



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

February 27, 2026

REGIONAL MEMORANDUM

No. **260**, s. 2026

**GUIDELINES ON THE PROPER HANDLING OF EMAIL COMMUNICATION
IN THE DEPARTMENT OF EDUCATION – REGION VIII**

To: Schools Division Superintendents
All School Heads, Public and Private
Elementary and Secondary Schools
All Others Concerned

1. Pursuant to **DepEd Order No. 85, s. 2012**, entitled **Policy on the Establishment of DepEd Email Service**, and in consonance with **DepEd Order No. 98, s. 2009**, entitled **Implementation of Administrative Service Operations Manuals**, this Regional Memorandum is hereby issued to provide guidelines on the proper handling of email communications within the region.

2. According to the **Records Management Operations Manual**, **electronic mail** consists of any memorandum, letter, note, report, or communication, between individuals and groups that is stored and/or transmitted in a format that requires an electronic device to capture and access. As an official communication channel, DepEd email shall be treated with the same level of accountability required of paper-based official records.

3. The following are the **guidelines for the management of emails**:

- a. When sending electronic correspondence in an official capacity, retain a copy either by printing and filing a hardcopy or by filing in an electronic folder designated as official.
- b. If you choose to print email, make certain all headers and attachments are included.
- c. When answering email through web mail or a website, cc: yourself.
- d. While filing personal and official email in separate folders may be good practice, this will not prevent personal mail from being considered public records.
- e. For internal DepEd communication and correspondence, use the official DepEd email addresses provided by DepEd. Correspondence and communications which go to SPAM shall be deleted right away as these may threaten the security of the email.

- f. Other email that does not meet the definition of a public record may be deleted as soon as it is no longer of administrative value.
 - g. Email messages of administrative, fiscal, and/or legal value, dealing with policy issues, should be retained and archived in accordance with Records Disposition Schedule.
4. The following are the **categories of e-records considered for retention**:
- a. Electronic records that replace records scheduled as permanent in another medium;
 - b. Automated indexes to permanent records;
 - c. Unique and important scientific and technical data resulting from observation of natural events or phenomena or from controlled laboratory or field experiments;
 - d. Management data that have government-wide coverage or significance;
 - e. Socio-economic data on such topics as trade, education, health, or behavior;
 - f. Natural resources data related to land, water, minerals, or wildlife;
 - g. Data that document military operations;
 - h. Political or judicial data related to such topics as elections, special investigations, or court proceedings;
 - i. Cartographic data of the earth's surface or other planetary bodies;
 - j. National security and international relations data that document such activities as strategic foreign policy assessments or international negotiations.
5. The following are the **general process guidelines** for handling email communications:
- a. All incoming mail/communication shall be properly received.
 - b. Communication/mail come from two sources: incoming mail from other offices and within the Department.
 - c. All incoming official mail, whether through messenger, postal services, courier, or electronic means shall be received and recorded at the Records Office.
 - d. **All incoming email correspondences and communications EXCEPT those that go to SPAM must be received and acknowledged.**
 - e. All incoming email directly sent to the intended recipient must still be routed to the Office of the Regional Director for printing, if printout is needed. The printed communication shall be sorted and will be routed to the Records Section for tracking and assignment of tracking number.
 - f. Advance copies sent directly to focal persons, and if such copies are not signed and are not properly released should not be routed to either the Office of the Regional Director or the Records Office.
 - g. Internal communications (meaning within and from all levels of governance) must be properly RECEIVED only if these

communications are properly RELEASED. The same treatment must be done for external communications.

- h. **Only those NON-ROUTINE communications SHALL BE PRINTED.** These are rush or urgent; pertaining to policies, programs, and projects of DepEd; communication from high-ranking officials; communications that are significant and important to the operations of DepEd; those that require important action to protect the interest of the government or private persons. **For the purpose of RECEIVING, only the transmittal or indorsement shall be printed.** The attachments must be routed to the intended recipient for appropriate action and disposition.
- i. Routine communication SHALL NOT BE PRINTED. This type of communication includes those that are of ordinary interest (e.g., verification of employment for collection of loan or debt), communication intended for information dissemination purposes only; communication requiring ordinary action and does not need any reply; communication that is not urgent and is not time-bound.
- j. Routine communication shall be routed or forwarded immediately to the concerned office for appropriate action without printing the attachments.

6. The **email communication process** shall follow the steps below:

- a. **Log in to Official DepEd Email Account.** Access your official DepEd email account (e.g., `firstname.lastname@deped.gov.ph`). Do not use personal email accounts for official transactions. Ensure your credentials are kept confidential at all times.
- b. **Check and Read Incoming Emails.** Check your inbox at least twice daily – at the start and end of each working day. Read all received messages carefully and acknowledge receipt when required. Delete messages that go to the spam/junk folder immediately as these pose security threats to the email system.
- c. **Compose and Send Official Email.** Write a clear and descriptive subject line. Compose the email in a professional and formal manner. Address the email to the appropriate recipient(s) and use CC and BCC as necessary. When replying through webmail or a website, always CC yourself to retain a copy of outgoing correspondence.
- d. **Route/Print When Required.** For NON-ROUTINE communications, print the email and route it to the Office of the Regional Director. The printed communication shall be routed to the Records Section for tracking number assignment. ROUTINE communications shall be forwarded immediately to the concerned office without printing.
- e. **Retain and File a Copy.** After sending official email, retain a copy by: (a) printing and filing a hardcopy ensuring all headers and attachments are included; or (b) saving in a designated electronic folder labeled as “Official.”
- f. **Archive or Delete as Appropriate.** Email messages of administrative, fiscal, and/or legal value shall be retained and archived in accordance with the Records Disposition Schedule.

Email that does not meet the definition of a public record may be deleted as soon as it is no longer of administrative value.

7. Immediate dissemination of and strict compliance with this Memorandum are desired.

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Office of the Regional Director

Enclosures: As stated

References: DepEd Order No. 85, s. 2012; DepEd Order No. 98, s. 2009

To be indicated in the Perpetual Index under the following subjects:

COMMUNICATION
EMAIL
INFORMATION TECHNOLOGY
RECORDS MANAGEMENT

AD-AVC

