NPMO ORDER NO. 005
Series of 2021

GUIDANCE NOTES IN THE PROPER USAGE OF ENHANCED DOCUMENT AND TRANSACTION MANAGEMENT SYSTEM (EDTMS)

I. RATIONALE

As the Department prepares for the Department-wide certification for ISO 9001:2015 there are many processes that need to be standardized and improved. The pressure to improve an efficient and effective way of maintaining a high level of Client Satisfaction, one is to go on digitalization. A paper-free office is a work environment In which the use of paper is eliminated or greatly reduced. Automation plays an important role in reducing discretionary practices in records management by translating physical documents into digital copies for paperless transactions. The intent is to streamline processes, reduce misrouted documents, eliminate document storage, among others.

The Administrative Service- Records and Archives Management Division (AS-RAMD) in collaboration with the Information and Communications Technology Management Service ICTMS) designed a system to enhance the existing Document Tracking System, which we call now as "Enhanced Document and Transaction Management System" (EDTMS). The EDTMS is a system which:

1. Captures documented information;
2. Identifies document category;
3. Established workflow through facilitation of assignment, routing and action on correspondence and
4. Generates summary of reports

With this, the Records Section of Pantawid Pamilyang Pilipino Program will serve as the central depository and and shall further ensure a systematic records management system which will have a systematic control of all records and documented information covering the entire records life cycle from the creation or receipt to its document classification, use, filing, retention as per approved Records Disposition Schedule (RDS), storage and until its final disposition by using the EDTMS effectively and efficiently to further improve the program implementation. This Guidance Note will serve as the guide for all Administrative Personnel to use and maximize the EDTMS for monitoring, tracking, and generating reports.

II. LEGAL BASES

1. Republic Act No. 9470, otherwise known as the National Archives of the Philippines Act of 2007 and its Implementing Rules and Regulations approved January 24, 2008.

2. Republic Act No. 10173, otherwise known as the Data Privacy Act of 2012.

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3. Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

III. OBJECTIVES

1. Enhance the knowledge of Administrative Personnel and gain flexibility using the EDTMS.
2. Perform the tasks by utilizing the online document transaction and management system.
3. Improve business processes in terms of timeliness and productivity.
4. Strengthen the security and confidentiality of the documented information.
5. Track and maintain a summary of document management processes with details shared among all concerned through email.
6. Minimize the use of office supplies such as coupon bonds, ink/toner, electricity and others.

IV. SCOPE

This Order shall be effective immediately to the National Program Management Office of Pantawid Pamilyang Pilipino.

V. DEFINITION OF TERMS

1. **Correspondence-** refers to any communication in the form of a letter, e-mail, memorandum, endorsement, report, routing slip, and other written communications.

2. **Enhanced Document and Transaction Management System (EDTMS)**- which captures the documented information, identifies document category, establishes workflow through facilitation of assignment, routing and action on correspondence.

3. **File classification**- refers to the process of organizing and arranging recorded information-- Administrative, Personnel, Finance, Social Services and Legal Records.

4. **Public Records-** records or classes of records, in any form, in whole or in part, created or received, by a government agency, in the conduct of its affairs, and have been retained by that government agency

5. **Records Disposition**- refers to the systematic transfer of non-current records from office to storage area, identification and preservation of archival records and the destruction of valueless records.

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6. **Records Series-** refers to a group of related records arranged under a single unit that deals with a particular subject, resulting from the same activity or having a special form as cited in the Records Disposition Schedule of the Department.

VI. POLICY AND OPERATIONAL GUIDELINES

1. The Records Section in coordination with Administrative Service-Records, Archives Management Division (AS-RAMD) and Information & Communications Technology Management Service (ICTMS) shall set a schedule for the orientation cum simulation regarding the use of the EDTMS version 2.0.
2. Any concerns pertaining to the operation and usage of the EDTMS must be reported directly to the AS-RAMD for appropriate action.
3. Any ICT service management concerns related to EDTMS shall be directly coursed to helpdesk at https://ictsupport.dswd.gov.ph
4. The File Classification Guide based on the existing Records Disposition Schedule as approved by the National Archives of the Philippines (NAP) is attached hereto as "Annex A." This guide may be subject to further enhancements.
5. The list of Original Documents to be transmitted in physical/hard copy is hereto attached as "Annex B." This guide may be subject to further enhancements.

VII. RESPONSIBILITIES AND INSTITUTIONAL ARRANGEMENTS

1. 4PS-NPMO RECORDS SECTION shall:

a. Prepare a Special Order listing the names of 4Ps NPMO Records Officers;
b. Coordinate with AS-RAMD & ICTMS to ensure responsiveness of the EDTMS. Consolidate issues and concerns on the use of EDTMS.
c. Provide technical assistance on the records classification, document categorization and other concerns related to EDTMS.
d. Conduct spot checks to assess the use of EDTMS.
e. Enforce the implementation of guidelines/policies on Records Management
f. Ensure response to incoming correspondence as to timeliness, completeness and accuracy subject to RA 11032 or "Ease of Doing Business and Efficient Delivery of Government Services and other pertinent rules and regulations on documented information.

2. 4PS-NPMO RECORDS OFFICERS/ADMINISTRATIVE PERSONNEL shall:

a. Closely monitor all the documents using the prescribed format by the Quality Management and set timeline.
b. Ensure prompt and appropriate response to all the documents and concerns.
c. Ensure completeness of documents including the DRN and supporting attachments upon uploading to EDTMS before forwarding to the concerned division/personnel;
d. Ensure to do the workflow and reassign to the appropriate division/office/bureau/services etc.

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e. Ensure efficient monitoring and records management of all documents being handled/processed.
f. Ensure proper disposition of the original copy of documents after scanning and uploading in the EDTMS.
g. Familiarize the approved file classification guide
h. Submit monthly reports to the Records Section beginning 2022.

3. TECHNICAL PERSONNEL shall:

a. Coordinate with the Administrative Personnel to provide DRN in all types of documents and track in EDTMS before releasing the document in their respective division/office.
b. Ensure to use the prescribed format by the Quality Management and set timeline.
c. Adhere to the proper standard format set by the Quality Management on all types of documents.

VIII. GENERAL PROCEDURES

Below are the detailed processes which shall be observed by the 4Ps National Program Management Office concerned personnel opposite the timeline requirement per key process.

PROCESS	STEP	PERSON RESPONSIBLE	ACTION TAKEN	DURATION
OUTGOING	1	Technical Staff	Endorse the document to the Releasing Focal for assistance with the layers of signatory	1 minute
	2	Releasing/ Outgoing Focal	Accept/receive, scan, encode and upload the document in the EDTMS. Indicate the Document Reference Number (DRN) at the front (upper-right corner of the document) prior routing the physical/hard copy.	15 minutes
INCOMING	3	Receiving/ Incoming Focal	Review the document routed. If complete, "receive" the physical/hard copy and "accept" the document routed in EDTMS.	3 minutes
	4	Receiving/ Incoming Focal	• "Assign" used in the EDTMS, forward the	2 minutes

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			electronic copy of the document through EDTMS to the concerned Technical Staff or the Head of Office, as applicable. • The physical/hard copy shall be kept by the Receiving/Incoming Focal.	
	5	Concerned Technical Staff/Head/OIC	• Provide appropriate actions. For documents with routing slip, it must be done within the prescribed timeline (in accordance with the EODB). • Route the document to the Releasing/Outgoing Focal for the dissemination of information to the concerned recipients.	• Simple Transactions- 3 working days • Complex Transactions- 7 working days • Highly Technical Transactions- 20 working days
	6	Releasing/ Outgoing Focal	Receive and scan the physical/hard copy. ("Attached File" as used in EDTMS) the same in the said database.	10 minutes
	7	Releasing/ Outgoing Focal	• Click "Workflow Task" to route the document to the Receiving Office. • Route the physical/ hard copy to the Receiving Office	5 minutes
	8	Receiving/ Incoming Focal	Back to Step 3	n/a

IX. REPEAL

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All orders, rules, regulations, or parts thereof, which are inconsistent with this NPMO Order are hereby revoked, amended, or modified accordingly.

X. EFFECTIVITY

This order shall take effect immediately. Let copies of this NPMO Order be disseminated to the staff of the National Program Management Office (NPMO) for the guidance, reference and compliance.

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