



Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

OFFICE MEMORANDUM

No. 028 s. 2025

FROM : SCHOOLS DIVISION SUPERINTENDENT

TO : SELECT UNIT HEADS

SUBJECT : **REQUEST FOR COMMENTS AND RECOMMENDATIONS ON THE PROPOSED SDO BATAAN DAILY TRANSACTION GUIDELINES**

DATE : May 20, 2025

This Office highly values your insights and recommendations to enhance the effectiveness and efficiency of our Quality Management System (QMS) processes.

In line with this, the concerned units/sections are hereby requested to review and provide comments and recommendations on the **Proposed SDO Bataan Daily Transaction Guidelines**.

1. CID – Milagros M. Penaflor, PhD
2. CID LRMDs – Edgar E. Garcia
3. PSDS – Ruel D. Lingad, EdD
4. OSDS Admin. – Pilar C. Ignacio
5. OSDS Budget – Rhodora C. Ganzon
6. OSDS Accounting – Myra V. Dilig
7. OSDS Supply – Ethel Joyce Bartolome
8. OSDS Records – Lorena L. Inlong
9. OSDS ICTU – Richard M. Alboro
10. OSDS Legal – Atty. Hazel Dilig-Carandang
11. SGOD EFS – Engr. Ma. Amieleen DJ. Gabaya
12. SGOD SHN – Dr. Roberto Luneta
13. SGOD EPS – Mar-Elen Fe G. Reñosa, EdD

Kindly submit your inputs on or before **May 23, 2025**, using this link <https://tinyurl.com/SDOB-TN-CSMProcedure> to enable us to consolidate and consider them accordingly.

For information and compliance.


CAROLINA S. VIOLETA, EdD, CESO V
Schools Division Superintendent

SO5/hgd
May 20, 2025



Republic of the Philippines
Department of Education
REGION III
SCHOOLS DIVISION OFFICE OF BATAAN

DIVISION MEMORANDUM
NO. _____ s. 2025

SDO BATAAN DAILY TRANSACTION GUIDELINES

To Assistant Schools Division Superintendent
Chief Education Supervisors
Education Program Supervisors
Public Schools District Supervisors
Public and Private School Principals
Unit Heads
All Others Concerned

1. In compliance with Republic Act No. 11032 titled Ease of Doing Business and Efficient Government Service Delivery Act of 2018, this Office informs all concerned on the Schools Division Office of Bataan's Daily Transaction Guidelines, to wit:

SDO DAILY TRANSACTION GUIDELINES:
STEP-BY-STEP GUIDE

BEFORE

CLIENT

- 1 Present the **locator slip** (Internal Client) or **any proof of transaction** (External Client)

FRONT DESK OFFICER

- 2 Ask the client to log
- 3 Give copy of Customer Satisfaction Measurement (CSM) Feedback Form



- 4 Assist the client to identify the purpose of the visit to the SDO (see the back portion of the CSM feedback form)

CLIENT

- 5 Proceed to the section/unit to begin transaction

DURING



CONCERNED SDO PERSONNEL

- 1 Log the client
- 2 Ask for the copy of the CSM feedback form
- 3 Process the request/transaction
- 3 Ask the client to answer the CSM feedback form



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AFTER

CLIENT

- 1 Go back to the front desk
- 2 Show the accomplished CSM feedback form and drop into the designated box
- 3 Give the locator slip to the front desk officer

FRONT DESK OFFICER

- 4 Sign the locator slip and give certificate of appearance



CLIENT

- 1 Receive the signed locator slip and certificate of appearance

2. Enclosed in this Memorandum is the copy of CSM Feedback Form.
3. Immediate dissemination and compliance therewith are eagerly desired.

CAROLINA S. VIOLETA, EdD, CESO V
Schools Division Superintendent

Reference:

RA 11032

Enclosure: as stated

To be indicated in the Perpetual Index

Under the following subjects:

ANTI RED-TAPE
CUSTOMER
EXTERNAL
FEEDBACK
GUIDELINES
INTERNAL

SO5/HgD

May 6, 2025

Control No: _____



Republic of the Philippines
Department of Education
 REGION III
 SCHOOLS DIVISION OFFICE OF BATAAN

ANTI-RED TAPE AUTHORITY
 CLIENT SATISFACTION FORM
 PSA Approval No.: ARTA-2420-03
 Expiry Date: 31 July 2025

TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring piliin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: ☐ Mamamayan ☐ Negosyo ☐ Gobyerno (Empleyado o Ahensya)

Petsa: _____ **Kasarian:** ☐ Lalaki ☐ Babae **Edad:** _____

Rehiyon: _____ **Uri ng transaksyon o serbisyo:** (Paki tingnan ang likod na pahina)

PANUTO: Lagyan ng tsek (✓) sa itinalagang kahon ng iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?

- ☐ 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina
☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina
☐ 3. Nalaman ko ang CC nang makita ko ito sa napuntahang opisina
☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...






- ☐ 1. Madaling makita ☐ 4. Hindi makita
☐ 2. Medyo madaling makita ☐ 5. N/A
☐ 3. Mahirap makita

CC3 Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?

- ☐ 1. Sobrang nakatulong ☐ 3. Hindi nakatulong
☐ 2. Nakatulong naman ☐ 4. N/A

PANUTO:

Para sa SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasangayon	 Hindi sumasan gayon	 Walang kinikilingan	 Sumasan gayon	 Labis na sumasangayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang sebisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal):

Email address (opsyonal): _____



Kabukiran, Calaylayan, Abucay 2114 Bataan
www.facebook.com/DepEdBataan

www.depedbataan.com
bataan@deped.gov.ph

"We Mould Heroes"



OFFICE	BUDGET UNIT
<i>Please check the service/s availed</i>	
Internal Services	
	Processing of ORS
	Posting/Updating of Disbursement
	Others: <i>(Please specify)</i>

OFFICE	CASH UNIT
<i>Please check the service/s availed</i>	
Internal Services	
	Handling of Cash Advances
	Others: <i>(Please specify)</i>

OFFICE	CURRICULUM IMPLEMENTATION DIVISION
<i>Please check the service/s availed</i>	
External Services	
	Accessing Available Learning Resources from LRMS Portal
	Borrowing of Learning Materials from Libraries
	Alternative Learning System (ALS) Enrollment
Internal Services	
	Program Workflow of Submission of Contextualized Learning Resources
	Quality Assurance of Supplementary Learning Resource
	Others: <i>(Please specify)</i>

OFFICE	INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT
<i>Please check the service/s availed</i>	
Internal Services	
	User Account Management for Centrally Managed Systems
	Troubleshooting of ICT Equipment
	Uploading of Publications
	Others: <i>(Please specify)</i>

OFFICE	LEGAL UNIT
<i>Please check the service/s availed</i>	
External Services	
	Request for Correction of Entries in School Record
Internal Services	
	Issuance of Certificate of No Pending Case
	Others: <i>(Please specify)</i>

OFFICE	RECORDS UNIT
<i>Please check the service/s availed</i>	
External Services	
	Issuance of Requested Documents (Non-CTC)
	Issuance of Requested Documents (CTC and Photocopy of Documents)
	Certification, Authentication, Verification (CAV)
	Receiving and Releasing of Communication and other Documents
	Receiving of Complaints against Non-Teaching Personnel
	Receiving of Complaints against Teaching Personnel (Multi-stage Processing)
	Others: <i>(Please specify)</i>

OFFICE	PROPERTY AND SUPPLY UNIT
<i>Please check the service/s availed</i>	
External Services	
	Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment
Internal Services	
	Requisition and Issuance of Supplies
	Property and Equipment Clearance Signing
	Others: <i>(Please specify)</i>

OFFICE	SGOD - PLANNING AND RESEARCH SECTION
<i>Please check the service/s availed</i>	
External Services	
	Request for Basic Education Data (from external stakeholders)
Internal Services	
	Request for Basic Education Data (Internal Stakeholder)
	Request for Data for EBEIS/LIS/NAT and Performance Indicators
	Others: <i>(Please specify)</i>

OFFICE	PERSONNEL UNIT
<i>Please check the service/s availed</i>	
External Services	
	Acceptance of Employment Application for Initial Evaluation (Teaching Position)
Internal Services	
	Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)
	Application for ERF (Equivalent Record Form)
	Application for Leave
	Application for Retirement
	Issuance of Certificate of Employment
	Issuance of Service Record
	Loan Approval and Verification
	Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)
	Processing of Terminal Leave Benefits
	Request for Correction of Name and Change of Status
	Others: <i>(Please specify)</i>

OFFICE	PROPERTY AND SUPPLY UNIT
<i>Please check the service/s availed</i>	
External Services	
	Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment
Internal Services	
	Requisition and Issuance of Supplies
	Property and Equipment Clearance Signing
	Others: <i>(Please specify)</i>

UNIT	OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT
<i>Please check the service/s availed</i>	
Internal Services	
	Issuance of Foreign Official Travel Authority
	Issuance of Foreign Personal Travel Authority
	Others: <i>(Please specify)</i>

OFFICE	SGOD - SCHOOL MANAGEMENT, MONITORING, AND EVALUATION SECTION
<i>Please check the service/s availed</i>	
External Services	
	Issuance of Government Permit, Renewal, Recognition of Private Schools
	Issuance of Special Orders for the Graduation of Private School Learners
	Application for SHS Additional Track/ Strand
	Application for Summer Permit for Private Schools
	Application for No Increase in Tuition Fee
	Application for Increase in Tuition Fee
	Others: <i>(Please specify)</i>

OFFICE	SCHOOL HEALTH AND NUTRITION
<i>Service/s availed (Please specify)</i>	

OFFICE	FINANCE SERVICES UNIT
<i>Service/s availed (Please specify)</i>	

OFFICE	OFFICE OF THE ASSISTANT SCHOOLS DIVISION SUPERINTENDENT
<i>Service/s availed (Please specify)</i>	

OFFICE	EDUCATION FACILITIES
<i>Service/s availed (Please specify)</i>	

OFFICE	PAYROLL SERVICES UNIT
<i>Service/s availed (Please specify)</i>	

OFFICE	SCHOOL GOVERNANCE AND OPERATIONS DIVISION
<i>Service/s availed (Please specify)</i>	



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HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____ **Sex:** ☐ Male ☐ Female **Age:** _____

Region of residence: _____ **Service Availed:** (Please see the back page)

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- ☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A Not Applicable
SQD0. I am satisfied with the service that I availed. (Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.)						
SQD1. I spent a reasonable amount of time for my transaction. (Makatiwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.)						
SQD2. The office followed the transaction's requirements and steps based on the information provided. (Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.)						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple. (Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.)						
SQD4. I easily found information about my transaction from the office or its website. (Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.)						
SQD5. I paid a reasonable amount of fees for my transaction. (Nagbayad ako ng makatiwang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction. (Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.)						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful. (Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.)						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me. (Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.)						

Suggestions on how we can further improve our services (optional):

Email address (optional):

OFFICE	BUDGET UNIT
<i>Please check the service/s availed</i>	
Internal Services	
	Processing of ORS
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	Others: <i>(Please specify)</i>

OFFICE	CASH UNIT
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<i>Please check the service/s availed</i>	
Internal Services	
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	Issuance of Foreign Personal Travel Authority
	Others: <i>(Please specify)</i>

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<i>Service/s availed (Please specify)</i>	

OFFICE	FINANCE SERVICES UNIT
<i>Service/s availed (Please specify)</i>	

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<i>Service/s availed (Please specify)</i>	

OFFICE	EDUCATION FACILITIES
<i>Service/s availed (Please specify)</i>	

OFFICE	PAYROLL SERVICES UNIT
<i>Service/s availed (Please specify)</i>	

OFFICE	SCHOOL GOVERNANCE AND OPERATIONS DIVISION
<i>Service/s availed (Please specify)</i>	