



Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO
SCHOOLS DIVISION OF EL SALVADOR CITY

13 September 2022

DIVISION MEMORANDUM
No. 596, s. 2022

**GUIDELINES ON DEPED COMPUTERIZATION PROGRAM (DCP)
WARRANTY ISSUE REPORTING**

To: **Assistant Schools Division Superintendent**
Chief Education Supervisor, CID
Chief Education Supervisor, SGOD
Public Elementary and Secondary School Heads
Schools ICT Coordinators
School Property Custodian
This Division

1. Relative to Regional Memorandum No. 548, s. 2022 titled “Guidelines on DepEd Computerization Program (DCP) Warranty Issue Reporting, this office directs the schools listed below to comply with the reporting of warranty issues:

No.	School	Batch
1	Cogon National High School	2018-01 and 2019-02
2	Himaya National High School	2018-01
3	Molugan National High School	2018-01 and 2018-02
4	San Francisco de Asis National High School	2018-01
5	Sinaloc National High School	2018-01

2. For more detailed information on how to report warranty related issues encountered with the specified DCP packages mentioned above, please refer to the enclosed Regional Memorandum No. 548, s. 2022.
3. The deadline to accomplish this task is on or before September 16, 2022.
4. This memorandum supersedes the released Division Memorandum No. 377, s. 2022.
5. This memorandum shall adhere to the Equal Opportunity Principle (EOP) wherein there is no discrimination on the account of age, gender, identity, sexual orientation, civil status, disability, religion, ethnicity, or political affiliation.





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SCHOOLS DIVISION OF EL SALVADOR CITY

6. Immediate and wide dissemination of this memorandum is desired.

OLGA C. ALONSABE, PhD, CESO V
Schools Division Superintendent

Encl.: As stated

Reference: RM No. 548, s.2022

To be indicated in the Perpetual Index
under the following subjects:

INFORMATION TECHNOLOGY

OSDS/SRD





Republic of the Philippines
Department of Education
REGION X – NORTHERN MINDANAO



September 2, 2022

REGIONAL MEMORANDUM
No. 548, s. 2022

GUIDELINES ON DEPED COMPUTERIZATION PROGRAM (DCP)
WARRANTY ISSUE REPORTING

To: Schools Division Superintendents
Assistant Schools Division Superintendents
All Others Concerned

1. The recently conducted DepEd Computerization Program Monitoring has surfaced issues in reporting DCP Batch 2019-01, 2019-02, and 2019-3 under warranty until the end of December 2022. Hence, the division IT officers and school ICT coordinators shall report the non-working DCP Batch 2019-01, 2019-02, and 2019-3.
2. The warranty reporting format shall contain the following email information:
 - a. Region:
 - b. School ID:
 - c. School Name:
 - d. Batch:
 - e. Qty:
 - f. Item/Unit
 - g. Serial Number:
 - h. Supplier:
 - i. Problem:
 - j. Contact Number/s:
 - k. Contact Person/s:
 - l. Attach a picture of DCP and the scan copy of the Delivery Receipt (DR), Inspection and Acceptance Receipt (IAR), and Property Acknowledgement Receipt (PAR)
3. The email subject must have the following format:

DCP Warranty Report – <Activity Code> – **R10** – <Division> – <School ID>
– <DCP Batch> – <Supplier Name>

E.g. DCP Warranty Report-AC02-R10-GINGOOG-128060-2019-01-REDDOT



DepEd Regional Office X, Zone 1, Upper Balulang, Cagayan de Oro City
(088) 856-3932 | (088) 881-3137 | (088) 881-3031
Department of Education Region 10
region10@deped.gov.ph
<http://deped10.com>



ACTIVITY CODE	WARRANTY ISSUES
AC01	Replacement/Damage upon delivery
AC02	Warranty Claims/Defective Units
AC03	Typhoon/Calamities
AC04	Stolen
AC05	Pull-out
AC06	Bayanihan
AC06A	Replacement/Damage Upon Delivery (Bayanihan)
AC06B	Warranty Claims/Defective Units (Bayanihan)

4. The email shall be sent to the following:

customercare.express2017@gmail.com or the Email Address found at the back of the DCP Item

cc: icts.tid@deped.gov.ph
dcp.recipients@deped.gov.ph
renel.quirit@deped.gov.ph
Division ITO Email Address

Division	IT Officer Email Address
Bukidnon	daryl.macario@deped.gov.ph
Cagayan	james.sijo@deped.gov.ph
Camiguin	elson.jamero@deped.gov.ph
El Salvador	sherrie.dungog@deped.gov.ph
Gingoog	julius.baldelovar@deped.gov.ph
Iligan	cesar.bastida@deped.gov.ph
Lanao del Norte	florderick.velarde@deped.gov.ph
Malaybalay	paul.arias@deped.gov.ph
Misamis Occidental	anne.intong@deped.gov.ph
Misamis Oriental	freddiejun.delig@deped.gov.ph
Oroquieta	argie.lumasag@deped.gov.ph
Ozamiz	regie.catedral@deped.gov.ph
Tangub	alden.antonio@deped.gov.ph
Valencia	moises.bacasma@deped.gov.ph

5. This Office directs the immediate and wide dissemination of this Memorandum.

DR. ARTURO B. BAYOCOT, CESO III
Regional Director

DR. VICTOR G. DE GRACIA JR., CESO V
Assistant Regional Director
Officer-in-Charge
Office of the Regional Director

ATCH.: As stated
To be indicated in the Perpetual Index
under the following subject:

DCP WARRANTY REPORTING

ICT/rjq