



Republic of the Philippines
Department of Education
REGION VIII
SCHOOLS DIVISION OF NORTHERN SAMAR

Office of the Schools Division Superintendent – ICT Unit

DIVISION MEMORANDUM
No. 385, s. 2025

October 2, 2025

**REITERATION OF THE WARRANTY ONLINE FORM AND AFTER-SALES
SERVICE REQUIREMENTS FOR THE DEPED COMPUTERIZATION PROGRAM
(DCP)**


1. In reference to the attached OASICT Memorandum No. 092525-T3-2, dated September 25, 2025, from the Office of the Assistant Secretary for Information and Communications Technology, this Office reiterates the strict implementation of the warranty and after-sales service requirements under the DepEd Computerization Program (DCP).
2. All School Heads and Property Custodians are reminded of the following key provisions which apply to all DCP packages, including the most recent "eLearning Cart Package" and "Smart Package":
 - If a defective unit cannot be repaired within **three (3) days**, the supplier must provide a service unit of the same brand and specifications to avoid disruption of classes.
 - The defective unit must be replaced by the supplier within a maximum of **seven (7) calendar days**.
 - The service/replacement unit must be installed **before** the supplier pulls out the defective unit from the school.
3. To ensure proper documentation and swift resolution, all field offices must report warranty concerns by accomplishing the official online form found at: **<http://tiny.cc/dcpWarrantyconcern>**. Please provide complete and accurate details of the defective or damaged unit.
4. For immediate and widest dissemination and strict compliance.


GAUDENCIO C. ALJIBE, JR., CESO VI
Schools Division Superintendent

DepEd Northern Samar
RELEASED



Address: Mabini St., Brgy. Acacia, Catarman, 6400, Northern Samar
Telephone Nos: (055) 500 1020
Email Address: northernssamar@deped.gov.ph
Division Official Website: <https://northernssamar.deped.gov.ph>

Sy: 
OCT 02 2025