




Republic of the Philippines
Department of Education
Region IX, Zamboanga Peninsula
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



Division Memorandum,
No. 290, S. 2020

To: Public Schools District Supervisors
Elementary and Secondary School Heads
All Others Concerned
This division

From:  **MA. LIZA R. TABILON EdD, CESO V**
Schools Division Superintendent

Subject: Launching of the Online Transaction System

Date: October 20, 2020

1. To fine-tune the approved online transaction mechanism in the office, the division hereby sets the launching of the Online Transaction System on October 22, 2020 at 1:00 pm.
2. The launching of the online transaction system is designed to expedite the smooth operation of the office amid the public health emergency and to curtail possible transmission of the virus in line with one of the four mitigation objectives in the required health standard of basic education facilities.
3. The conduct of the virtual launching will be directed by the Division ICT Officer and can be accessed through depedzn.net/helpdesk using your official DepEd account as the agent to the system. You will be advised of the link for the necessary preliminaries before the actual launching.
4. Participants of the launching are Public Schools District Supervisors, School Heads and Administrators, District and School ICT Coordinators, District and School DRRM Coordinators, School, District, and Head Nurses, SDO Unit/Section Heads.
5. Widest Dissemination is desired.

Encl: Division Memorandum 259, s.2020

EDJ-WHI/DivisionCOVID19TaskForce003/10/20/2020 

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O-pportunities to
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E-moowerment



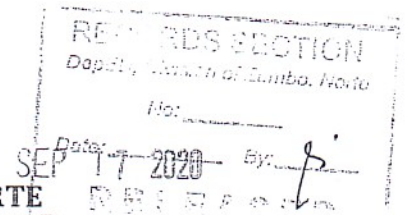
Capitol Drive, Estaka, Dipolog City, 7100
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SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE



Division Memorandum
 No. 259s. 2020

TO : Assistant Schools Division Superintendents
 Chief Education Supervisors
 EPSs/PSDSs/SEPSs/Section/Unit Heads
 Office/Unit Heads, SDO and Field Office
 School Admins/Heads, Public and Private Elem & Secondary Schools
 Teaching/Non-Teaching Personnel
 All Others Concerned

FROM :  **MA. LIZA R. TABILON** EdD, CESO V
 Schools Division Superintendent

SUBJECT : ONLINE TRANSACTION MECHANISM

DATE : September 14, 2020

1. This Office hereby sets forth an online transaction mechanism for transacting clients in this office, concomitant to the issuance of Division Memorandum No. 252, s. 2020, re: *Resumption to Normal Work Schedule*.
2. Enclosure 1 stipulates preference on the employment of online mechanism in transacting business within this premises as well as in schools, considering the COVID-19 situation in the province. It also provides mechanism for a concomitant face-to-face transactions with clients having a confirmed appointment. Under this mechanism, due regard of the "ease of doing business" clauses, as well as the new normal health and safety protocols are reiterated.
3. With the online system in place, the Division ICT Officer is enjoined to conduct virtual launching of said mechanism for the convenience of all concerned in soonest time possible, as well as capacitating field counterparts to set up similar mechanism in their respective districts or schools, whenever expedient. Meanwhile, the Division COVID-19 Task Force is tasked to oversee compliance with the health and safety protocols for clients who secure confirmed appointment for face-to-face transaction in this office, including proper handling of returning personnel identified as Locally Stranded Individuals (LSIs) or Returning Filipino Overseas (RFO) who may have pending or impending physical transactions.
4. Wide dissemination of this Memorandum is desired.

EDJ-WH/MEMORANDUM/ADD CONSIDERATIONS/WORK RESUMPTION/SGOD-SMME-DM-43-09142020

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Enclosure 1

ONLINE TRANSACTION MECHANISM

1. Effective upon the signing of this Memorandum, all transactions will be entertained thru ZN website depedzn.net/helpdesk to secure ticket or transaction number, irrespective of whether the subsequent action requires client to transact physically in this office, or not;
2. The transacting client will be required to fill up the electronic form where, in addition to the personal circumstances, he/she can write his/her concerns. Thereafter, the client will receive a ticket number for his transaction with the concerned unit/section. Online transactions with the office/unit concerned shall follow.
3. In the course of business, the “*ease of doing business*” clauses particularly under the Citizen’s Charter (Rule IV) of the Anti-Red Tape Act of 2018, where government employees are expected to render service within processing time of three(3) days for simple transactions, seven (7) days for complex transactions and twenty (20) days for highly technical transactions, is hereby reiterated; Likewise, exercise of due diligence by the concerned office personnel is expected to ensure that there will be no violations of the Data Privacy Act, Electronic Commerce Act, and other applicable regulations.
4. Where the nature of the transaction requires physical presence of client, prior approval of the head of the functional division for the face-to-face appointment in this office should be secured. By then, the health and safety protocols like social distancing and the wearing of face mask and face shield shall be strictly observed once the client enters the premises;
5. In proper cases, school heads are enjoined to represent the concerns of their teachers, and if necessary, to follow up pending actions thereon, should and when face-to-face transaction in this office be resorted. Strict observance of the minimum health standards is again expected from them.
6. A designated holding area within the building shall be reserved for guests and visitors who are forthwith queuing for their turn to be entertained by the office concerned.
7. Schools and field offices are hereby enjoined to follow suit, by setting up similar online mechanism, including the provisions for concomitant or indispensable face-to-face transactions. Coordination with the division ICT Officer or Division Medical Officer, as the case may be, for the necessary technical assistance is hereby instructed.
8. Client feedbacks regarding the employment of the online system should be taken care of by the Monitoring and Evaluation Unit, in coordination with the Human Resource Development Unit, for continuous improvement purposes.

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