
Atty. IV/III SI III LO	Referral Slip	Draft and proofread Decision and affix shorthand signature	Atty. IV/III SI III LO	Draft Decision with initials	Atty. IV/III	Final draft
Atty. IV/III	Final draft	Conduct Conference online or face to face (In Emergency Remote Service)	Atty. IV/III SI III LO	Minutes of Meeting	Atty. IV/III SI III LO	Minutes of Meeting
Atty. IV/III SI III LO	Minutes of Meeting	Receive and review case records and draft Report	Atty. IV/III SI III LO	Draft Report	Atty. IV/III SI III LO	Raw draft



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Atty. IV/III SI III LO	Draft Report	Proofread Report	Atty. IV/III	Reviewed Report with initials	Atty. IV/III	Final draft
Atty. IV/III	Reviewed Report with initials	Forward/submit Investigation Report for RD's approval	ADAS I Clerk LA II	Reviewed and signed Report	RD	Signed Report
RD	Signed Report	Receive signed Report	LA II ADAS I Clerk	Signed Report	Atty. IV/III SI III LO	Signed Report
Atty. IV/III SI III LO	Signed Report	Receive and review Position Paper and draft Decision/Letter	Atty. IV/III SI III LO	If justified: Letter withdrawing intension to terminate contract If not justified: Decision terminating contract	Atty. IV/III	Decision/Letter
Atty. IV/III	Decision/Letter	Proofread draft Decision or Letter	Atty. IV/III SI III LO	Reviewed Decision or Letter	Atty. IV/III	Decision/Letter



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Atty. IV/III	Reviewed Decision or Letter	Forward reviewed Decision or Letter for RD's Approval	LA II ADAS I Clerk	Approved and signed Decision or Letter	RD	Approved and signed Decision/Letter
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 Office of the Assistant Regional Director

Approved by:

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Contract Implementation (Issuing Blacklisting Order to Contractor/Supplier)						
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Finance Division End-user RD	Decision to terminate procurement contract Case records	Forward complete records	ADAS I Clerk	Complete records	Atty. IV/III	TEAHub Instruction to draft
Atty. IV/III	Complete records	Review Decision to terminate and its documents/case records and discuss with RD	Atty. IV/III	Blacklisting Order if warranted; otherwise, file/archive it	Atty. IV/III	Decision to terminate
Atty. IV/III	Blacklisting Order if warranted; otherwise, file/archive it	Prepare Blacklisting Order	Atty. IV/III SI III LO	Draft Blacklisting Order	Atty. IV/III SI III LO	Raw draft



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Atty. IV/III SI III LO	Draft Blacklisting Order	Proofread and check Blacklisting Order	Atty. IV/III	Draft Blacklisting Order with initials	ADAS I Clerk	Final draft
ADAS I Clerk	Draft Blacklisting Order with initials	Forward Blacklisting Order for RD's review, approval and signature	ADAS I Clerk	Signed Blacklisting Order if approved If not approved: No Blacklisting, issue Stern Warning	RD	Signed Blacklisting Order

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QUALITY CONTROL PLAN

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Name of the Process:		Contract Implementation (Filing Civil Case against Contractor/Supplier)				
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/ Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Finance Division ORD FDs Procurement Unit/BAC End-user	Report Bid documents Contract Disbursement Voucher Check Regional Inspectorate Acceptance Team Report	Receive/record and check completeness of documents	ADAS I Clerk	Received documents	Atty. IV/III	TEAHub Coded documents
Atty. IV/III	Received documents	Review Report and all procurement	Atty. IV/III	Referral slip if there is a need, otherwise, file	Atty. IV/III	Referral Slip



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		documents and discuss with RD				
Atty. IV/III	Referral Slip	Draft Letter / Indorsement	LA II ADAS I	Draft Indorsement/ Letter	Atty. IV/III	Raw draft
Atty. IV/III	Draft Indorsement Letter - Complaint	Proofread draft Indorsement or Letter complaint and affix shorthand signature	Atty. IV/III	Indorsement/Letter complaint with initials	RD	Final Draft

Prepared by:

LOIDA N. NIDEA

Schools Division Superintendent
 Officer-in-Charge
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Approved by:

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Effective as of April 27, 2023

Name of the Process: Design and Development of ICT Solutions						
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Chief FD/Unit/Section (End User) ICT Unit Personnel	Online request, RBEP Proposal/ Letter request	Accepting TA request via online or send hard copy letter	ICT Unit Personnel	Consolidated request via online or Hard Copy of letter	FD/Section/ Unit End User	Teahub.tech RBEP, letter Proposal Letter request
FD/Section/ Unit End User	Consolidated request via online or Hard Copy of letter	Determine the scope of request and priority	Computer Programmer	Calendar of Activities/ Gantt chart List of priority system	ITO I	Calendar of Activities Progress Report List of priority program/system



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
ITO1	Calendar of Activities/ Gantt chart List of priority system	Gathering of Data	End user and ICT Unit Personnel	System Requirement	FD/Section/ Unit End User	Calendar of Activities Progress Report System Requirement and Calendar
FD/Section/ Unit End User	System Requirement	Designs business process flow/ Design System Mock up	CP II	Business process flow/System Mock up	FD/Section/ Unit End User	Calendar of Activities Jira Software
FD/Section/ Unit End User	Business process flow/System Mock up	Designing database structure	CP II	Database Structure	ITO I	Calendar of Activities Jira Software
ITO I	Database Structure	Coding Data Layer	CP II	Coded data Layer	ITO I	Calendar of Activities Jira Software



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ITO I	Coded Data Layer	Designing User Interface	CP II	User Interface	FD/Section/ Unit End User	Calendar of Activities Jira Software
FD/Section/ Unit End User	User Interface	Coding of Business Process layer per module	CP II	System Modules	FD/Section/ Unit End User	Calendar of Activities Jira Software
ICT Unit Personnel	System Modules	Generating report layout and coding review	CP II	Testing and debugging	ICT Unit Personnel	Calendar of Activities Jira Software
ICT Unit Personnel	Testing and debugging	Revision of system modules	CP II	User's Training	ICT Unit Personnel	Jira Software
ICT Unit Personnel	Memorandum/ site/user's evaluation	Conduct User's Training	CP II and ITO 1	Deployment and Implementation	ICT Unit Personnel	Memorandum
ICT Unit Personnel	Office order	Deployment and implementation	ICT Unit Personnel	Implementation	FD/Section/ Unit End User	Office Order Completion Report



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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Design Development of ICT Solutions (Adaptation/ Modification of Application System)

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
Regional Director FD/Unit/Section ICT Unit SDO	Letter/Proposal	Send the letter of intent	ICT Unit personnel	Letter of request	Stakeholder/ Requesting Party SDO	TEAHub Email Letter Proposal Approved Request
Stakeholder/ SDO	Letter of request/ Approved request	Draft and MOA signing	ITO, Legal Officer and Regional Director	MOA	Requesting Party/ Stakeholder SDO	MOA
Requesting Party/	MOA	Conduct of MOA signing	Requesting Party, Legal and ICT Unit/	MOA signed	Requesting Party/	MOA



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Stakeholder/ SDO			SDO personnel		Stakeholder/ SDO	
FD/ Unit/ Section (End User) Stakeholder	MOA signed	Adopt/ Modifying the system	CP II	System deployment and implementation	FD/ Unit/ Section(End User)/SDO	MOA Calendar of Activities Progress Report User Training
FD/ Unit/ Section(End User)/SDO	Calendar of Activities	User's Training	ICT Unit personnel	MOA/letter request	Requesting Party Personnel /SDO Personnel	User's Training Guide/ Memorandum
Requesting Party Personnel	memorandum/MOA	Deployment and implementation	Requesting party/ICT Unit Personnel/SDO	Installed software	Requesting Party and ICT Unit Personnel/SDO	Memorandum



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Republic of the Philippines
Department of Education
REGION IV-A CALABARZON

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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Management of ICT Solution

SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
FD/Section/Unit/ Feedback from the client	Request via online system or email using share google sheet	Identify the type of request	ICT Personnel	For Central office control(email the CO) sharepoint For RO Google sheet/Request Letter	FD/Unit/Section Central Office SDOs Schools	Teahub.tech Email Google sheet Request Letter
FD/Unit/Section	For Central office control(email the CO) sharepoint/Request Letter	Perform the activity <ul style="list-style-type: none"> ▪ Escalate to central office 	ICT Personnel	For account Management Account creation, deletion, activate,	FD/Unit/Section Central Office	Teahub.tech Email Google sheet https://docs.google.com/spreadsheets



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Central Office SDOs Schools	For RO Google sheet	<ul style="list-style-type: none"> ▪ Collaborate with the partner/provider 		deactivate, transfer and suspend(Google sheet) Additional Features to system(Report) Inform other requirement via email or call/messenger	SDOs Schools ICT Provider	heets/d/120ZbiM1nHEZ9InH1knhnX3KXbrOMS NJWGOdHrfkhnAE/edit#gid=0 SDO Monitoring Tools(Google Sheet) Request letter
FD/Unit/Section	For Regional Office and SDO	Condcut the activity <ul style="list-style-type: none"> • Creation • Updating • Deletion • Modification • Reset • Transfer • Coordinate with the SDO 	ICT Personnel	Udpated information	FD/Unit/Section	TEAhub.tech Request letter



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ICT Unit personnel/SDOs Personnel	Google sheet https://docs.google.com/spreadsheets/d/120ZbiM1nHEZ9InH1knhnX3KXbrOMS NJWGOdHrfkhnAE/edit#gid=0	Monitoring of the status of the request	ICT Unit Personnel	Dashboard of TEAHub and google sheet	SDO Schools Requesting Party	TEAHub Google sheet
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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: Management of Technology Infrastructure						
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ITO 1	Calendar of activities and Draft Memo Preventive maintenance schedule	For ARD and RD's approval	ITO1	Signed Memorandum	All Personnel of the Regional Office	Signed Memorandum TEAHub
All Personnel of the Regional Office	Signed Memorandum	Monitor the schedule	CMT I and ITO 1	Memorandum	FD/ Unit/ Section Personnel	TEAHub Memo
FD/ Unit/ Section Personnel	Memorandum	Conduct Preventive Maintenance	CMT I	Report	ITO 1 and CMT	Memo Calendar of Activities Report/ Progress Report



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CMT	Progress Report	Monitor the Status	CMT 1	Progress Report	ITO 1	Progress Report
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QUALITY CONTROL PLAN

Effective as of April 27, 2023

Name of the Process: User Support/Help Desk						
SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
<i>(Position Title, Office Name providing the inputs)</i>	<i>(Information, Documents, Materials, etc)</i>	<i>(Main and Sub-activities, Process Steps)</i>	<i>(Position Title/Office Name performing the activity)</i>	<i>(Title of Documents, Service, Products)</i>	<i>(Recipient of outputs)</i>	<i>(Input, Process and Output Controls; Activity, Forms and Templates, References, Monitoring Tools)</i>
ICT Unit Personnel, Functional Division/ Unit/ Section	Request via online system	System determine the priority	ICT Unit Personnel	Dashboard of the Ticketing System	Functional Division/ Unit/ Section	TEAHub.tech
Functional Division/ Unit/ Section	Dashboard of the Ticketing System	Prepare the necessary tools to be used for technical assistance or send an email pertaining to the status of request	ICT Unit Personnel	Dashboard of the Ticketing System as it accepts the request	Functional Division/ Unit/ Section	TEAHub.tech



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SOURCE OF INPUTS	INPUTS	ACTIVITY	RESPONSIBILITIES	OUTPUTS	CUSTOMER	CONTROLS
Functional Division/ Unit/ Section	Dashboard of the Ticketing System as it accepts the request	Perform the technical assistance, or send an email about the guide on how to perform it.	ICT Unit Personnel	dashboard for the user to rate the performance of the ICT Technical Support representative	Functional Division/ Unit/ Section	TEAHub.tech
Functional Division/ Unit/ Section	dashboard for the user to rate the performance of the ICT Technical Support representative	Rate the ICT Personnel conducted the Technical support	Requesting Personnel	Dashboard for the User to take the rating as it was perform by the ICT Technical Support person	ICT Unit	TEAHub.tech



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FORMS/TEMPLATES

DOCUMENT REFERENCE CODE	DOCUMENT TITLE/ DESCRIPTION	ORIGINATING OFFICE	PERSON RESPONSIBLE	REVISION NUMBER	EFFECTIVITY DATE	LOCATION OF CONTROLLED DOCUMENT	DOCUMENT STATUS A – Active O- Obsolete
RO-ORD-F001	Minutes of Meeting	Legal Unit	Atty. IV SI III LO	00	02-09-2022	DepEd Portal	A
RO-ORD-F003	Verification Slip	Legal Unit	ADAS I Clerk	00	02-09-2022	DepEd Portal	A
RO-ORD-F004	Data Privacy and Notice of Consent Form	Legal Unit	ADAS I Clerk	00	02-09-2022	DepEd Portal	A
RO-ORD-F005	Client Satisfaction Measurement Form	PAU	ADAS I, PDO II, AO V	00	01-08-2023	DepEd IV-A Document Portal/ PAU bit.ly/deped4afeedbackform	A



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RO-ORD-F006	Article Submission Form	PAU	ADAS I, PDO II, AO V	00	02-09-2022	DepEd IV-A Document Portal/PAU	A
RO-ORD-F007	PAAC Referral Letter/Form	PAU	ADAS I, PDO II, AO V	00	02-09-2022	DepEd IV-A Document Portal/PAU	A
RO-ORD-F008	Letter Advisory	PAU	ADAS I, PDO II, AO V	00	02-09-2022	DepEd IV-A Document Portal/PAU	A
RO-ORD-F009	TEAnig ng CALABARZON Layout	PAU	ADAS I, PDO II, AO V	00	02-09-2022	PAU	A
RO-ORD-F013	Routing Slip	ORD and OARD	ORD and OARD Staff	00	02-09-2022	one4a.edu.ph/deped-portal	A
RO-ORD-F014	Complete Staff Work Form	ORD and OARD	ORD and OARD Staff	00	02-09-2022	one4a.edu.ph/deped-portal	A



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RO-ORD-F015	Certificate of No Pending Case	Legal Unit	LA II ADAS I Clerk	00	02-09-2022	DepEd Portal Office website	A
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