



Republic of the Philippines
Department of Education
 Region V – Bicol
SCHOOLS DIVISION OFFICE OF CATANDUANES



March 29, 2022

DIVISION MEMORANDUM
 OSDS-ICTU-DM- 157 S. 2022

DEPED COMPUTERIZATION PROGRAM(DCP) WARRANTY ISSUE REPORTING FORMAT

TO : Assistant Schools Division Superintendent
 SDO Chiefs, Section/Unit Heads
 Education Program Supervisors
 Public Schools District Supervisors
 School Heads
 District/School ICT Coordinator-1
 All others concerned

1. Pursuant to the attached UnNumbered Memo from the **Office of the Director – Abram Y.C. Abanil dated March 25, 2022**, the School ICT Coordinator-1 are requested to use the provided warranty reporting format to report the non-working computer units that are still under warranty for uniformity and easy monitoring of equipment that requires repair and maintenance. The DCP warranty reporting format shall contain the following information:

Region:	
School ID:	
School Name:	
DCP Batch No.:	
Quantity:	
Item/Unit:	
Serial Number:	
Supplier:	
Problem:	
Contact Number/s:	
Contact Person/s:	

2. For easy reference, the Activity Codes, Region, Fund Year, Batch Number and Suppliers Name shall be included in the email subject (ex. **AC01-R5-2019B1-CTI**) and send to the suppliers email (*found at the back of the received laptop or desktop*), copy furnish the dcp.recipients@deped.gov.ph and ictunit.ctd@deped.gov.ph . Please refer to the Activity Code below:

ACTIVITY CODE	WARRANTY ISSUES
AC01	Replacement/Damaged upon delivery
AC02	Warranty Claims/Defective Units
AC03	Typhoon/Calamities
AC04	Stolen
AC05	Pull-out
AC06	Bayanihan
AC06A	Replacement/Damaged upon delivery (Bayanihan)
1C06B	Warranty Claims/Defective Units(Bayanihan)

Note: When all concerns have been fully addressed, the school ICT Coordinator shall input the following information through the following link: <https://bit.ly/3NpashE>

3. For information, guidance, and compliance.


SUSAN S. COLLANO
 Schools Division Superintendent



Republic of the Philippines
Department of Education
INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICE
Pasig City, Philippines

Office of the Director

FOR : **Regional and Division IT Officers**

FROM : 
ABRAM Y.C. ABANIL
Director IV, ICTS

SUBJECT : **DEPED COMPUTERIZATION PROGRAM (DCP)
WARRANTY ISSUE REPORTING FORMAT**

DATE : **March 25, 2022**

This is to direct all IT Officers to notify the School ICT Coordinator with non-working computer units that are still under warranty to use the warranty reporting format for uniformity and easy monitoring of equipment that requires repair and maintenance.

The DCP warranty reporting format shall contain the following information:

Region:
School ID:
School Name:
Batch:
Qty:
Item/Unit:
Serial Number:
Supplier:
Problem:
Contact Number/s:
Contact Person/s:

For easy reference, the Activity Codes, Region, Fund year, Batch number and Supplier's name shall be included as the email subject.

Example: **AC01-R1-20191-CTI**

ACTIVITY CODE	WARRANTY ISSUES
AC01	Replacement/Damaged upon delivery
AC02	Warranty Claims/Defective Units
AC03	Typhoon/Calamities
AC04	Stolen
AC05	Pull-out
AC06	Bayanihan
ACO6A	Replacement/Damaged upon delivery (Bayanihan)
ACO6B	Warranty Claims/Defective Units (Bayanihan)

When all concerns have been fully addressed, the school ICT Coordinator shall input the following information through the following link:
<https://bit.ly/3NpashE>

For further inquiries and clarification on this matter, please contact Engr Ofelia L. Algo - Information Technology Officer III, Chief - Technology Infrastructure Division and Ezra Valerie Cabañal - Technical Assistant II at Phone Nos. +632.8 6332363/+639088782413 or email at tofelia.algo@deped.gov.ph, ezra.cabanal@deped.gov.ph and dcp.recipients@deped.gov.ph

Thank you!