



Republic of the Philippines  
Department of Education  
Region V – Bicol

**TANGGAPANG PANSANGAY NG CATANDUANES**

02 October 2024

**DIVISION MEMORANDUM**

No. 482 s. 2024

**UTILIZATION OF THE SELF-SERVICE KIOSK LOCATED AT THE SDO LOBBY**

TO : **Assistant Schools Division Superintendent  
SDO Chiefs & Section/Unit Heads & Staff  
Education Program Supervisors  
Public Schools District Supervisors  
School Heads  
All Others concerned**

1. In compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act by 2018 and Republic Act No. 8792, also known as the Electronic Commerce Act of 2000, this Office through the SDO ICTU, is implementing the **Enhanced Registration and Queuing System(QS) with Client Satisfaction Survey and Certificate of Appearance(CA) Generation.**
2. **Self-Service Kiosks** were installed at the SDO Lobby for these purposes on October 1, 2024. Clients (DepEd & Non-DepEd) are therefore encouraged to use the Self- Service Kiosks in their transactions. The steps in using the Self-Service Kiosks is found in the enclosure to this memorandum. Feedback for improvement may be given to the office through this link: <https://bit.ly/EnhancedQSLobby> .
3. The following functionalities are the additional features of the provided systems/infra to our clients(DepEd and Non-DepEd):
  - a. **Systematic and organized** providing of service/s to the client/s of the respective SDO Office/s guided with the TV monitor displayed at the SDO lobby and beside HRMO unit office, the respective SDO office/s has also Desktop/Laptop monitor screen to monitor the visit of the client/s in their Office/s;
  - b. **Centralized** accomplishment of Client Satisfaction Measurement(CSM) per SDO Office/s visited. The survey results can then be used to improve the service delivery and quality of service provided in the respective SDO Office/s;
  - c. **Automatic** generation of Certificate of Appearance of the client/ after the accomplishment of CSM; and




San Roque, Virac, Catanduanes  
052-8114063  
catanduanes@deped.gov.ph  
[www.depedrovecatanduanes.com](http://www.depedrovecatanduanes.com) / [www.catanduanes.deped.gov.ph](http://www.catanduanes.deped.gov.ph)



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- d. **Queuing System** was incorporated in the DoTS system for easy access of the client/s in tracking their documents for follow-up to the respective SDO Office/s.
4. Queries and technical assistance may be sought at the ICTU Office or through email may be sent to [ictunit.ctd@deped.gov.ph](mailto:ictunit.ctd@deped.gov.ph).
5. For information and guidance.

  
**CECILE C. FERRO CESO VI**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent

SDO IT Infra/Systems  
ICTU/10/02/24/jbm



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Enclosure to Division Memorandum No. 482s. 2024



# STEPS IN USING THE SELF-SERVICE KIOSKS AT THE LOBBY



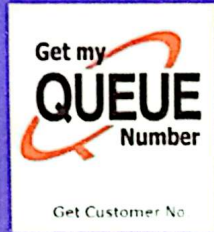
# DASHBOARD



Track your Docs.



Client Registration



Get Customer No



Get Appearance

## SDO CATANDUANES Document Routing, Queuing Mgt. System & Client Satisfaction Measurement (CSM)

A

B

C

D

The CSM tracks and monitor the client experience with the government transactions at the workplace.

Your feedback on your recently concluded transaction will help this office provide better service. Information shared will be kept confidential and you always have the option not to answer this form.

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this provide a better service. Personal Information shared will be kept confidential and you always have the option to not answer this form.



## SCHOOLS DIVISION OFFICE OF CATANDUANES

Wednesday, October 02, 2024 - 09:10:10 am


HELP US SERVE YOU BETTER!



SDO CATANDUANES KIOSK/QUEUEING MANAGEMENT INFORMATION SYSTEM

# A - TRACK YOUR DOCUMENT/S

**DTS Tracking**      Registration      Get Certificate      **10/02/2024 09:36:27am**

 **DIVISION OF CATANDUANES**  
DOCUMENT Routing Information Management System (DRIMS)

Client: **QUINTAL, EVALINDA**      School/Others: **Casoocan ES**      09207554213  
Doc. Type: **CLASSROOM WITH INSTALLED SMART TV PACKAGE**      Subject/Details: **DCP ICT PACKAGES**      01/10/2024

Tracking #	Date/Time	Duration	Origin	Current Destination	Doc Status	Action Taken
1 24-48-529545	01/10/2024 4 55 55 pm		RECEIVING (RECORDS)	ICT UNIT	Forwarded	Encoding from registration
2 24-48-529545	02/10/2024 9 28 42 am	17-hrs	RECEIVING (RECORDS)	ICT UNIT	Received	Encoding from registration
3 24-48-529545	02/10/2024 9 32 45 am		ICT UNIT	ICT UNIT	Archive	Received - for filing

**1** INPUT the Tracking No. of the document

Tracking No.

**2** CLICK the Search Key button to reveal the status of the document

**3** The monitor will DISPLAY the status of the document

**4** CLICK the Close button to go back to the dashboard

1 2 3  
4 5 6  
7 8 9  
0 Backspace  
Search Key  
Clear  
Close

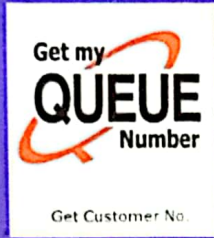
# DASHBOARD



Track your Docs.



Client Registration



Get Customer No.



Get Appearance

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SCHOOLS DIVISION OFFICE OF  
**CATANDUANES**

Wednesday, October 02, 2024 - 09:10:10 am

HELP US SERVE YOU BETTER!



**SDO CATANDUANES KIOSK/QUEUING MANAGEMENT INFORMATION SYSTEM**

# B – CLIENT REGISTRATION (First Time of Visit to SDO)

CLICK the Registration Tab **1**

DTS Tracking
**Registration**
Get Certificate
**10/02/2024 09:12:45am**

**Client Satisfaction Measurement (CSM):**  
The CSM tracks the customer experience of government offices.

Your feedback on your recently concluded transaction will help this office provide better service. Information shared will be kept confidential and you always have the option to not answer this form.

**\* Required**

**Client Information**

**PROVIDE the required Data**

1. Name \*  
AL FRANCIS B. MENDEZ

**3 CAPTURE the generated QR for the next visit at SDO**

Capture this QR for your reference \*

Print QR-Code?  Yes  No

Print Customer No.?  Yes  Preview

2

Business (Private School, Corporations, etc.)

Citizen (general public, learners, parents, former DepEd employees, researchers, NGOs etc.)

Government (current DepEd employees or employees of other government agencies & LGUs)

5. School ID   Office/School \*

District \*

6. Position Title/Designation \*

7. Date Service Acquired \*

**4 SELECT Office/s to be visited**

8. Office Visited \* | 9. Service Availled \* | << Click OFFICE Visited to select service >>

ACCOUNTING

ADMIN OFFICE

ALS

ASDS OFFICE

BAC

BUDGET OFFICE

CASHIER

CID OFFICE

COA OFFICE

HRD UNIT

HRM OFFICE

ICT UNIT

LEGAL UNIT

LRMDS

PHYSICAL FACILITIES

PLANNING & RESEARCH UNIT

RECEIVING (RECORDS)

RELEASING (RECORDS)

SCHOOL HEALTH & NUTRITION UNIT

SDS OFFICE

SGOD OFFICE

SM&E UNIT

SOCMOBNET UNIT

SUPPLY SECTION

YFD UNIT

**5 SELECT in the list of service/s provided by the office/s**

OFFICE VISITED: ICT UNIT

CREATE USER ACCOUNT

CREATE USER ACCOUNT - SCHOOL

FEEDBACK INQUIRIES

OTHER REQUESTS/INQUIRIES

OTHER REQUESTS/INQUIRIES

PRINT QR-CODE

REQUEST FOR INFORMATION/INQUIRY/COMPLAINT/ISSUE/REQUEST FOR SERVICE

SCHOOLING INFORMATION

SCHOOLING INFORMATION WORKSHEET

TROUBLESHOOTING OF IT EQUIPMENT

UPDATING OF PUBLICATIONS

**6 CLICK the select button**



# B – CLIENT REGISTRATION (Already Registered to the QS)

DTS Tracking

**Registration**

Get Certificate

10/02/2024 09:11:36am

**Client Satisfaction Measurement (CSM):**

The CSM tracks the customer experience of government offices.

Your feedback on your recently concluded transaction will help this office provide better service. Information shared will be kept confidential and you always have the option to opt-out of this form.

**TYPE** your name or **SCAN** the generated QR Code during the registration

Search Client / Scan QR-Code

al (If none press enter key to continue registration) Close

AL FRANCIS B. MENDEZ	BAGAMANOC CES
ALDRIN T. SARMIENTO	SAN MIGUEL RURAL DEVELOPMENT HIGH S...
ALEX I. TORRES	MARILIMA ES
ALEX M. ABUNDO	PALNAB ES
ALFREDO I. ABEJO JR.	SAN VICENTE ES
ALJON T. OBO	NEW HOPE LEARNING CENTER
ALLAN A. SORREDA	MAGNESIA ES
ALLAN F. SAPANTA	BUENAVISTA ES
ALONA B. CUSTODIO	BATO RURAL DHS
ALYSSA JOY A. BAGADIONG	CARAMORAN CENTRAL ELEMENTARY SCHOOL

Capture this QR for your reference \*



Print QR-Code?  Yes  No

Print Customer No.?  Yes  Preview



**GENERATED PRINTED QUEUING  
NUMBER(QN)** to be presented at the SDO  
Office/s to be visited by the client

**SDO CATANDUANES**  
Virac, Catanduanes

**OFFICE: ICT UNIT**

**R034**

Please wait for your number to be called  
10/02/2024 8:51:51 am



# C – GET CUSTOMER NUMBER (FOR NON-DEPED CLIENT/S)

**1**  
SELECT the office to be visited

**2**  
SELECT from the following options



1	RECEIVING (RECORDS)	9	SUPPLY SECTION	17	LRMDS
2	RELEASING (RECORDS)	10	ICT UNIT	18	SGOD OFFICE
3	BUDGET OFFICE	11	LEGAL UNIT	19	PLANNING & RESEARCH
4	ACCOUNTING	12	PHYSICAL FACILITIES	20	SCHOOL HEALTH & NUTRITION
5	ADMIN OFFICE	13	BAC	21	SMM&E UNIT
6	SDS OFFICE	14	HRM OFFICE	22	HRD UNIT
7	ASDS OFFICE	15	CID OFFICE	23	SOCMOBNET UNIT
8	CASHIER	16	ALS	24	YFD UNIT
				25	COA OFFICE

Counter No.   Regular  Priority  Appointment

Office/Dept.

02/10/2024 9:29:45 AM

**3**  
CLICK the Print button to generate the QN

# D – GET APPEARANCE

1 SELECT the Get Certificate Tab



DTS Tracking    Registration    **Get Certificate**    10/02/2024 09:32:51am

Survey Continuation...

Search Client / Scan QR-Code

al Close

AL FRANCIS B. MENDEZ	BAGAMANOC CES
ALDRIN T. SARMIENTO	SAN MIGUEL RURAL DEVEL...
ALEX I TORRES	MARILIMA ES
ALEX M. ABUNDO	PALNAB ES
ALEX S. AGUILAR	PARAISO B ES
ALFREDO I. ABEJO JR.	SAN VICENTE ES
ALJON T. OBO	NEW HOPE LEARNING CENTER
ALLAN A. SORREDA	MAGNESIA ES
ALLAN F. SAPANTA	BUENAVISTA ES
ALONA B. CUSTODIO	BATO RURAL DHS
ALYSSA JOY A. BAGADIONG	CARAMORAN CENTRAL ELE...

2 INPUT your name

# D - GET APPEARANCE

The NUMBER of visited office/s will appear

The NUMBER of surveyed office/s will appear

3

4

DTS Tracking
Registration
Get Certificate
10/02/2024 09:33:28am

Survey Continuation...

**CLIENT INFORMATION**

**Client Name**  
AL FRANCIS B. MENDEZ

**Age**  **Sex**

**Customer Type:** (Select (Option))  
GOVERNMENT (CURRENT DEPED EMPLOYEES OR EMPLOYEES OF OTHER GOVERNMENT AGENCIES & LGUS)

**Office/School**  
BAGAMANOC CES

**Position Title/Designation**  
ADAS II

**Date/Time Service Acquired**  **Date/Time End of Service**

Print Certificate
Close

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**Citizen's Charter**

**CC1** Which of the following best describes your awareness of 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 one in 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's CC.  5. N/A (Answer "N/A" on CCs 1-3)

**CC2** If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was...?  Easy to see  Somewhat easy to see  Difficult to see  Not visible at all  5. N/A

**CC3** If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?  Helped very much  Somewhat helped  3. Did not help  4. N/A

OFFICE Visited	# of Visited Office : 0	# of Surveyed Office : 0				
Instructions: For CC 1-3 and SQD 0-8 , Please put a check mark ( ✓ ) on the column that best corresponds to your answer.	😊	🙂	😐	☹️	😞	
Service Quality Dimension	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not applicable
SQD0 - I am satisfied with the service that I availed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD1 - I spent a reasonable amount of time for my transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD2 - The office followed the transactions requirements and steps based on the information provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD3 - The steps (including payment) I needed to do for my transaction were easy and simple.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SDQ4 - I easily found information about my transaction from the office or its website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD5 - I paid a reasonable amount of fees for my transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD6 - I feel the office was fair to everyone or "walang palakasan", during my transaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD7 - I was treated courteously by the staff, and (if asked for help) the staff was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SQD8 - I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Suggestions on how we can further improve our services (optional):  Email Optional:

Save/Update Survey..

**NOTE:**  
The NUMBER of visited office/s and Number of surveyed office/s must be the same

5  
CLICK the Save button

6  
SELECT the Print Certificate button



# GENERATED PRINTED CERTIFICATE OF APPEARANCE to be countersigned by the Officer of the Day



2024-231

Republic of the Philippines  
Department of Education  
Region V - BICOL

SCHOOLS DIVISION OFFICE OF CATANDUANES

## Certificate of Appearance

*This is to certify that*

**VIRGIE V. SANTELICES**

ADMINISTRATIVE ASST. II, MAGNESIA NHS, VIRAC (CAPITAL)

*appeared in this office, specified as follows:*

Office/Dept.	Purpose
ACCOUNTING	PRE AUDIT

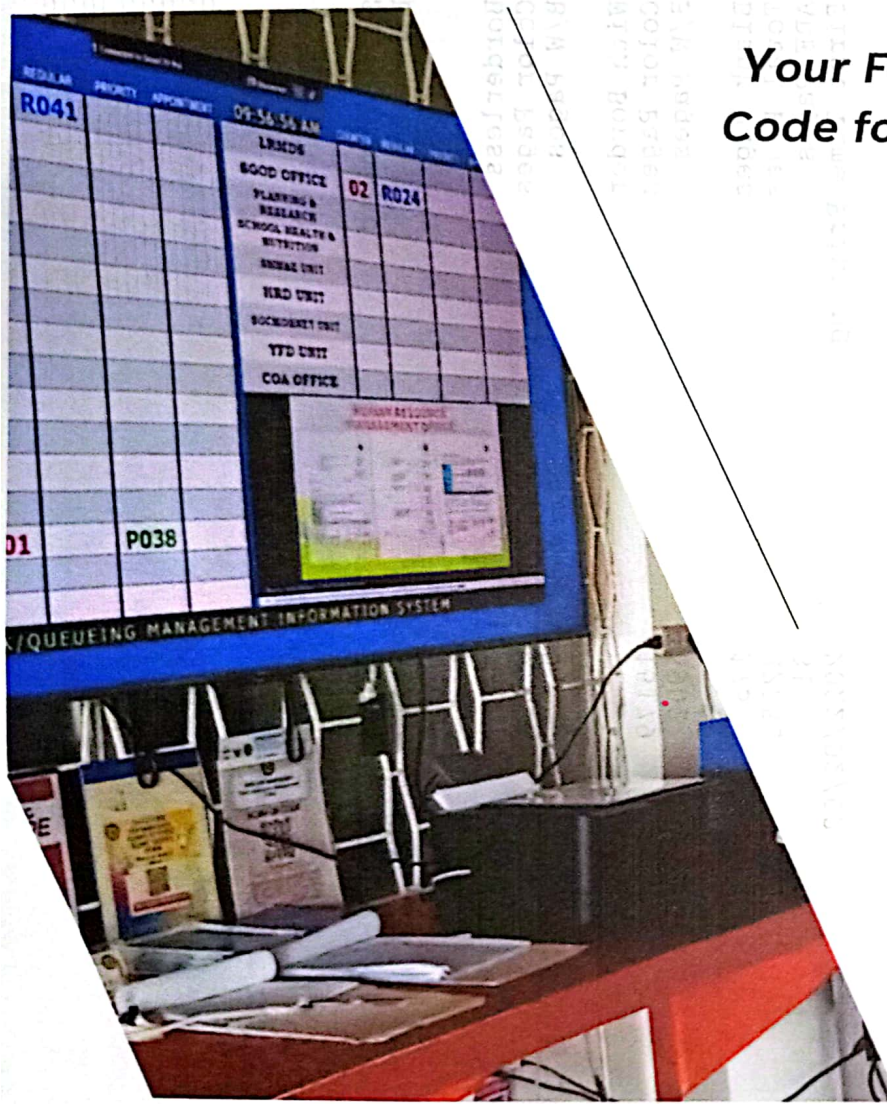
on **October 02, 2024** from **8:35:25am** to **9:35:48am**

Issued this **2nd** day of **October 2024** in Virac,

Catanduanes, Philippines.

  
**EVA S. TOLENTINO**  
Administrative Officer-V





**Your Feedback matters to us! Please scan the QR Code for the survey of using our Self-Service Kiosks**



<https://bit.ly/EnhancedQSLobby>

**Please ask for the assistance of our Officer of the Day to serve you better!**



**THANK YOU!**