



Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS
SCHOOLS DIVISION OF AKLAN

October 27, 2025

DIVISION MEMORANDUM
NO. 599, s. 2025

**WARRANTY ONLINE FORM FOR THE
DEPED COMPUTERIZATION PROGRAM (DCP)**

**To: Chief Education Supervisors, CID and SGOD
Public Schools District Supervisors
Principals In-Charge of the District
Head Teacher In-Charge of the District
Heads, Public Elementary, Secondary and Integrated Schools
All Others Concerned**

1. Attached are Regional Memorandum No. 1025 dated October 21, 2025 and MEMORANDUM OASICT-MEM-092525-T3-2 dated September 25, 2025, regarding the **WARRANTY ONLINE FORM FOR THE DEPED COMPUTERIZATION PROGRAM (DCP)** which is self-explanatory.
2. Immediate dissemination of this Memorandum is desired.

FELICIANO C. BUENAFE JR., CESO VI
Schools Division Superintendent *ℓ*

Enclosure: None

To be indicated in the Perpetual Index
Under the following subjects:

INFORMATION TECHNOLOGIES
PROGRAMS
PROJECTS
SCHOOLS

/FPJ



Aklan West Road, Poblacion, Numancia, Aklan
Tel/Fax No. (036) 265 3744 | (036) 265 3737 | (036) 265 3738
Website: <http://www.depedaklan.online>
Email Address: aklan.1958@deped.gov.ph



Republic of the Philippines
Department of Education
REGION VI – WESTERN VISAYAS

REGIONAL MEMORANDUM
No. 1025, s. 2025

OCT 21 2025

**WARRANTY ONLINE FORM FOR THE
DEPED COMPUTERIZATION PROGRAM (DCP)**

To: Schools Division Superintendents
All Others Concerned

1. Attached is MEMORANDUM OASICT-MEM-092525-T3-2 from Atty. Marcelino G. Veloso III, Assistant Secretary, Office of the Assistant Secretary for Information and Communications Technology, dated September 25, 2025, regarding the **WARRANTY ONLINE FORM FOR THE DEPED COMPUTERIZATION PROGRAM (DCP)**, which is self-explanatory.
2. Immediate dissemination of this Memorandum is desired.


CRISTITO A. ECO, CESO III
Assistant Regional Director
Officer-In-Charge
Office of the Regional Director

Encl.: As stated
Reference: MEMORANDUM OASICT-MEM-092425-A0-6
To be indicated in the Perpetual Index
under the following subjects:

INFORMATION TECHNOLOGY
PROGRAMS
PROJECT
SCHOOLS

LGG/2025 ICT-IRM AADAPER
006- October 15, 2025



Address: Duran Street, Iloilo City, 5000
Telephone Nos: (033) 337-0149; 336-2816
Email Address: region6@depd.gov.ph
Website: region6.depd.gov.ph



Certificate No. PHP OMS
24 93 0184



Republic of the Philippines

Department of Education

OFFICE OF THE ASSISTANT SECRETARY
INFORMATION AND COMMUNICATIONS TECHNOLOGY

MEMORANDUM

OASICT-MEM-092525-T3-2

TO : **REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL AND DIVISION IT OFFICERS
ALL OTHERS CONCERNED**

FROM : **ATTY. MARCELINO G. VELOSO III**
Assistant Secretary

SUBJECT : **WARRANTY ONLINE FORM FOR THE DEPED COMPUTERIZATION
PROGRAM (DCP)**

DATE : 25 September 2025

1. This is to remind all concerned offices of the warranty and after-sales service requirements under the DCP.
2. These provisions apply to all DCP packages. They are reiterated in the project "*Supply, Delivery, and Maintenance of DCP Packages 2024 Batch 2024-01: eLearning Cart Package and Batch 2024-02: Smart Package.*"
 - 2.1. No. 4: In case unit/s cannot be repaired within the three (3) day guarantee period, **Supplier shall provide service unit/s to avoid school disruption on their equipment utilization, and the unit/s must also be replaced within the maximum of seven (7) calendar days.** Service unit/s and replacement must be of the same branding specifications and shall be installed prior to pull-out of the defective or unrepairable unit/s.
 - 2.2. No. 9: Supplier shall respond to reports indicating resolved, pending, and closed issues to DepEd ICTS - Technology Infrastructure from dcp.recipients@deped.gov.ph.
3. To report warranty concerns, all field offices are advised to accomplish the online form at <http://tiny.cc/dcpWarrantyconcern>. Please provide complete and accurate details of the defective or damaged unit to facilitate proper evaluation and resolution.
4. For questions or clarifications, you may contact Ms. Razzel Canciller of the ICTS - Technology Infrastructure Division via email at icts.tid@deped.gov.ph or through landline at 8-633-2363. Thank you.

DepEd



16th Floor, Techzone Bldg., 701 Malugay, Makati City
Telephone Nos.: (+632) 86337256
Email Address: oasict@deped.gov.ph | Website: www.deped.gov.ph
DepEd Philippines

Doc. Ref. Code	OM: OASICT	Rev	3C
Effectivity	05 23 2023	Page	1 of 1

@depedphilippines

@DepEd PH

