



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

NOV 03 2025

DIVISION MEMORANDUM

NO. 493 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 Heads
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 (SDO) Daily Transaction Guidelines.
2. Enclosed with this Memorandum are the SDO Bataan Daily Transaction Guidelines flow chart and the copy of CSM Feedback Form.
3. Immediate dissemination and compliance therewith are earnestly 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

SO3/hgd

October 28, 2025

SDO DAILY TRANSACTION PROCESS

START

BEFORE



Present the locator slip (Internal Client) or **any proof of transaction** (External Client) and **Identification Card (ID)**

Ipakita ang locator slip (Internal Client) o anumang patunay ng transaksyon (External Client) at pagkakakilanlan

Persons with Disabilities (PWDs), Senior Citizens, Women with Children, and Pregnant Women are given priority

Ang mga Taong may Kapansanan (PWD), Nakatatanda, Kababaihang may Kasamang Bata, at mga Buntis ay binibigyan ng prayoridad

- Fill-out the **visitor's Log sheet** or may opt to accomplish this by scanning the **QR Code** provided.
- Get the **Customer Satisfaction Measurement (CSM) Feedback Form** from the **Front Desk Officer** or **Scan the QR code** for online CSM

• *Sumulat sa Visitor's Log Sheet o maaari rin nila itong gawin sa pamamagitan ng pag-scan sa nakalaang QR Code*

• *Kumuha ng Customer Satisfaction Measurement (CSM) Feedback Form mula sa Front Desk Officer o i-scan ang QR code para sa online na CSM*

DURING



Proceed to the **Records Unit** to receive officially the document/s to be submitted or straight ahead to Unit/Section to begin transaction

Magtungo sa Records Unit upang opisyal na matanggap ang dokumentong isusumite o dumiretso sa yunit o seksyon upang simulan ang transaksyon

Identify the purpose of your visit by selecting from the **list of services** provided on the back of the CSM Form. The Front Desk Officer will assist you in making the appropriate selection.

Tukuyin ang layunin ng iyong pagbisita sa pamamagitan ng pagpili mula sa listahan ng mga serbisyo na nasa likod ng CSM Form. Tutulongan ka ng Front Desk Officer sa pagpili ng tamang serbisyo

- **Present the CSM Form** or the **Online CSM portal** to the SDO personnel of the section or unit you are transacting with.

- *Ipakita ang CSM Form o ang Online CSM portal sa SDO personnel ng seksyon o yunit na iyong kakatransaksyon*

SDO personnel will **process** your request and **receive** your document or answer the inquiry, then, **sign** the locator slip. If the transaction requires more than one day, SDO personnel will inform the client on the date and time of release of the document.

Ipoprocesso ng SDO personnel ang iyong kahilingan at tatanggapin ang iyong dokumento o sasagutin ang iyong katanungan, pagkatapos ay lalagdaan ang locator slip. Kung ang transaksyon ay mangangailangan ng higit sa isang araw, ipapaalam ng SDO personnel sa kliyente ang petsa at oras ng paglalabas ng dokumento

Continue answering the **Client Satisfaction Measurement Feedback Form** based on the quality of service rendered by the SDO Personnel /Section/Unit.

Ipagpatuloy and pagsagot sa Client Satisfaction Measurement Feedback Form batay sa kalidad ng serbisyo na ibinigay ng SDO Personnel / Seksyon / Yunit

AFTER



Claim the **Certificate of Appearance** and **Log** the time out in the visitor's **Log Sheet**.

Kunin ang Certificate of Appearance at itala ang oras ng pag-alis sa Client's Log Sheet

Drop the accomplished CSM Form into the CSM Box in the lobby

Ihulog ang napunan na CSM Form sa CSM Box sa lobby.

If the transaction is completed, **proceed** to the Front Desk Officer in the lobby and **present** the accomplished CSM Form or the submitted Online CSM, along with the locator slip or any other proof of transaction.

Kapag tapos na ang transaksyon, magtungo sa Front Desk Officer sa lobby at ipakita ang napunan na CSM Form o ang naisumiteng Online CSM, kasama ang locator slip o anumang patunay ng transaksyon

END



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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 makatiwirang halaga para sa aking transaksyon. (Kung ang sebisyo 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
	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>	