

RELEASEDBY: [Signature] No. 003
DATE: 05 JAN 2026 TIME: 4:30

Republika ng Pilipinas

Kagawaran ng Edukasyon

REHIYON V (BIKOL)

TANGGAPANG PANSANGAY NG MGA PAARALAN NG CATANDUANES

January 5, 2026

OFFICE MEMORANDUMNo. 003 s. 2026**NOTIFICATION ON DOCUMENT TRACKING SYSTEM (DOTS)
SMS SERVICE INTERRUPTION**

To: Assistant Schools Division Superintendent
Chief Education Program Supervisors – CID and SGOD
Section/Unit Heads
Education Program Supervisors
Public School District Supervisors
Elementary and Secondary School Heads/OIC
Teaching & Non-Teaching Staff
All Others Concerned

1. This is to inform all SDO concerned employees of a temporary issue affecting the Document Tracking System (DoTS), specifically the non-sending of SMS notifications to clients (other DoTS features remains working and functional). This interruption is due to the unavailability of SMS dongles in the market, which are essential for enabling the system's SMS functionality. Despite our efforts to procure the necessary devices in collaboration with our DoTS supplier, current supply constraints have prevented us from restoring the service at this time.

2. In the meantime, we recommend that all concerned personnel and clients can monitor their documents through the following options:

- Check documents received by the SDO Office/Unit directly through their installed DoTS in the respective office; and
- Utilize the kiosk located at the lobby to monitor and track the status of submitted documents.

3. We sincerely apologize for any inconvenience this may cause and assure you that we are continuously monitoring the market for the availability of the required dongles. Once supply resumes, we will immediately restore the SMS notification service. Thank you for your understanding and cooperation.

4. For information, guidance and compliance.

MA. JEANY T. ABAYONAssistant Schools Division Superintendent
OIC, Office of the Schools Division Superintendent

OSDS/ICTU/JBM/01-05-2026