



Republic of the Philippines
Department of Education
Region V – Bicol

TANGGAPANG PANSANGAY NG CATANDUANES

OFFICE MEMORANDUM
No. 298 s. 2024

TO : SGOD and CID Chiefs and Personnel
OSDS Unit Heads and Personnel
Contract of Service and Job Order Employees
All Others Concerned

FROM : CECILE C. FERRO CESO VI
Assistant Schools Division Superintendent
OIC, Office of the Schools Division Superintendent

DATE : October 2, 2024

SUBJECT : IMPLEMENTATION OF ENHANCEMENTS TO THE EXISTING
AUTOMATED SYSTEMS AND INFRA OF SDO CATANDUANES

1. In compliance to 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. Self-Service Kiosks** were installed at the SDO Lobby for these purposes on October 1, 2024.

3. The following objectives are to be met by these enhancements to the existing SDO IT systems and infrastructures:

- a. Improved transactions of all SDO Catanduanes Offices;
- b. Reduced line congestion and avoid delay in the delivery of services to the clients; and
- c. Enhanced productivity and efficiency in administrative tasks.

4. For reference, the following enclosures are provided in this Office Memorandum:

- a. Procedures to be observed by SDO Personnel to ensure the effective, efficient, and proper utilization and management of the enhanced Digitized Attendance Scheme (DAS), Document Tracking System (DoTS) and Queuing System with Client Satisfaction Measurement & Certificate of Appearance Generation;
- b. Digitized Attendance Scheme (DAS) Structure & Process Flow;
- c. Document Tracking System (DoTS) Structure & Process Flow;
- d. Queuing System with Client Satisfaction Measurement and Certificate of Appearance Generation Structure & Process Flow; and
- e. SDO Personnel in-charge for managing the installed IT infra and systems.

5. Unit Heads are expected to submit to the ICTU any feedback on the enhanced IT systems and Infrastructures installed in their respective offices for appropriate action and technical assistance.

6. For information and guidance.

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



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Enclosure A to Office Memorandum No. 298 s. 2024

ENHANCEMENTS TO THE DIGITIZED ATTENDANCE SCHEME (DAS), DOCUMENT TRACKING SYSTEM (DOTS) AND QUEUING SYSTEM WITH CLIENT SATISFACTION MEASUREMENT & CERTIFICATE OF APPEARANCE GENERATION

Enhanced SDO IT Systems & Infrastructures	Additional Features	Procedures to be Observed	Person Involved
<p>1) Digitized Attendance Scheme(DAS)</p> <p>Location: Two(2) fingerprint devices will be provided to accommodate all SDO Personnel located at the SDO lobby (for OSDS personnel) and CID Office (for CID and SGOD Offices).</p> <p><i>Please refer to the Process Flow (Enclosure B)</i></p>	<p>-Records daily attendance of SDO employees using biometric fingerprint instead of QR Code in their assigned DAS fingerprint device to avoid line congestion and to report to their work/office on time.</p>	<p>-Scan the fingerprint to your assigned DAS fingerprint device ONLY to avoid technical issue/s</p> <p>-Be guided with the released Division Memorandum No. 409 s. 2024 entitled Reiteration of DepEd Policies/Rules for Effective and Efficient Office & School Operations dated August 30, 2024 item No. III – Office Hours</p>	<p>-All SDO Personnel</p>
<p>2. Document Tracking System (DoTS)</p> <p>Location: All SDO Offices delivering services to clients</p> <p><i>Please refer to the Process Flow (Enclosure C)</i></p>	<p>-Client can easily track their registered documents in DoTS system at the lobby using the Kiosk for follow-up</p> <p>-Accurate time duration(aging) of the registered document to the Office where the action is needed can be generated in the system</p>	<p>-Ensure that the documents (from LCs) are registered in the DoTS.</p> <p>-Data must be completed during the registration especially the current client CP No. to receive SMS informing the client of the present location/Office of his/her document</p> <p>-Review the Division Memorandum No. 516 s. 2022 entitled Receiving of Incoming Documents through the Document the SDO Office in-charge must be responsible</p>	<p>-DoTS in-charge, Client/s, Unit Heads</p> <p>--DoTS in-charge, Client/s, Unit Heads</p> <p>-All SDO personnel</p>
<p>3. Registration and Queuing System with Client Satisfaction Survey and Certificate of Appearance Generation</p> <p>Location: SDO Lobby(2 kiosk at the lobby)</p> <p>TV Monitor location(waiting area of the client): SDO Lobby (1st Floor) and SDO Terrace(2nd Floor)</p> <p><i>Please refer to the Process Flow (Enclosure D)</i></p>	<p>-Queuing system was incorporated in DoTS system for easy access of the clients through the self-service Kiosk at the lobby</p> <p>-Systematic and organized providing of service/s to the clients of the respective SDO offices guided with the monitor displayed at the SDO lobby.</p>	<p>-The officer of the day must assist and ensure that the first-time visit of the client to SDO will register at the Queuing system for the generation of QR Code before they transact at the SDO Offices.</p> <p>- Ensure that all the SDO offices to be visited by the client were properly checked in the system to avoid issues during the generation of Certificate of Appearance after the transaction</p> <p>-Monitor always the DoTS window (Client Tab) for the updates of the client/s who will visit the concerned office</p> <p>-Receive the client as displayed in the DoTS window</p> <p>-Require or request the client to present the printed</p>	<p>-Officer of the Day, ICTU Staff, Client/s</p> <p>-Officer of the Day, Client/s</p> <p>-DoTS in-charge per office, Unit Heads</p> <p>-DoTS in-charge</p> <p>-DoTS in-charge</p>



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		<p>Queuing Number (QN) generated at the Kiosks</p> <ul style="list-style-type: none">- Provide the needed service/s of the client as displayed in the DoTS window, then input in the system the action taken- Advise the client to go back at the lobby for the Client Satisfaction Survey(CSM) and generation of Certificate of Appearance(CA)- Ensure that all the SDO offices visited by the client will be provided with feedback through the accomplishment of the CSM at the self-service Kiosks at the lobby- Countersign the generated CA of the client	<ul style="list-style-type: none">-DoTS in-charge, Unit Heads or Concern Personnel at the office visited by the client/s-Officer of the day, client/s -Unit Heads, Officer of the day, client/s
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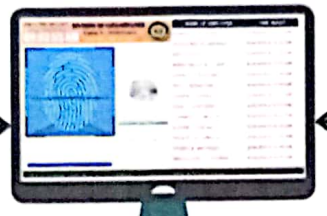
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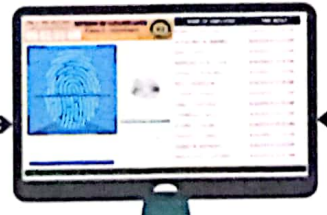
SDO DIGITIZED ATTENDANCE SCHEME (DAS) STRUCTURE & PROCESS FLOW

START
SDO Employees (Permanent/COS charged to SDO-MOOE) will TIME IN and TIME OUT their official time

SDO Employees must register their fingerprint/s in the assigned fingerprint device



DAS FINGERPRINT DEVICE (OSDS) MAIN LOBBY



DAS FINGERPRINT DEVICE (CID AND SGOD) - CID OFFICE

Registered SDO Employees will scan their fingerprint/s to record their Time In and Time Out in the assigned DAS fingerprint devices - for OSDS personnel (lobby) and for CID & SGOD Personnel (CID Office)

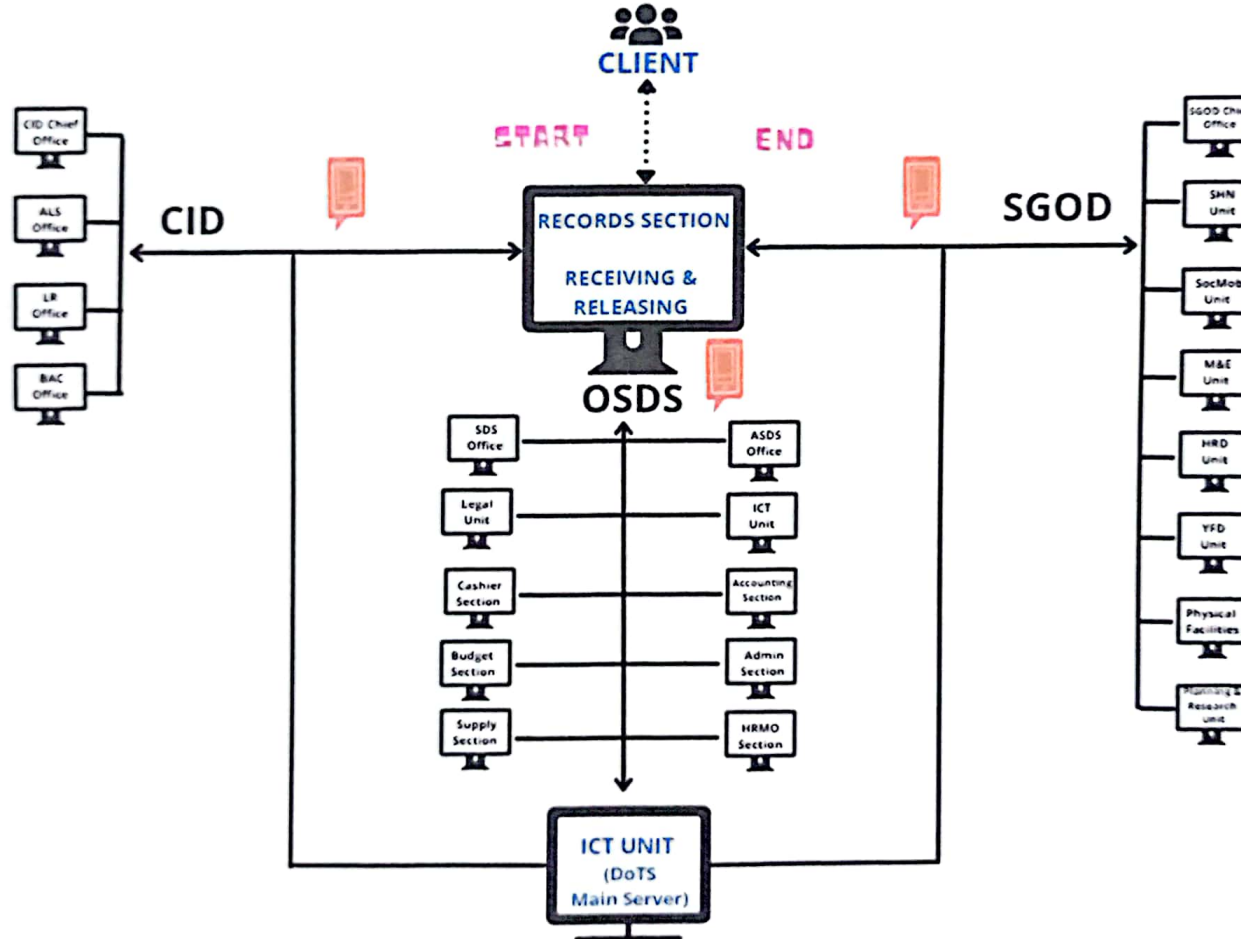


Employees are required to log their Time IN & Time Out in the Logbook provided by the HR per CSC requirement

END

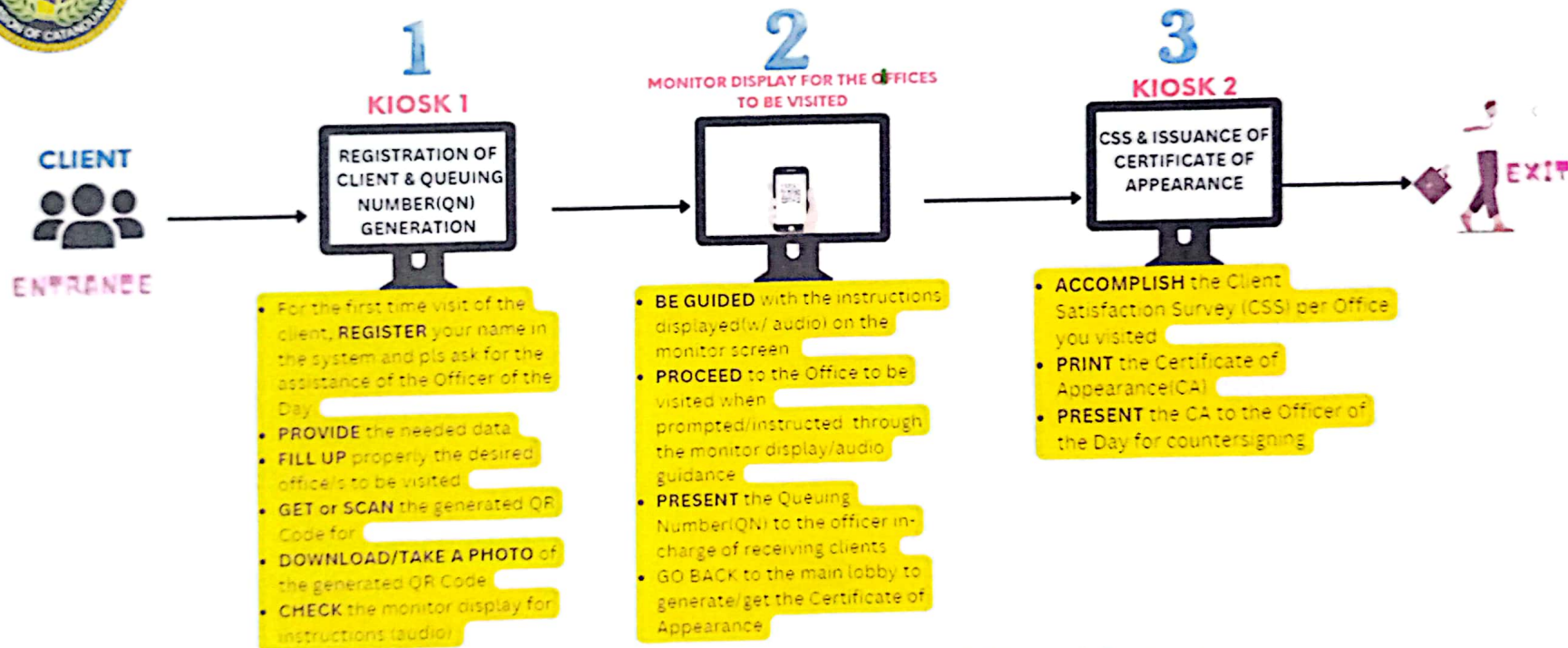


SDO Document Tracking System (DoTS) Structure & Process Flow





SDO Queuing System, Tracing & Issuance of Certificate of Appearance with Client Satisfaction Survey (CSS) Structure & Process Flow



For technical assistance, please approach our Officer of the Day!



We are happy to serve you!





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Enclosure E to Office Memorandum No. 208s. 2024

SDO Personnel In-Charge of Managing the installed IT INFRA AND SYSTEMS

DIVISION	OFFICE/SECTION	IT INFRA AND SYSTEMS PERSONNEL IN-CHARGE		
		DAS(Digitized Attendance Scheme)	DoTS(Document Tracking System)	Queuing System with CSC Survey and Certificate of Appearance Generation
	OFFICER OF THE DAY	RONA MEL SUIAISO	RONA MEL SUIAISO	RONA MEL SUIAISO
OSDS	SDS		CHARENA SORREDA	CHARENA SORREDA
	ASDS		JERALD SUALIBIO	JERALD SUALIBIO
	LEGAL UNIT		ELSIE FAITH TABLATE	ELSIE FAITH TABLATE
	ICT UNIT	FRANKY PADILLA	FRANKY PADILLA/JOAN CABARLES	FRANKY PADILLA/JOAN CABARLES
		JOHN BRYAN LAGUDA	JOHN BRYAN LAGUDA	JOHN BRYAN LAGUDA
		JENNIFER B. METICA-ITO	JENNIFER B. METICA	JENNIFER B. METICA
	ADMIN SECTION		JADE CONCEPCION	JADE CONCEPCION
	HRMO	MARICHELE LLAVE	ELOISA DEL VALLE	ROMA ANGELEE SOLEYBAR -01
		LENETTE SOLEDAD		JESSICA ALANO - 02
				JEAN FLOR CESTINA -03
				VIRGILIO MOLINA - 04
				MELODY TALLER - 05
				MA DOLORES CERDON-06
				GIENINE TAPERLA-07
				AL FRANCIS MENDEZ-08
				NIMFA ARCILLA-09
				MARICHELE LLAVE - 10
				MARY JOANNE AQUINO - 11
	RECORDS SECTION		CHERIE PEREZ	CHERIE PEREZ
	CASH SECTION		DASIREE TOLLEDO	DASIREE TOLLEDO
	SUPPLY SECTION		RUEL MOLOD	RUEL MOLOD
	BUDGET SECTION		CHRISTINE JOY GARCIA	CHRISTINE JOY GARCIA
	ACCOUNTING SECTION		CHRISTIAN BELCHEZ	ANGELO JAMES AGUINALDE - 01
				VACANT - 02

DIVISION	OFFICE/SECTION	IT INFRA AND SYSTEMS PERSONNEL IN-CHARGE		
		DAS(Digitized Attendance Scheme)	DoTS(Document Tracking System)	Queuing System with CSC Survey and Certificate of Appearance Generation
	ACCOUNTING SECTION			CHRISTIAN BELCHEZ - 03
				CARMELA MOLOD - 04
				CHARMAINE TEJERERO - 05
				JUANITO TORRES - 06
				MARK SILVESTRE-08
				MARICHU VALEZA-09
				PEARL AGUINALDE-10
				MARY ANN PEREYRA-11
				EMILY AUGUSTO -12
				DEBBY MATIENZO -13
				ELAINE TALAN -14
				MARINELA PAMPLONA -15
				RUEL BALANE-16
				MAE ZAFE -17
				RAQUEL TUMALA -18
CID	CID	FRANKY PADILLA/BRYAN LAGUDA	JENELYN DEL BARRIO/LORENA CHAVEZ	JENELYN DEL BARRIO/LORENA CHAVEZ
SGOD	SGOD OFFICE		ANDRELIE T. LUMBAO	ANDRELIE T. LUMBAO
	SGOD OFFICE/PRU		DESSA MATIENZO	DESSA MATIENZO
	SHN		JOY SUAVISO	JOY SUAVISO
	SMME		MARIA ELAINE MAGTANGOB	MARIA ELAINE MAGTANGOB
	HRD		JASMIN SOLO	JASMIN SOLO
	SMN		MARIFE B. BREQUILLO	MARIFE B. BREQUILLO
	EFU		SHERYL CAMBONGA	SHERYL CAMBONGA
	YFD		ROSARIO B. VEGIM	ROSARIO B. VEGIM