



CITIZEN'S CHARTER

ICT UNIT

UPLOADING OF PUBLICATIONS

Office or Division:	ICT Unit
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	DepEd Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. All ICT uploading of publication requests shall be submitted online through the official ICT-ASSIST portal:</p> <p>https://ict-assist.depedbatanes.com/assist/public/index.php <i>Clients are no longer required to submit printed forms.</i></p> <p>Alternatively, clients may download the Project HELP mobile application (Android) through the link below:</p> <p>Download Link: https://tinyurl.com/yt7ykkbk</p> <p>2. After installing the application, click the "ICT ASSIST" button to access the online request system.</p>	Online

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online submission of Publication Request	1.1. Create an account in ICT-ASSIST portal (if first-time user).	None	3 minutes	Client
	1.2. Log in to the ICT-ASSIST system.	None	1 minute	
	1.3. Accomplish the online Publications Request Sheet (select type: Announcements, Bidding Documents, Invitations to Bid, Request for Quotation, Notice of Award, Notice to Proceed).	None	2 minutes	
	1.4. Scan the document/s to PDF format	None	5 minutes	ICTU
	1.5. Upload the document/s on the website or Workplace	None	5 minutes	
2. Tracking of Request Status	2.1. Log in to ICT-ASSIST to monitor request status.	None	1 minute	Client
	2.2. System updates request status (Pending, On-Process, Pending Feedback, Resolved)	None	Automatic	System
	2.3. Confirm receipt of credentials and evaluation.	None	5 minutes	Client
	TOTAL	None	22 minutes	

DEPARTMENT OF EDUCATION
DIVISION OF BATANES