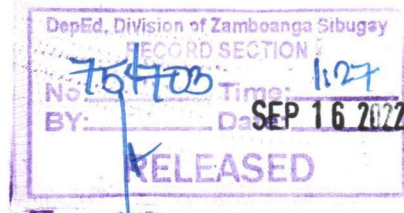




Republic of the Philippines
Department of Education
REGION IX
SCHOOLS DIVISION OF ZAMBOANGA SIBUGAY



15 Sept 2022

DIVISION MEMORANDUM
NO. 346 s. 2022

**LEARNER INFORMATION SYSTEM (LIS) TICKETING SYSTEM, LIS PROTOCOLS,
TYPE OF SERVICE REQUEST, AND REQUEST FORMS(RFs) FOR DATA
CORRECTION**

To: Asst. Schools Division Superintendent
Chiefs of SGOD and CID
All Education Program Supervisors and District Supervisors/In-Charge
All School Heads of Public, Private, SUCs
All LIS System Admin/ICT Coordinators (District & School)
All Others Concerned
This Division

1. DepEd Order No. 027, s. 2019 titled **Guidelines on the Yearly Collection of Data/Information Requirements and Validation Processes**, states that,

“The Department of Education (DepEd) has implemented the LIS and BEIS to establish an accurate and reliable registry of learners, and profile of schools which are vital in its planning and budgeting, allocation of resources, and setting operational targets.”

It is on this premise that Division Office through SGOD – Planning and Research established a mechanism where the evaluation of LIS online requests shall be done electronically through LIS Ticketing System.

2. The LIS Ticketing System for SY 2022-2023 aims to be an avenue where requests relative to the online pending LIS issues/concerns reflected in the account of the School Head, System Admin/LIS Coordinator, and Class Advisers, are processed without requiring the submission of hard copy credentials of the learners. This is also one way of strengthening electronic governance in the Division of Zamboanga Sibugay.
3. This School Year 2022-2023 the LIS Ticketing System is <https://bit.ly/ZSibLISTicket2022-2023>.
4. All schools are reminded of the basic protocols in the submission/uploading of LIS Request Forms (RFs) and learners’ credentials and these are the following:
- Only the School Head and or System Admin/School LIS Coordinator shall upload the documents to the LIS Ticketing System.
 - School Heads are reminded to provide the school’s official email address as well as the official email address of the uploader (School Head and or



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- LIS Coordinator). For public schools, the address shall be that of deped official address.
- c. Only those schools with LIS issues and concerns needing action (approval/disapproval) of the Central Office shall accomplish and upload the Request Forms (RFs).
 - d. These Request Forms (RFs) shall be uploaded both in MS Excel and PDF. The PDF document shall bear the signature of the School Head;
 - e. Ensure that all learners' credentials such as SF10, SF9, Certificate of Live Birth, and other pertinent credentials shall be scanned in portrait orientation and should be visible or readable.
 - f. Only the requests with the complete set of documents shall be acted upon. It is the responsibility of the School Head to ensure that the documents submitted/uploaded are complete and authentic.
 - g. **"First Upload, first Serve"** basis shall be strictly observed in evaluating/processing LIS requests
5. All Request Forms (RFs) are downloadable from the "Support" tab of the Learner Information System (LIS). The LIS can be accessed through this website – www.lis.deped.gov.ph.
6. Below is the complete list of RFs:
- a. RF 01 – LRN Merging
 - b. RF 02 – LRN Reactivation/Enrolment with Data Issues
 - c. RF 04 – Unmerging LRN
 - d. RF 10 – Merging of school ID
 - e. RF 12 – Reopening of School Enrolment and EOSY Finalization
 - f. RF 13 – Correcting Transfer – Related Issues
 - g. RF 14 – Confirm Transfer from Closed School
 - h. RF 15 – Un-enrolment of Learner
7. The table below outlines the type of service requests and the requirements.

Type of Service Requests	Requirements (to be uploaded in the LIS Ticketing System)
1. LRN Merging	<ul style="list-style-type: none">• RF01 in Excel format,• Scanned copy of RF01 with signature of School Head,• Scanned copy of Birth Cert• Scanned copy of Form 137/SF10• Scanned copy of Form SF9





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2. LRN Reactivation	<ul style="list-style-type: none">• RF02 in Excel format,• Scanned copy of RF02 with the signature of the School Head,• Additional (if needed): Scanned copy of• Scanned copy of Birth Cert• Scanned copy of Form 137/SF10• Scanned copy of Form SF9
3. Un-merging LRN	<ul style="list-style-type: none">• RF04 in Excel format,• Scanned copy of RF04 with the signature of School Head,• Scanned copy of Birth Cert• Scanned copy of Form 137/SF10• Scanned copy of Form SF9
4. Merging of School ID	<ul style="list-style-type: none">• RF10 in Excel format,• Scanned copy of RF10 with signature of School Head• For public school scanned copy of Endorsement Letter from Division,• For private school, scanned copy of the approved permit.
5. Reopening of Enrolment	<ul style="list-style-type: none">• RF12 in Excel format,• Scanned copy of RF12 with signature of School Head,• Approval of Process Owner*
6. Correcting Transfer Related Issues	<ul style="list-style-type: none">• RF13 in Excel format,• Scanned copy of RF13 with signature of School Head,• Scanned copy of Birth Cert• Scanned copy of Form 137/SF10• Scanned copy of Form SF9
7. Confirmation of Transfer from Closed School	<ul style="list-style-type: none">• RF14 in Excel format,• Scanned copy of RF14 with signature of School Head.• Scanned copy of Birth Cert • Scanned copy of Form SF9





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8. Un-enrolment of Learner	<ul style="list-style-type: none"> • RF15 in Excel format, • Scanned copy of RF15 with signature of School Head • Scanned copy of Birth Cert • Scanned copy of Form 137/SF10 • Scanned copy of Form SF9 • Approval of Process Owner*
9. Updating of SHS Program Offering for Schools Abroad	<ul style="list-style-type: none"> • RF16 in Excel format, • Scanned copy of RF16 with signature of School Head • Approved permit.
10. COC Updating for Schools Abroad	<ul style="list-style-type: none"> • RF17 in Excel format. • Scanned copy of RF17 with signature of School Head • Approved permit.
11. Request to Close a School	<ul style="list-style-type: none"> • Request Letter Signed by SDS
12. Request to Reopen a Closed School	<ul style="list-style-type: none"> • Request Letter Signed by SDS
13. Request to Extend EOSY Updating and Finalization	<ul style="list-style-type: none"> • Request Letter Signed by School Head and Approved by SDS
14. Enrolment with Gap	<ul style="list-style-type: none"> • <u>For Grade 1:</u> <ul style="list-style-type: none"> • Kindergarten Certificate of Completion • Scanned copy of Birth Cert • <u>For Grades 2-12:</u> <ul style="list-style-type: none"> • Scanned copy of Birth Cert • Scanned copy of SF10 • Scanned copy of Form SF9 • <u>For Learners coming from ALS:</u> <ul style="list-style-type: none"> • Scanned copy of Birth Cert • Scanned copy of AF 5 • COR/Certificate of Portfolio Assessment
15. Enrolment of Ineligible	<ul style="list-style-type: none"> • <u>For Grade 1:</u> <ul style="list-style-type: none"> • Kindergarten Certificate of Completion • Scanned copy of Birth Cert • <u>For Grades 2-12:</u> <ul style="list-style-type: none"> • Scanned copy of Birth Cert • Scanned copy of SF10 • Scanned copy of Form SF9 • <u>For Learners coming from ALS:</u> <ul style="list-style-type: none"> • Scanned copy of Birth Cert • Scanned copy of AF 5 • COR/Certificate of Portfolio Assessment





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16. Approval of Temporary Enrolment	<ul style="list-style-type: none">• Scanned copy of Birth Cert• Affidavit of Undertaking (accomplished by the parents DURING enrolment)
17. LRN Approval	<ul style="list-style-type: none">• <u>For Grade 1:</u><ul style="list-style-type: none">• Kindergarten Certificate of Completion• Scanned copy of Birth Cert• <u>For Grades 2-12:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of SF10• Scanned copy of Form SF9• <u>For Learners coming from ALS:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of AF 5• COR/Certificate of Portfolio Assessment
18. Correction of Basic Profile	<ul style="list-style-type: none">• <u>For Grade 1:</u><ul style="list-style-type: none">• Kindergarten Certificate of Completion• Scanned copy of Birth Cert• <u>For Grades 2-12:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of SF10• Scanned copy of Form SF9• <u>For Learners coming from ALS:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of AF 5• COR/Certificate of Portfolio Assessment
19. Correction of Grade Level	<ul style="list-style-type: none">• <u>For Grade 1:</u><ul style="list-style-type: none">• Kindergarten Certificate of Completion• Scanned copy of Birth Cert• <u>For Grades 2-12:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of SF10• Scanned copy of Form SF9• <u>For Learners coming from ALS:</u><ul style="list-style-type: none">• Scanned copy of Birth Cert• Scanned copy of AF 5• COR/Certificate of Portfolio Assessment

***Approval of the process owner is within the ticketing system.**





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8. For technical assistance on LIS issues and concerns, you may call SGOD-Planning and Research through these hotline numbers 09608885078 and 09362825880 from Mondays to Fridays, 8:00 AM to 5:00 PM.
9. This Memorandum shall take effect effective immediately.
10. Immediate dissemination of and strict compliance with this Memorandum is directed.

Reference: DepEd Order No. 27, s. 2019

To be included in the perpetual index under the ff. subjects:

POLICY
LIS
SYSTEM
LEARNERS
SCHOOLS
ELECTRONIC GOVERNANCE


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