





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 ofelia.algo@deped.gov.ph, ezra.cabanal@deped.gov.ph and dcp.recipients@deped.gov.ph

Thank you!