



Title of Frontline Service: **ISSUANCE OF SERVICE RECORD**

Schedule of Availability of Service	Who May Avail of the Service	What are the Requirements	Duration
Monday to Friday 8:00 a.m. - 5:00 p.m.	All DepEd Cebu City Employees	* Duly accomplished request form for Service Record (stating purpose) <i>Forms can be downloaded from the website:</i> www.depedcebucity.com	a. 1-10 requests: 2 working days; b. more than 10 requests: 3 days and 30 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (under normal condition)	Person in-Charge	Fees	Form
1	Fill up request for service record form and email to: servicerecords.cebucity@deped.gov.ph	Updates, prints, and countersigns service record	1 day and 1 hour (1-10 requests) 2.5 days (more than 10 requests)	Shiralyn Erana Ardiana Mahusay (Elem) Ave Criste Aguilar (JHS/SHS)	None	Request Form Service Record
2		Verifies service record	4 hours (1-10 requests) half day (more than 10 requests)	Rhodora Man-on	None	
3		Certifies service record	2 hours	Araceli Gudelosao	None	
4	Picks up printed service record.	Releases certified service record	30 minutes	Ritchell Camino/ Andy Bonnin Opone	None	

END OF TRANSACTION