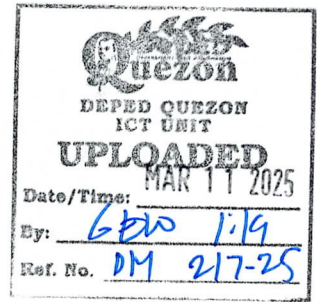




Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



05 March 2025

DIVISION MEMORANDUM
DM No. 217, s. 2025

**QUEZON ONLINE DOCUMENT TRACKING SYSTEM (QODTS)
OPERATIONAL POLICY**

To: Assistant Schools Division Superintendents
Division Chiefs
Unit and Section Heads
Division Office DTS in Charge
All Others Concerned

1. In line with the objective of ensuring the proper, accountable, and efficient utilization of the Quezon Online Document Tracking System (QODTS) within the Schools Division Office (SDO), this Memorandum serves as the official announcement of the **implementation of the QODTS Operational Policy**. Please see the attached policy.
2. The QODTS aims to streamline document management, improve tracking efficiency, and maintain accountability in handling individual accounts. This policy applies to all SDO personnel responsible for managing the system.
3. **All DTS-in-charge are expected to strictly adhere to this policy** to enhance the efficiency of the system and workflow. Any amendments or revisions to this policy will be communicated accordingly.
4. For strict compliance and immediate dissemination of this Memorandum is desired.


ROMMEL C. BAUTISTA, CESO V
Schools Division Superintendent

recsop03/05/2025

DEPEDQUEZON-TM-SDS-04-009-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
Trunkline #: (042) 784-0366, (042) 784-0164,
(042) 784-0391, (042) 784-0321



Republic of the Philippines
Department of Education
 Region IV-A
 SCHOOLS DIVISION OF QUEZON PROVINCE

ENCLOSURE NO. 1

QUEZON ONLINE DOCUMENT TRACKING SYSTEM (QODTS) OPERATIONAL POLICY

I. Purpose

The purpose of these policy is to ensure the proper, secure, and efficient utilization of the Quezon Online Document Tracking System (QODTS) in the SDO Quezon. The system aims to streamline document management, improve tracking efficiency, and maintain accountability in handling individual accounts.

II. Scope

These policies apply to all SDO personnel who have access to or managing the QODTS.

III. Definition of Terms and Acronyms

Terms	Definition
Division DTS-in-charge	refers to non-teaching personnel in a clerical position responsible for managing the DTS account in the Division/Sub-Office.
Document Owner	refers to teaching and non-teaching personnel, as well as walk-in clients, who intended to submit documents to the SDO.
External Transactions	refers to transactions encoded by the field DTS-in-charge who intended to submit physical documents to the Sub/Division Office.
Field DTS-in-charge	refers to non-teaching personnel in an administrative position responsible for managing the DTS account. They are typically the Liaison Officer for the District or School.
Forwarded Transactions	refers to transactions forwarded to the next action office. This tab displays the number of forwarded transactions that have not yet been received by the action office
Incoming Transactions	Refers to transactions that require processing, action, or acknowledgment by the receiving office. Incoming transactions must be accompanied by physical documents before being received by the action office. This tab provides an overview of the number of transactions expected in each action office.
Internal Transactions	refers to all inter-office transactions in the SDO which are encoded in the system.

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
 Trunkline #: (042) 784-0366, (042) 784-0164,
 (042) 784-0391, (042) 784-0321



Republic of the Philippines
Department of Education

Region IV-A
 SCHOOLS DIVISION OF QUEZON PROVINCE

Outgoing Transactions

refers to documents or requests sent from one office to another for processing, action, or acknowledgment. These transactions originate from the sending office and are forwarded to the next responsible office or recipient. These transactions must be processed within the timeframe specified by Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Act of 2018.

Acronyms

Meaning

DepEd	Department of Education
QODTS	Quezon Online Document Tracking System
SDO	Schools Division Office
SMS	Short Message Service

IV. General Guidelines

1. Creation/Updating of DTS Account

- A request letter, signed by the School Head / Section Head, must be submitted to the Records Section in one copy only. The official template can be downloaded from the DepEd Quezon website.
- **District/School/Sub-Office Level:** Only non-teaching personnel in administrative positions are allowed to handle the DTS account.
- **SDO Level:** Only personnel in clerical positions are permitted to handle the DTS account.
- It is advisable to appoint an alternate DTS-in-charge to ensure seamless transactions in the absence of the official in-charge. The designated alternate should also hold an administrative position.

2. Authorized Access

- Only registered personnel from the District/School/Sub-Offices and Division Office with official account are allowed to access the system.
- DTS-in-charge must log in using their official DepEd email and keep their passwords confidential.
- The system shall only be used for official transactions, including tracking, monitoring, and processing documents.
- Unauthorized access, sharing, or modification of data is strictly prohibited.

3. Short Message Service (SMS) Notification

- The system will automatically send an SMS notification to the document owner when the transaction status is updated to "Received," "Released," "On-Hold," or "Archived."

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
 Trunkline #: (042) 784-0366, (042) 784-0164,
 (042) 784-0391, (042) 784-0321



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE

4. Retrieval of Transaction

- A transaction retrieval request shall only be allowed for a valid reason through an online link issued by the Records Officer II.
- Only the Records Officer II is authorized to process such requests.

5. Monitoring and Compliance

- The Records Officer II will conduct a monthly monitoring of the efficiency rate of the QODTS on the last working day. Specifically, the focus will be on monitoring "received", "completed", and "unreceived" transactions.
- An Office Memorandum will be issued to communicate the efficiency rate status report.
- Awards and recognition will be given quarterly to the Division DTS-in-charge who will achieve 90.00% to 100% efficiency rate.

6. Confidentiality and Security

- DTS-in-charge must log out after each session to prevent unauthorized access.
- Any suspected breach of security must be reported immediately to the system administrator.

7. Technical Support and Training

- In case of personnel movement, the outgoing DTS-in-charge must provide a thorough orientation to the incoming personnel on the proper use of the system.
- The DTS-in-charge will undergo proper training and orientation from the Records Section and ICT Unit whenever there are updates or changes to the system.
- Any technical issues must be reported to the IT support team for resolution.

V. Duties and Responsibilities of DTS-in-charge

The DTS-in-charge shall be responsible:

1. for the document entry and tracking of all official documents. Both internal and external documents must be encoded in the system before forwarded to the action unit/section.
2. to ensure that all entries encoded in the system are the actual information of the document owner including the name, contact number, and email address and not the DTS-in-charge. This ensures that transaction updates are directly sent to the document owner.
3. to ensure that all information is accurate and free from errors.
4. to update the status of transaction in the system as the physical document move through the workflow to ensure real-time transaction.
5. for providing the document owner with the DTS number once the document has been successfully submitted to the Sub/Division Office. *(applicable only for field DTS-in-charge)*

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
Trunkline #: (042) 784-0366, (042) 784-0164,
(042) 784-0391, (042) 784-0321



Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE

6. for the DTS housekeeping in daily basis to ensure the efficiency of the system. DTS Housekeeping includes:
- a. **Monitoring of Incoming Transactions:**
 - **External Transactions:** Automatic cancellation of the forwarded transaction (s) from the field will be implemented if the physical document (s) is not delivered within three (3) days.
 - **Internal Transactions:** If a transaction is forwarded in the system between 8:00 AM and 3:45 PM but the physical document(s) are not delivered by 4:00 PM on the same day, the Division DTS-in-charge is advised to return the transaction. For transactions forwarded between 3:45 PM and 5:00 PM, the Division DTS-in-charge should wait until the following day before returning them. However, flexibility should be considered during overlapping deadlines.
 - b. **Monitoring of Outgoing Transactions:** Updating the status of outgoing transactions and make necessary follow-up with the responsible person to ensure timely processing and prevent transactions from becoming pending. Outgoing transactions can be placed in:
 - **Forwarded Tab** – transactions shall be placed in the "Forwarded" tab when it requires another unit/section to accomplish the entire process.
 - **On-Hold** - transactions shall only be placed in the "On-Hold" tab if they require compliance or special action before proceeding with the process.
 - **Archived** - transactions shall only be placed in the "Archived" tab if they are intended for filing and marks the end of the process. No transactions shall be placed in this tab solely to reduce the number of outgoing transactions.
 - c. **Monitoring of Forwarded Transactions:** Ensuring a "**zero data**" status in the forwarded tab to confirm that all forwarded transactions have been received by the next action office. If any transactions remain unreceived, the DTS-in-charge must follow up with the respective office.

VI. Amendments and Revisions

These rules and regulations may be revised or updated as necessary to improve the efficiency and security of the Document Tracking System. Any amendments shall be duly communicated to all concerned personnel.

VII. Effectivity

These rules and regulations shall take effect immediately upon approval and dissemination to all concerned personnel.

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon
Trunkline #: (042) 784-0366, (042) 784-0164,
(042) 784-0391, (042) 784-0321