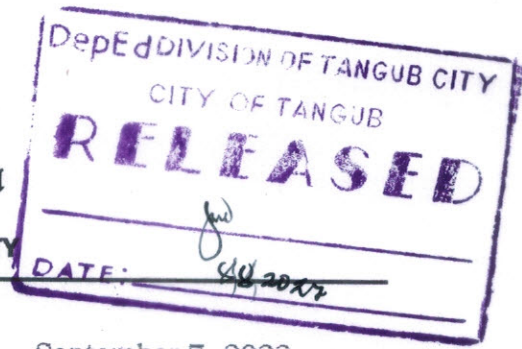




Republic of the Philippines  
**Department of Education**  
Region X  
**SCHOOLS DIVISION OF TANGUB CITY**



Office of the Schools Division Superintendent

September 7, 2022

**DIVISION MEMORANDUM**

No. 255, s. 2022

To: Assistant Schools Division Superintendent  
Chief Education Supervisors (CID and SGOD)  
Public Schools District In-Charge  
Elementary and Secondary School Heads  
School ICT Coordinators  
All Others Concerned  
This Division

**DISSEMINATION OF REGIONAL MEMORANDUM NO. 548, S. 2022** (Guidelines  
On DepEd Computerization Program (DCP) Warranty Issue Reporting)

1. This Office disseminates Regional Memorandum No. 548, s. 2022 titled "Guidelines on DepEd Computerization Program (DCP) Warranty Issue Reporting" for information and guidance to all concerned.
2. See attached Regional Memorandum for details.
3. Immediate and wide dissemination of this Memorandum is desired.

**NIMFA R. LAGO, PHD, CESO VI**  
Assistant Schools Division Superintendent  
OIC-Office of the Schools Division Superintendent

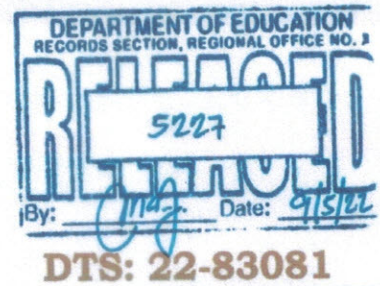
NRL/ama/09072022



Address: Anecito Siete St. Mantic, Tangub City  
Telephone: (088) 530 - 5988



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](mailto:customercare.express2017@gmail.com) or the Email Address found at the back of the DCP Item

cc: [icts.tid@deped.gov.ph](mailto:icts.tid@deped.gov.ph)  
[dcp.recipients@deped.gov.ph](mailto:dcp.recipients@deped.gov.ph)  
[renel.quirit@deped.gov.ph](mailto: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