



Republic of the Philippines  
**Department of Education**  
 Caraga Region  
**SCHOOLS DIVISION OFFICE OF SURIGAO CITY**



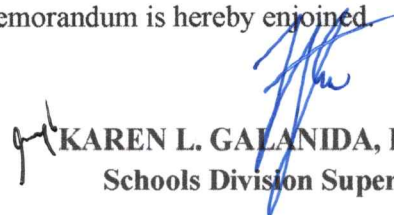
February 24, 2020

**Division Memorandum**  
 No. 82, s. 2020

**ADOPTION of DEPED RECORDS MANAGEMENT OPERATIONS MANUAL  
 STANDARD RULES AND PROCEDURES in HANDLING COMMUNICATIONS in all  
 DIVISION, DISTRICT and SCHOOL OFFICES of this DIVISION**

**TO: All Officials and Non-Teaching Personnel  
 This Division**

1. The *Department of Education Records Management Operations Manual* was written pursuant to the Rules and Regulations Governing the Coordination of Records Management and Archives Functions embodied in DECS Order No. 13-B, s. 1998.
2. As stipulated, the manual of operations shall serve as a guide for the Records Officers and employees of DepEd involved in handling records. It provides a system records management adopting the standard classification process and one policy in the retrieval and disclosure of records in accordance with a set of guidelines and procedures.
3. In line with the office thrust of providing efficient and effective delivery of services, all concerned offices are enjoined to adopt/follow the guidelines set in the said manual of operations re: Records Management. For clarity in understanding the guidelines, salient features of the procedures are hereby attached.
4. Immediate dissemination of this memorandum is hereby enjoined.




  
**KAREN L. GALANIDA, PhD, CESO VI**  
 Schools Division Superintendent

Enclosure: (as stated)  
 Reference/s: DECS Order No. 13-B, s. 1998;  
 DEPED RECORDS MANAGEMENT OPERATIONS MANUAL  
 To be included in the Perpetual Index under the following subjects:

EMPLOYEES POLICY RECORDS RULES REGULATIONS

KLG/momr  
 02/24/2020



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(Enclosure to Division Memorandum No. 82, s. 2020)

***EXCERPTS from DEPED RECORDS MANAGEMENT OPERATIONS MANUAL***

**Chapter II**, states that all incoming and outgoing mail/communication shall be properly received and released at the Records Office.

*Section 1- Incoming Mail and Communications*




Communication/mail come from two (2) sources: incoming mail from other offices and with the Department.

1. The receiving area should be properly labeled so that it can easily be identified or located.
2. All incoming official mail, whether through messenger, postal service or electronic means shall be received and recorded at the Records Office.
3. The clerk shall open and read incoming mail in the following cases:
  - a. Mail addressed to the person with his/her designation/position
  - b. Mail addressed to the position only
  - c. Open anonymous letters – shall be considered official letter and shall be stamped received, indicating the date and time by the receiving clerk.
4. The receiving clerk shall sort communications by source or origin, described and defined as follows:
  - a. Routine
    - Communication that are of ordinary interest
    - Communication intended for information dissemination purposes only
    - Communication that requiring ordinary action and does not need any reply
    - Communication that is not urgent and are not time-bound

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b. Non-Routine

- Communication that are rush or urgent
- Communication pertaining to policies, programs and projects of the Department of Education
- Communication from high ranking officials
- Communication that are significant or important
- Communication that require important action to protect the interest of the government or private persons
- Communication that involve national security which are classified “Top Secret”, “Secret”, “Restricted” or “ Confidential”

**Non-routine mails and communications should be given priority.**

1. The receiving clerk shall check the enclosures and/or attachments of the communication.
2. The mail or correspondence shall be stamped *RECEIVED* on the upper right hand corner, with the date, time, control number and initial of the receiving clerk. An electronic or an automatic number and date stamping device may be used.
3. Inadvertently sent communication shall be forwarded immediately to the intended person or office, copy furnished the original sender.
4. Mails that are returned to sender (RTS) shall be stamped *RECEIVED*, logged and sent back to the office of origin.
5. Fax messages shall be photocopied at the office where it was received and forwarded to the Records Office for recording and routing.
6. All communication shall be recorded in the incoming logbook indicating Code Number; Date Received, Source or Sender’s Name; Type of Document; Subject Matter; Office Referred/Routed to; Received by; and Date Received
7. All incoming communication shall be routed to the concerned action offices, properly acknowledged.

**Restrictions, however, are in effect for the following private, personal, confidential and other mail of the same nature:**

**a. Mails addressed to the person or individual without official designation are considered personal mail and shall not be opened.**

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b. Suspicious mail, such as those that come in unmarked envelopes with no specific addressee shall be immediately forwarded to the security personnel.

**LOGBOOK OF INCOMING OFFICIAL COMMUNICATIONS**

Contr ol No.	Date Receive d	Source	Date of Com munic ation	Subject Matter	Action Unit	Signature and Date

*SECTION 2 – Reminders to Receiving Clerks*

Before affixing their signature in the logbook containing communications supposedly addressed to their office, the receiving clerks should check the following:

1. Ascertain first whether the communications are addressed to or should be coursed through their office;
2. Whether the documents have been properly signed by the proper signatories;
3. If the communication consist of two or more pages, see to it that all pages are intact;
4. Scrutinize whether the “enclosures, attachments, etc.” mentioned therein are actually included in the basic communication;
5. Write legibly, and if necessary, print their name in full before affixing their signature or initial.

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*SECTION 3 – Outgoing Mail and Communication*

**Outgoing mail** includes communication prepared in reply to incoming mail or communication and letters originally created to be sent outside of the Department.




1. Outgoing communications shall be prepared in **three (3) copies**, and shall bear the code name of the sender or source of communication for easy identification of the person or official, division, section and unit accountable and responsible for the preparation of the subject communication. Distribution shall be as follows:
  - a. Original copy signed by the head of the agency – for addressee
  - b. Duplicate copy, signed and with initial – for records file
  - c. Triplicate copy with initial – action office file
2. The records clerk shall check the completeness of the communication for release has the correct file copies, has been signed, and contains the proper enclosure, etc. In administrative case already acted upon the Legal Office shall prepare the transmittal letter indicating the attachment for release by the Records Office to concerned parties.
3. The action unit (or the office responsible for sending the communication) shall reproduce the necessary enclosures of the mail or communication before these are forwarded to the Records Office for release.
4. All unnecessary attachments should be detached from the main communication before it is released.
5. The head of the Records Office or the duly designated representative approves release of communication by affixing his or her initial.
6. Outgoing communication shall be stamped *RELEASED* with date, control number and initials of the releasing personnel. This shall be recorded in the logbook containing the information such as release number, subject matter, sender, type of messenger service and date released.

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**LOGBOOK OF OUTGOING OFFICIAL COMMUNICATIONS**

Control No.	Source	Date/Time Received From The Action Unit	Subject Matter	Destination	Manner of Dispatch	Release No.	Release Date	Remarks/Classification of Documents




7. The duplicate copy of the outgoing communication shall be stamped *RECORDS FILES*.
8. The Records Officer shall determine the manner of delivery of outgoing communication, unless specified by the action unit. Non-routine and/or urgent or rush communication shall be sent through private messenger delivery services. Routine mail shall be sent:
  - a. Via postal service
  - b. Hand-carried by a messenger
  - c. Picked up by the Division liaison/messenger from the Records Section
  - d. Fax machine
  - e. Or electronic mail
9. All outgoing communication for mailing and messenger services received by the Records Office after 12:00 noon shall be mailed or delivered the following day except for urgent communication or mail.

**Separate logbook for incoming and outgoing documents on administrative cases shall be maintained.**

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*SECTION 6 – Administrative Issuances*

- are general policies and guidelines in written form released occasionally by higher authorities. They are integral for the administration of the organization's affairs. These are the bases for discharging management responsibilities and provide constant supervision, institutional memory of what and how to accomplish tasks. It is also an open channel for the review and improvement of policies and procedures.
- The Records Office shall assign the control number.
- The Reproduction Section or Unit shall reproduce copies of issuances for distribution by the Records Office to the offices concerned.
- **The Records Section shall file original copies of all issuances.**

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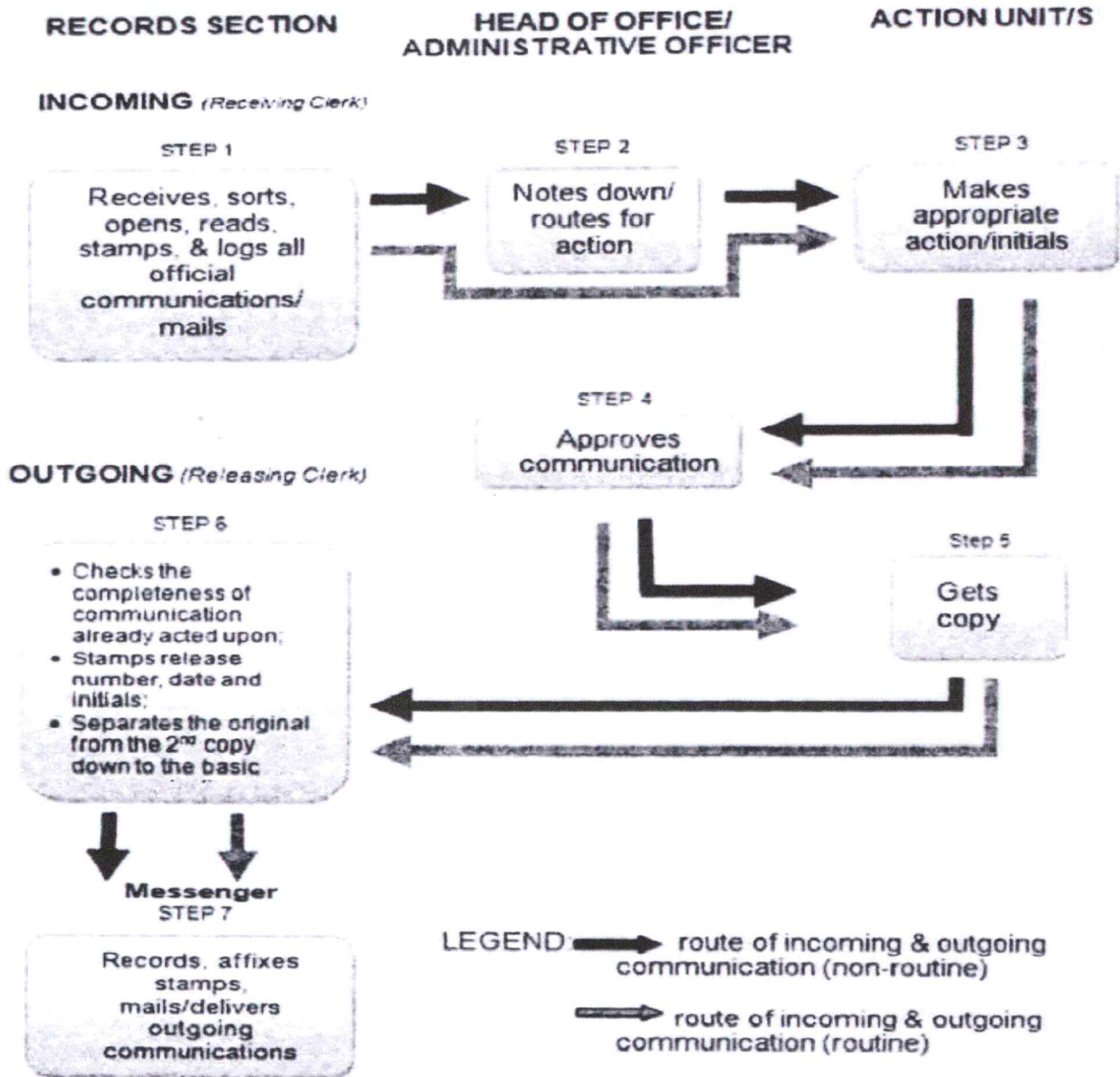
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**Flowchart of Incoming and Outgoing Communications  
(Regional/Division Office)**



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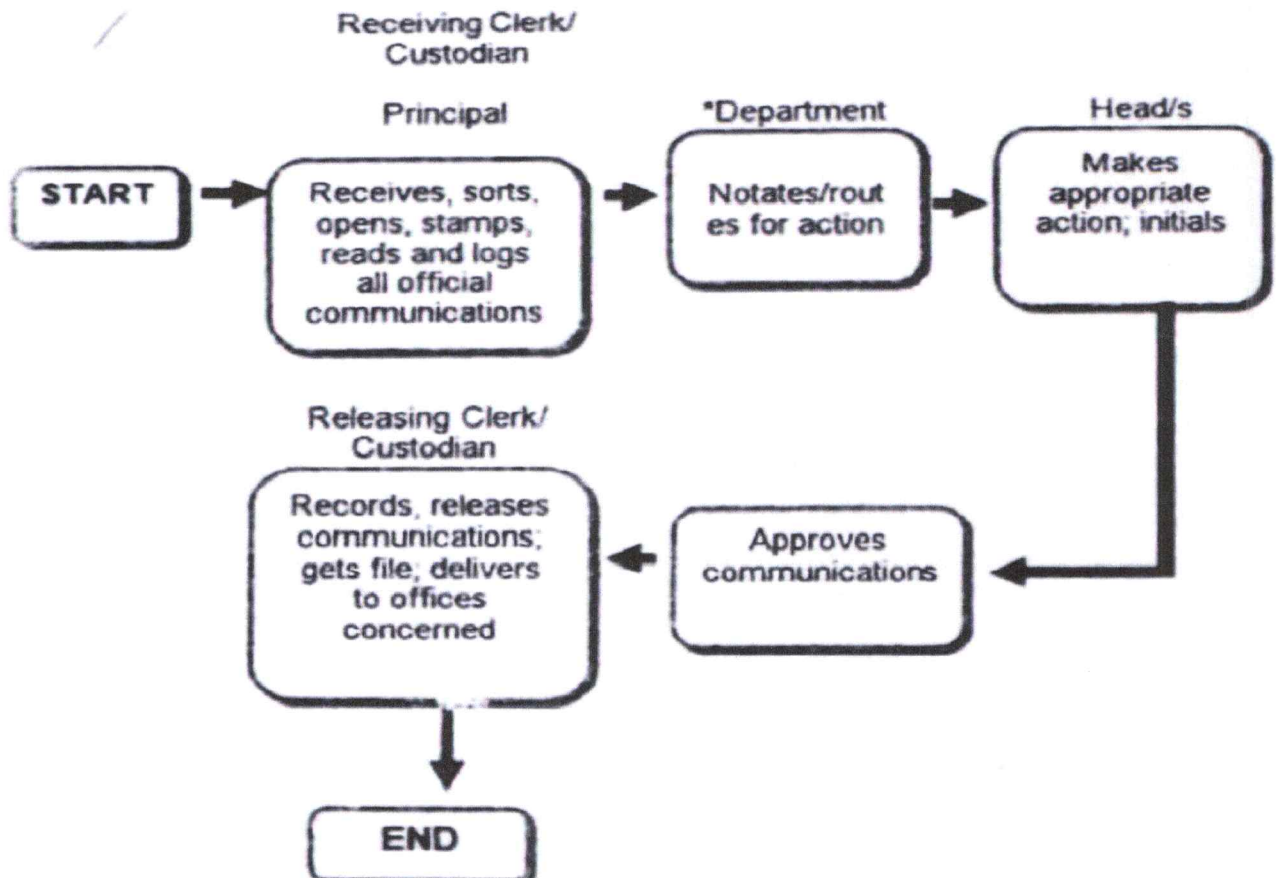
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**Flowchart of Incoming and Outgoing Communications  
(Secondary School)**



Legend:

\* Subject Coordinator in case there is no Department Head

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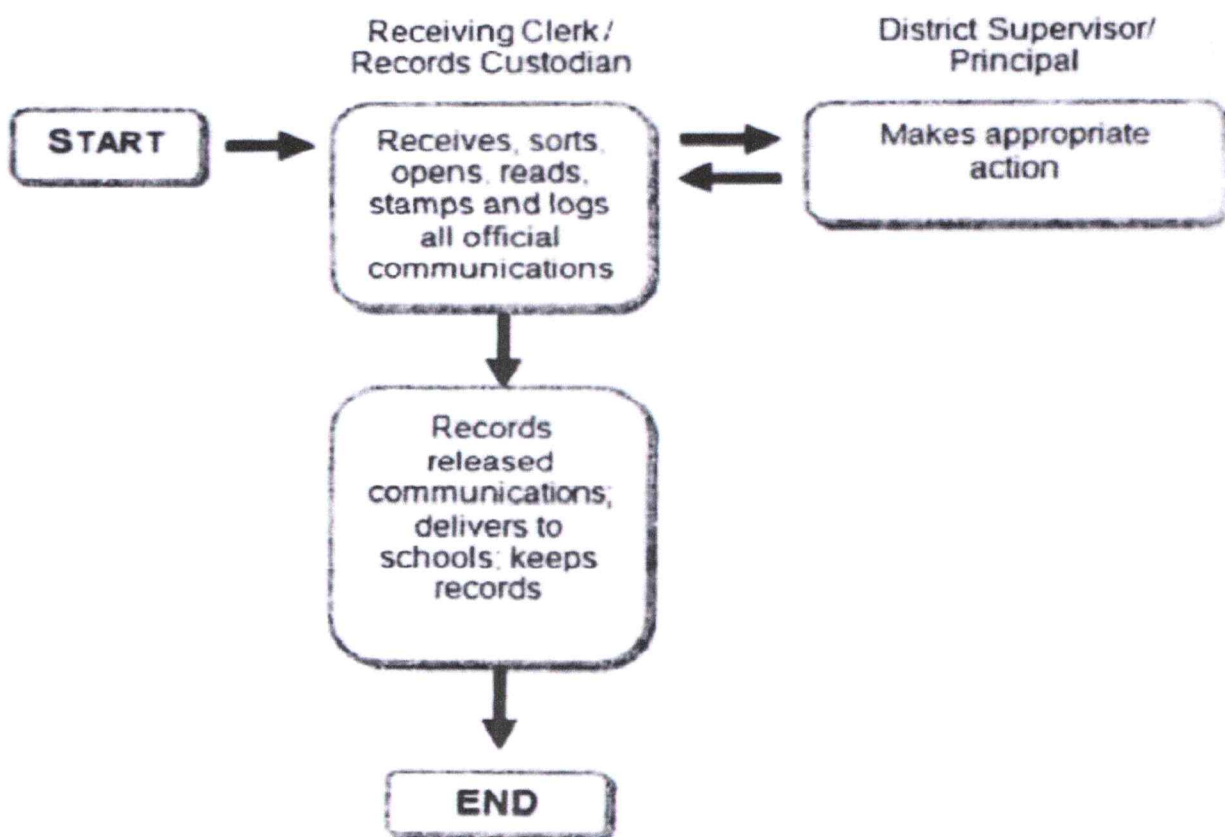
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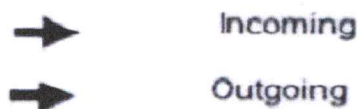


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**Flowchart of Incoming and Outgoing Communications**  
*(District Office/Elementary School)*



Legend:



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