



Republic of the Philippines  
**Department of Education**  
NEGROS ISLAND REGION

**REGIONAL MEMORANDUM**

No. 444, s. 2025

OCT 02 2025

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

To: Schools Division Superintendents  
All Other Concerned

1. Attached is Memorandum OASICT-MEM-092525-T3-2 re: "Warranty Online Form for the DepEd Computerization Program (DCP)" which is self-explanatory.
2. Immediate dissemination of and compliance with this Memorandum are desired.

**RAMIR B. UYTICO EdD, CESO III**  
Regional Director

Encl.: As stated  
Reference: As stated

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

PROCEDURE

FORMS

INFORMATION TECHNOLOGY

ASD/PS/AGS/REGIONAL MEMO - S. 2025 dissemination- Warranty Online Form for DCP- ict



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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](mailto: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](mailto:icts.tid@deped.gov.ph) or through landline at 8-633-2363. Thank you.