

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
- PSDS Ruel D. Lingad, EdD
- 4. OSDS Admin. Pilar C. Ignacio
- 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/SDOBTN-CSMProcedure to enable us to consolidate and consider them accordingly.

For information and compliance.

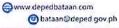
CAROLINA S. VÍOLETA, EdD, CESO V A Schools Division Superintendent

SO5/hgd May 20, 2025















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

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

FRONT DESK OFFICER

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



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

CLIENT Proceed to the section/unit to begin transaction

DURING

CONCERNED SDO PERSONNEL

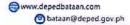
- Log the client
- Ask for the copy of the CSM feedback form
- Process the request/ transaction
- Ask the client to answer the CSM feedback form

















Department of Education

REGION III SCHOOLS DIVISION OFFICE OF BATAAN

AFTER

CLIENT

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

FRONT DESK OFFICER

Sign the locator slip and give certificate of appearance



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

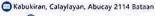
TULUNGAN MO KAMI MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

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 <u>kakatapos lamang na transaksyon</u>, 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.

Petsa:	Kasarian: 🗆 Lalaki 🗆 Babae		Edad:		250		
	on: Uri ng transaksyon o serbi	Syo: (Peki tin	gnan ang likoc	l na pahina)			
PANUT (CC). It	O: Lagyan ng tsek (🗸) sa itinalagang kahon ng iyong sagot o ay isang opisyal na dokumento na naglalaman ng mga se akailangan na dokumento, kaukulang bayarin, at pangkabu	sa mga sum rbisyo sa isa	usunod na ing ahensy	katanungar a/opisina n			
cc	Alin sa mga sumusunod ang naglalarawan sa iy ☐ 1. Alam ko ang CC at nakita ko ito sa napuntahang opisina ☐ 2. Alam ko ang CC pero hindi ko ito nakita sa napuntahang o ☐ 3. Nalaman ko ang CC nang makita ko ito sa napuntahang o ☐ 4. Hindi ko alam kung ano ang CC at wala akong nakita sa na ang iyong sagot)	pisina pisina apuntahang o	oisina (Lagya	in ng tsek an			~ -
CC2	Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa opisina ay □ 1. Madaling makita □ 4. Hindi mak □ 2. Medyo madaling makita □ 5. N/A □ 3. Mahirap makita		asabi mo	ba na ang	g CC nanç	g napuntah	ang
CC3	Kung alam ang CC (nag-tsek sa opsyon 1-3 sa € □ 1. Sobrang nakatulong □ 2. Nakatulong naman □ 4. N/A	CC1), gaan	o nakatul	ong ang (CC sa trar	isaksyon n	no?
PANUT Para sa	'O: ৷ SQD 0-8, lagyan ng tsek (✓) ang hanay na pinakaangl	ron sa ivono	r sagot				
		Lubos na hindi sumasanga yon	Hindi sumasan gayon	Walang kinikiting an	Sumasan gayon	Labis na sumasang ayon	N/A Not Applicable
SQD0. Nasiya tangga	han ako sa serbisyo na aking natanggap sa napuntahan na pan.						
SQD1. Makatv transal	viran ang oras na aking ginugol para sa pagproseso ng aking ksyon.						
And the second s	isina ay sumusunod sa mga kinakailangang dokumento at mga ng batay sa impormasyong ibinigay.			**			
QD3. Ang mg	a hakbang sa pagproseso, kasama na ang pagbayad ay madali ole lamang.						
	at madali akong nakahanap ng impormasyon tungkol sa aking ksyon mula sa opisina o sa website nito.						
QD4. Mabilis							
QD4. Mabilis transal QD5. Nagbay	ad ako ng makatwirang halaga para sa aking transaksyon. (Kung						
QD4. Mabilis transal GQD5. Nagbay ang set GQD6. Pakiran	rad ako ng makatwirang halaga para sa aking transaksyon. (Kung pisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) ndam ko ay patas ang opisina sa lahat, o "walang palakasan", sa	9 8 3					
GQD4. Mabilis transal GQD5. Nagbay ang set GQD6. Pakiran aking t	rad ako ng makatwirang halaga para sa aking transaksyon. (Kung pisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) ndam ko ay patas ang opisina sa lahat, o "walang palakasan", sa ransaksyon. ng akong trinato ng mga tauhan, at (kung sakali ako ay humingi						
GQD4. Mabilis transal GQD5. Nagbay ang set GQD6. Pakiran aking t GQD7. Magala ng tulo GQD8. Nakuha	rad ako ng makatwirang halaga para sa aking transaksyon. (Kung pisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.) ndam ko ay patas ang opisina sa lahat, o "walang palakasan", sa ransaksyon.						















7/	ease check the service/s availed	
nt	ternal Services	
	Processing of ORS	
	Posting/Updating of Disbursement	=7-25-000
	Others: (Please specify)	

OFFICE	CASH UNIT
Please c	heck the service/s availed
Internal	Services
Ha	ndling of Cash Advances
Ott	ners: (Please specify)

OFFICE	CURRICULUM IMPLEMENTATION DIVISION
Please cl	neck the service/s availed
External	
Acc	essing Available Learning Resources from LRMDS Portal
Bor	rowing of Learning Materials from Libraries
Alte	mative Learning System (ALS) Enrollment
Internal S	ervices
	gram Workflow of Submission of Contextualized Learning cources
Qua	ality Assurance of Supplementary Learning Resource
Oth	ers: (Please specify)

OFFICE	INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT
Please ci	neck the service/s availed
Internal S	Services
Use	er Account Management for Centrally Managed Systems
Tro	ubleshooting of ICT Equipment
	oading of Publications
	ers: (Please specify)

OFFICE	LEGAL UNIT
Please	check the service/s availed
Externa	I Services
R	equest for Correction of Entries in School Record
	Services
ls	suance of Certificate of No Pending Case
	thers: (Please specify)

OFFICE	RECORDS UNIT
Please ci	heck the service/s availed
External	Services
Issi	uance of Requested Documents (Non-CTC)
	uance of Requested Documents (CTC and Photocopy of cuments)
Cer	tification, Authentication, Verification (CAV)
Red	ceiving and Releasing of Communication and other cuments
Red	ceiving of Complaints against Non-Teaching Personnel
Red	ceiving of Complaints against Teaching Personnel (Multi- ge Processing)
Oth	ers: (Please specify)
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OFFICE	PROPERTY AND SUPPLY UNIT
Piease cl	neck the service/s availed
External	Services
	pection, Acceptance, and Distribution of Textbooks,
Internal S	Services
Red	quisition and Issuance of Supplies
	perty and Equipment Clearance Signing
Oth	ers: (Please specify)

OFFICE	SGOD - PLANNING AND RESEARCH SECTION
Please ch	eck the service/s availed
External :	Services
Red	uest for Basic Education Data (from external stakeholders)
internal S	ervices
Red	uest for Basic Education Data (Internal Stakeholder)
Red	uest for Data for EBEIS/LIS/NAT and Performance cators
Oth	ers: (Please specify)

OFFICE	PERSONNEL UNIT
Please ch	eck the service/s availed
External :	Services
	eptance of Employment Application for Initial Evaluation aching Position)
Internal S	ervices
(No	eptance of Employment Application for Initial Evaluation n-Teaching and Teaching-Related Positions both promotion entry)
App	lication for ERF (Equivalent Record Form)
App	lication for Leave
App	lication for Retirement
Issu	ance of Certificate of Employment
Issu	ance of Service Record
Loa	n Approval and Verification
	cessing of Appointment (Original, Reemployment, ppointment, Promotion and Transfer)
	cessing of Terminal Leave Benefits
Rec	uest for Correction of Name and Change of Status
	ers: (Please specify)

OFFICE	PROPERTY AND SUPPLY UNIT
Please cl	neck the service/s availed
External	Services
ins Sur	pection, Acceptance, and Distribution of Textbooks, oplies, and Equipment
Internal S	
Red	uisition and Issuance of Supplies
	perty and Equipment Clearance Signing
	ers: (Please specify)

UNIT	OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT
Please	check the service/s availed
Internal	Services
Is	suance of Foreign Official Travel Authority
Is	suance of Foreign Personal Travel Authority
0	thers: (Please specify)

OFFICE	SGOD - SCHOOL MANAGEMENT, MONITORING, AND EVALUATION SECTION
Please cl	neck the service/s availed
External	Services
	Jance of Government Permit, Renewal, Recognition of rate Schools
	pance of Special Orders for the Graduation of Private School orders
	olication for SHS Additional Track/ Strand
App	lication for Summer Permit for Private Schools
	lication for No Increase in Tuition Fee
Apr	lication for Increase in Tuition Fee
Oth	ers: (Please specify)

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

OFFICE	FINANCE SERVICES UNIT	
Service/s	avalled (Please specify)	
Service/s	availed (Please specify)	

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

OFFICE	EDUCATION FACILITIES	
Service/s	s availed (Please specify)	

OFFICE	PAYROLL SERVICES UNIT	
Service/	/s availed (Please specify)	
Service/s	S dvalled (1 losse specify)	

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



Department of Education

REGION III SCHOOLS DIVISION OFFICE OF BATAAN

HELP US SERVE YOU BETTER!

recently concluded train		omer experience of government offices. Your feedback on your tter service. Personal information shared will be kept confidential
Client type: □ Citizen	☐ Business ☐ Government (Employee or ar	nother agency)
Date:	Sex: □ Male □ Female	Age:
Region of residence	e: Service Availed:	(Please see the back page)
	at reflects the services of a govern	Citizen's Charter (CC) questions. The Citizen's Charter is an imment agency/office including its requirements, fees, and
CC1 Which of t	he following hest describes your a	wareness of a CC?

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.

	Strongly	Disagree	Neither Agree	Agree	Strongly	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.	Disagree		nor Disagree		Agree	
(Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.)			Victoria de la constanta de la			
SQD1. I spent a reasonable amount of time for my transaction. (Makatwiran 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 makatwirang halaga para sa aking transaksyon. (Kung ang sabisyo ay ibinigay ng libra, maglagay ng Isak 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 kinakallangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinallwanag sa akin.)						

:	Suggestions	on	now	we	can	further	improve or	ur sen	/ices	(opt	ional)):

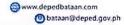
Email address (optional): _____















2/6	ease check the service/s availed	DOLL THE SATE
Inte	ernal Services	
	Processing of ORS	
	Posting/Updating of Disbursement	
	Others: (Please specify)	hier je inc

OFF	FICE CASH UNIT
Plea	ase check the service/s availed
inte	rnal Services
S3) 24-1-1	Handling of Cash Advances
	Others: (Please specify)

OFFICE	CURRICULUM IMPLEMENTATION DIVISION
Please cl	neck the service/s availed
External	Services
Acc	essing Available Learning Resources from LRMDS Portal
Bor	rowing of Learning Materials from Libraries
Alte	mative Learning System (ALS) Enrollment
Internal S	ervices
	gram Workflow of Submission of Contextualized Learning sources
Qui	ality Assurance of Supplementary Learning Resource
	ers: (Please specify)

OFFICE	INFORMATION AND COMMUNICATIONS TECHNOLOGY UNIT
Please cl	neck the service/s availed
Internal 8	Services
Use	er Account Management for Centrally Managed Systems
Tro	ubleshooting of ICT Equipment
Upl	oading of Publications
Oth	ers: (Please specify)

Plea	ase check the service/s availed
Ext	ernal Services
	Request for Correction of Entries in School Record
Inte	rnal Services
.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Issuance of Certificate of No Pending Case
- 227	Others: (Please specify)

_	ase check the service/s availed
Χţ	ernal 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
TU	Receiving of Complaints against Teaching Personnel (Multi- stage Processing)
	Others: (Please specify)

OFFICE	PROPERTY AND SUPPLY UNIT
Please cl	neck the service/s availed
External	Services
	pection, Acceptance, and Distribution of Textbooks, Supplies Equipment
Internal S	ervices
Red	pulsition and Issuance of Supplies
	perty and Equipment Clearance Signing
Oth	ers: (Please specify)

OFFICE	SGOD - PLANNING AND RESEARCH SECTION
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Red	quest for Basic Education Data (from external stakeholders)
Internal S	
Red	quest for Basic Education Data (Internal Stakeholder)
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Oth	ers: (Please specify)

Pie	ase check the service/s availed
Ext	ernal Services
	Acceptance of Employment Application for Initial Evaluation (Teaching Position)
Inte	ernal Services
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	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: (Please specify)

OFFICE	PROPERTY AND SUPPLY UNIT
Please ci	heck the service/s availed
External	Services
	pection, Acceptance, and Distribution of Textbooks, Supplies I Equipment
Internal S	Services
Re	quisition and Issuance of Supplies
Pro	perty and Equipment Clearance Signing
Oth	iers: (Please specify)

UNIT	OFFICE OF THE SCHOOLS DIVISION SUPERINTENDENT
Please	check the service/s availed
Internal	Services
Is	suance of Foreign Official Travel Authority
Is	suance of Foreign Personal Travel Authority
10	thers: (Please specify)

OFFICE	SGOD - SCHOOL MANAGEMENT, MONITORING, AND EVALUATION SECTION
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	Jance of Government Permit, Renewal, Recognition of late Schools
9735233	iance of Special Orders for the Graduation of Private School mers
App	lication for SHS Additional Track/ Strand
Apr	lication for Summer Permit for Private Schools
App	lication for No Increase in Tuition Fee
App	lication for Increase in Tuition Fee
Oth	ers: (Please specify)

OFFICE	SCHOOL HEALTH AND NUTRITION	
Service	/s availed (Please specify)	"

OFFICE	FINANCE SERVICES UNIT	
Service/s	availed (Please specify)	
1	availed (i leader openity)	

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

OFFICE	EDUCATION FACILITIES	
Service/s	availed (Please specify)	
	and the second second second	

OFFICE	PAYROLL SERVICES UNIT	
Service/s	s availed (Please specify)	
OCT VICETS	s availed (1 lease specify)	

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