



**Republika ng Pilipinas**  
*(Republic of the Philippines)*  
**KAGAWARAN NG EDUKASYON**  
*(DEPARTMENT OF EDUCATION)*  
**PAMBANSANG PUNONG REHIYON**  
*(NATIONAL CAPITAL REGION)*  
 Daang Misamis, Bago Bantay, Lungsod Quezon  
*(Misamis St., Bago Bantay, Quezon City)*

Department of Education  
National Capital Region

**RELEASED**

By: \_\_\_\_\_  
 Date: 06 FEB 2019 Time: 9-

**REGIONAL MEMORANDUM**  
 No. NCR- 24, s. 2019

**TO :** **SCHOOLS DIVISION SUPERINTENDENTS  
 DIVISION PLANNING OFFICERS**

**FROM :** **OFFICE OF THE REGIONAL DIRECTOR**

**SUBJECT :** **LIS/EBEIS ISSUES AND CONCERNS**

**DATE :** February 4, 2019

1. The Policy, Planning and Research Division (PPRD) created an email address to enhance the processes of Learner Information System (LIS) / Enhanced Basic Education Information System (EBEIS) issues and concerns in the region.
2. Please refer to the accountability matrix below to address the specific concerns:

CENTRAL OFFICE CONCERNS	REGIONAL OFFICE CONCERNS	DIVISION OFFICE CONCERNS
<ul style="list-style-type: none"> <li>• Merging</li> <li>• Reactivation</li> <li>• Unenroll</li> <li>• Enroll</li> <li>• Confirmation of Closed School</li> <li>• Correction of Data</li> <li>• Change of Grade Level</li> <li>• ReOpen</li> <li>• Confirmation of Pending Transfer</li> </ul>	<ul style="list-style-type: none"> <li>• Issuance of School ID</li> <li>• Correction of Curricula Offering Certificate</li> <li>• User Account Management in the Division Level</li> </ul>	<ul style="list-style-type: none"> <li>• LRN Approval</li> <li>• Resetting of Password</li> <li>• Creating User ID</li> </ul>

3. In line with this, the following guidelines shall be observed;

3.1 For Central Office Concerns

3.1.1 Emails shall be sent to **ebeis.ncr@deped.gov.ph** starting **February 11, 2019**

- 3.1.2 Only 2 official email addresses from each SDO will be acknowledged in sending request/s on issues and concerns. All other emails will be automatically rejected by the process owner for security purposes. School/s are prohibited to send their concerns directly to this email.
- 3.1.3 All emails to be sent by the Division Planning Officers (DPO) should be consolidated by issues and concerns per school requests in a zipped folder with complete attachments (letter of request from the teacher/adviser, letter from the school head, learner's pertinent records). There should be a scanned copy of the indorsement letter signed by the Schools Division Superintendent (SDS). Failure to do so means the request is unofficial.
- 3.1.4 DPOs shall ensure that the attachments are complete and legitimate before sending to the Regional Office's official email address,
- 3.1.5 For submission in hard copies, the following procedure applies:
- 3.1.5.1 Issues and concerns should be consolidated by the DPO and arrange the files according to concerns instead of by schools.
- e.g.:
- Unenroll
1. School A High School
  2. School C High School
  3. School D Integrated School
- Enroll
1. School B High School
  2. School C High School
  3. School E Elementary School
- 3.1.6 The consolidated concerns should be properly labeled on the upper right of each compilation.
- 3.1.7 In case that the school has various concerns in one letter, separate the files according to the concern. Just make sure that each has its own cover letter, photocopied and the specific learner who has an issue should be highlighted,
- 3.1.8 All request sent in hard copies shall NOT be sent online,

3.1.9 DPO and requesting school/s may access the link below to view the list of submission of the Central Office Concerns here: [bit.ly/NCRLISIssues2019](http://bit.ly/NCRLISIssues2019)

3.2 For Regional Office Concerns

3.2.1 Emails shall be sent to [pprd.ncr@deped.gov.ph](mailto:pprd.ncr@deped.gov.ph)

3.2.2 DPOs are expected to ensure that the attachments are complete and legitimate before sending to the Regional Office's official email address

3.3 For Division Office Concerns

3.3.1 Emails shall be sent to the respective email addresses of the Division Planning Officer

4. Each SDO is advised to send a letter to the Regional Director through PPRD duly signed by the SDS stating the two Official Email Address of the SDO on or before February 8, 2019.

5.1 The letter should include a table with this format:

Name of DPO	Contact Number	1 <sup>st</sup> Email Address	Name of 2 <sup>nd</sup> Email Account Holder	Contact Number	2 <sup>nd</sup> Email Address

5.2 A letter of request is also advised in case an email needs to be changed for whatever reason.

5. For clarifications and queries related to this, please contact Mr. Vergel Jairus J. Emas at Tel. No. 9280104.

6. Immediate dissemination of and compliance to this memorandum is desired.



**WILFREDO E. CABRAL**  
Officer-in-Charge  
Office of the Regional Director