

**CHED Memorandum Order**

**No. 02**

**Series of 2006**

**SUBJECT: CHED Document Tracking and Management System (DTMS)  
Policy and Guidelines**

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**I. Introduction**

Pursuant to the E-Commerce Act of 2000 (R.A. 8792) and CHED Resolution No. 411-2004 dated 16 August 2004, the Document Tracking and Management System (DTMS) was developed to track documents and provide electronic storage and retrieval system.

The CHED Network Policy and Employee Technology Agreement notwithstanding, the purpose of this document is to define responsible behavior of DTMS users to preserve the integrity and availability of document status online.

In addition, this policy is put forward to ensure that DTMS is implemented and maintained at appropriate levels of security by CHED users.

The Office of the Executive Director IV shall take the lead role in implementing these Guidelines.

**II. General Guidelines**

As a general rule, the DTMS shall provide information on the physical location and status of action relative to a document submitted to and received by the Commission. The filing/record keeping of the actual documents shall be the responsibility of the concerned CHED offices. Along this line, the following guidelines should be observed:

1. A centralized document receiving system for CHED central and each regional office shall be created/observed.

2. The information on action on and status of official document received or for release shall be recorded in DTMS by the designated **Receiver/Processor**.
3. The designated **Receiver** shall affix the DTMS-generated Tracking ID to the actual/physical/hard copy document for tracking purposes.
4. The DTMS shall track the action taken on documents received/released. It is understood that the receiving office will post the appropriate action. When the document reaches the end of the process, it will be forwarded to Records Section of CHED Central or CHEDRO for releasing and/or archiving.
5. The Chairman, Commissioners, CHED Central and Regional Directors shall designate the official receiver, processor and document administrator of their respective offices. The Office of Policy, Planning, Research and Information (OPPRI) shall designate the official NSA and will assist the regional offices in the training of the designated RSAs.

### **III. Action and Document Status Format and Definition**

#### **Action Descriptions**

"Received from" – the document was received from a particular person/office.

*Format: Received from [name of person] [name of Unit/Office]*

"Acknowledged by" - the document has been received or accepted by a particular person/office and recognized as official document for appropriate action.

*Format: Acknowledged by [name of person]*

"Endorsed to" – the document has been forwarded to a particular person/office for appropriate action.

*Format: Endorsed to [name of person]*

"Routed to" – the document has been forwarded to another person/office for appropriate action.

*Format: Routed to [name of Unit/Office]*

“Released to” – the tracking process of the document has been completed and was released to the appropriate addressee/office for next action.

*Format: Released to [name of person] [name of Unit/Office]*

### **Document Status**

“Approved/Resolved” – the document has been given due action.

“Deferred” – no final action/decision has been taken on the document.

“In-process” – the document is being reviewed/evaluated.

“For Signature” – the document is for signature by the concerned official/staff.

“Signed” – the document has been signed by the concerned official and ready for release.

“Pending compliance” – action is withheld pending compliance to required documents.

## **IV. Scope and Coverage**

All incoming and outgoing official documents shall be tracked using DTMS. The documents to be tracked are classified as follows:

1. Letter – endorsement; invitation; demand letter; complaint; communication from the Office of the President (OP), Court of Appeals (CA), Supreme Court (SC) and other courts; travel authority for Malacanang’s approval; appointment; minutes of meeting; query; white paper; faxed communication; e-mail
2. Issuance - CHED Special Order; CHED Order; CHED Administrative Order; Office Memorandum; CHED Memorandum Order; Commission *en banc* (CEB) Resolution, Cease and Desist Order; certification; report

3. Government Authority to Operate Program (Permit and Recognition)
4. Special Order for Graduation
5. Enrolment List
6. Administrative and Finance Service (AFS)/Higher Education Development Fund (HEDF) Forms - Obligation Slip; Disbursement Voucher; Request for Budget Approval; Travel Authority; Purchase Request; Purchase Order; Requisition Issue Slip; Liquidation Report
7. Contract of Professional Service/Memorandum of Agreement (MOA)/Job Order
8. House/Senate Bills related to higher education among others
9. Proposals (e.g. project proposals, etc.)

## **V. User's Account Types and Responsibilities**

### 1. National System Administrator (NSA)

The NSA will assume the following responsibilities:

- Manage system reference accounts such as document types and report types;
- Manage Systems Administrators' Accounts;
- Generate system's administrative reports; and
- Manage system databases

### 2. Regional System Administrator (RSA)

The RSA will assume the following responsibilities:

- Manage regional users' accounts (for his respective office or region)
- Manage Document Administrators' Accounts

### 3. Receiver - create the document record.

4. Processor - Update document status, record actions taken on the document from the first to the last process step associated with the document type.

5. Document Administrator (DA)

The DA will assume the following responsibilities:

- Classify document for archiving relative to document type process
- Assign access rights to user (e.g. CHED personnel or client) relative to document type or specific document

## **VI. Administrative Sanctions**

Any employee who willfully violates the general guidelines and consequently disrupts the general flow of procedure and causes delay to the service will be sanctioned based on pertinent Civil Service Rules and Regulations.

## **VII. Effectivity**

This policy and guidelines shall take effect immediately.

Pasig City, Philippines, January 13, 2006.

**CARLITO S. PUNO, DPA (signed)**

Chairman

### **References :**

E-Commerce Act of 2000 (R.A. 8792)  
CHED Resolution No. 411-2004 – August 16, 2004  
CHED Network Policy  
Employee Technology Agreement