



Republic of the Philippines
Department of Education
 REGION XI
 SCHOOLS DIVISION OF DAVAO DEL NORTE

DEPED DIVISION OF DAVAO DEL NORTE
 RECORDS SECTION
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 By: _____

Office of the Schools Division Superintendent

October 21, 2022

DIVISION MEMORANDUM

No. 1111, s. 2022

DESIGNATION OF DIVISION PUBLIC ASSISTANCE COORDINATOR TO FACILITATE AND MONITOR ALL CONCERNS REFERRED THROUGH 8888, CBC, PAAC, AND DEPED EMAIL

TO: Rebecca C. Sagot, CESO VI, Assistant Schools Division Superintendent
 Eduard C. Amoguis, Chief, Curriculum Implementation Division
 Ramel M. Pilo, Chief, School Governance and Operations Division
 Public Schools District Supervisors
 Education Program Specialists
 Elementary and Secondary School Heads
 Teaching and Non- Teaching Personnel
 All Others Concerned

Attached herein is the Regional Memorandum ORD-2022-0145 dated October 19, 2022 in relation to Deped Memorandum No. 046, s. 2022 issued by the Secretary of the Department of Education last May 18, 2022 entitled Designation of Regional and Division Public Assistance Coordinator.

The Office hereby informs the designation of **April Julie Mae P. Gonzaga**, Administrative Assistant III, as Division Public Assistance Coordinator.

Relative to the abovementioned, proper channeling of concerns referred through Hotline 8888, Contact Center ng Bayan (CCB), Public Assistance Center (PAAC), including concerns sent through the email of the Region or Division shall be course through and facilitated by the Division Public Assistance Coordinator.

All other important details are stated as enclosure in this Memorandum. Immediate dissemination is desired.

DEE D. SILVA, DPA, CESO V
 Schools Division Superintendent

For the Schools Division Superintendent

REBECCA C. SAGOT, CESO VI
 Assistant Schools Division Superintendent

OSDS/ajmpg



RECORDS



Republic of the Philippines
Department of Education
DAVAO REGION

Office of the Regional Director

REGIONAL MEMORANDUM
ORD- 2022-0145

To : Assistant Regional Director
School Division Superintendents
Regional Public Assistance Coordinator
Division Public Assistance Coordinators

Subject : DEPED PUBLIC ASSISTANCE COORDINATORS
FACILITATE AND MONITOR ALL CONCERNS REFERRED
THROUGH 8888, CBC, PAAC, AND DEPED EMAIL

Date : October 19, 2022

A **DepEd Memorandum No. 046, s. 2022** was issued by the Secretary of the Department of Education, last May 18, 2022, entitled **Designation of Regional and Division Public Assistance Coordinator**.

As provided in *item 4 of DM No. 046*, the designated Public Assistance Coordinator (PAC) of the Region and Division shall be tasked to:

- a. *Facilitate all concerns received or referred through Hotline 8888 and Contact Center ng Bayan (CCB) in coordination with Public Affairs Service-Public Assistance Action Center (PAS-PAAC);*
- b. *Monitor all concerns referred by PAAC and assist in their resolution;*
- c. *Facilitate the collection of data for the Citizen/ Client Satisfaction Survey (CCSS) Report;*
- d. *Attend meetings, workshops, and other related activities, and cascade the information to their respective offices and schools;*
- e. *Prepare reports and related communications;*
- f. *Coordinate with DepEd Central Office and provide feedback if necessary; and*
- g. *Perform other tasks related to DepEd PAS-PAAC programs, projects, and activities.*

Further, *item 6 of DM No. 046*, provides that the designated Public Assistance Coordinator (PAC) shall be:

- a. *Part of the **Public Affairs Unit** at the regional level, and of the Office of the Schools Division Superintendent at the division level.*
- b. *Either a regular personnel designated to perform the role of the PAC, or a Contract of Service/ Job Order employee hired exclusively for this role;*
- c. *Of good verbal and written communication and public relations skills; and*



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Republic of the Philippines
Department of Education
 DAVAO REGION

Office of the Regional Director

- d. Knowledgeable in the protocols of responding to or facilitating the concerns received from the general public.

Hence, this Office wishes to set directions for proper channeling of concerns referred through Hotline 8888, Contact Center ng Bayan (CCB) Public Assistance Center (PAAC), including concerns sent through the email of the region or division, which should be facilitated by the Public Assistance Coordinator. The said Public Assistance Coordinator, who may be designated in accordance with D. O. 46, s. 2022, shall not be from the Legal Unit or a Legal Officer.

Concerns that need appropriate action will be routed to the respective offices. The Public Assistance Coordinator has to record which offices the concerns are routed to for easy and smooth reports and related communications.

In instances that the concerns are only clarifications or questions, the Public Assistance Coordinator shall directly answer the said queries. Also, concerns requesting assistance to call the attention of employees and to advise them to call their offices about important matters which usually pertain to the unsettled debts of the concerned personnel may be directly answered by the Coordinator or forward the same to the division concerned.

Starting October 24, 2022, all Public assistance communication shall follow the flow chart attached in this memo. Likewise, SDO's subsequent actions from previous indorsements shall now be forwarded to Public Affairs Unit of this region.

For information and guidance.

DEPARTMENT OF EDUCATION ROXI
 RECORDS SECTION

RELEASED

By: 8929
 Date: Oct. 21, 2022

Enclosed:
 Enclosure No.1- DM 046, s. 2022
 Enclosure No.2- Deped Public Assistance Flow Chart, ROXI

ALLAN G. FARNAZO
 Director IV

By the Authority of the Regional Director

MARIA INES C. ASUNCION
 Director III
 Office of the Assistant Regional Director

ORD/LU 1/lcp



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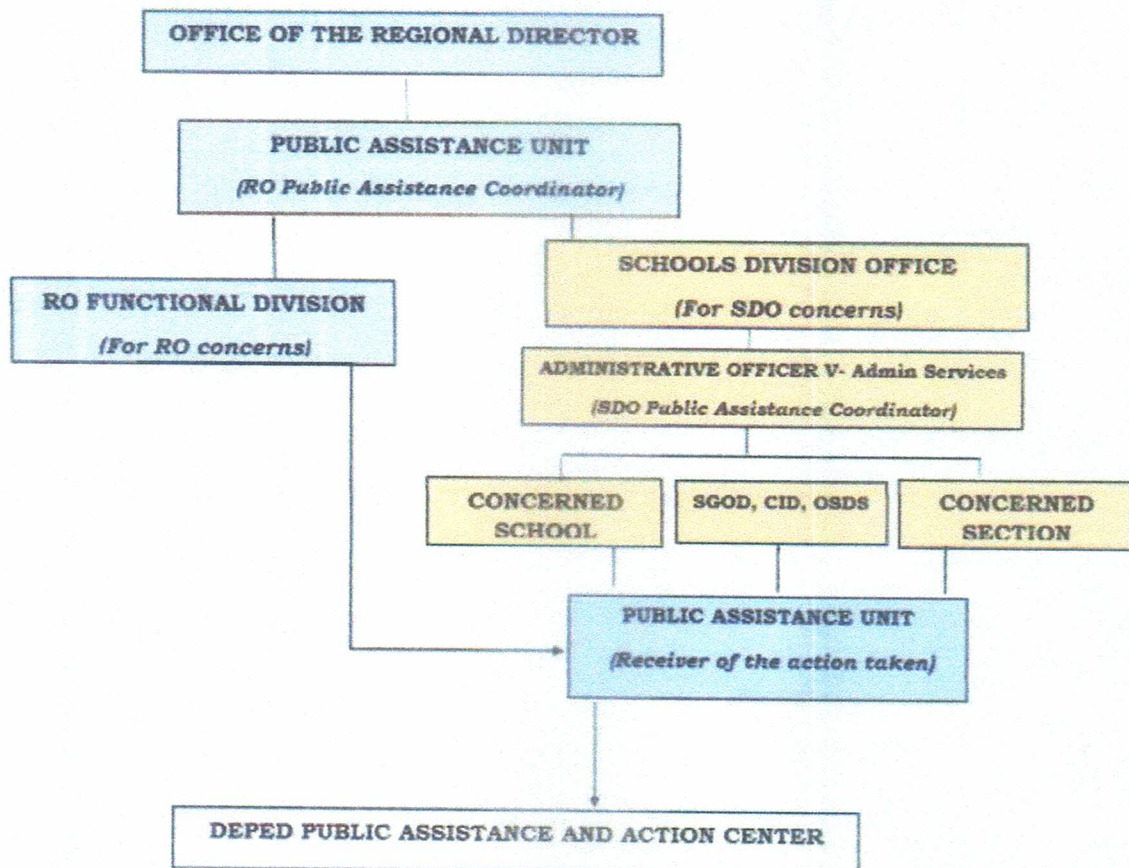


Republic of the Philippines
Department of Education
 DAVAO REGION

Office of the Regional Director

(Enclosure No.2 Regional Memorandum ORD 2022-145)

**DEPED PUBLIC ASSISTANCE FLOW CHART
 REGION XI**



Timeliness:

- Actions referred communication must conform on the Implementation of the Citizen's Charter in compliance with Republic Act 11032
 - Simple Transactions should not take more than 3 days to process.
 - Complex Transactions should not take more than 7 days to process.
 - Highly Technical Transactions should not take more than 20 days to process
- Public Assistance Coordinator shall directly answer to queries
- Reply of the concerned personnel must be **directly sent to the concerned person/entity**, copy furnished 8888 complaints@8888.gov.ph or PAAC section@deped.gov.ph and Public Assistance Unit

for
ALLAN G. FARNAZO
 Director IV *18/10/22*

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Republic of the Philippines
Department of Education

18 MAY 2022

DepEd MEMORANDUM
No. **046**, s. 2022

DESIGNATION OF REGIONAL AND DIVISION PUBLIC ASSISTANCE COORDINATOR

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) issues this DepEd Memorandum titled **Designation of Regional and Division Public Assistance Coordinator** in all regional and schools division offices nationwide. The designation of a PAC aims to improve the frontline services of the Department through the provision of satisfactory assistance and faster resolution of concerns received by DepEd offices.

2. This is in compliance with Republic Act (RA) No. 11032 titled **Ease of Doing Business and Efficient Government Service Delivery Act of 2018** and Memorandum Circular (MC) No. 2019-002 of the Anti-Red Tape Authority (ARTA) titled **Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032**.

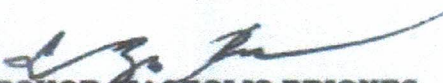
3. The role of the PAC is likewise critical in the Citizen/Client Satisfaction Survey (CCSS), which is one of the Good Governance Condition (GGC) criteria for the Grant of Performance-Based Bonus for Fiscal Year (FY) 2021 cited in MC 2021-01 of the Department of Budget Management (DBM) titled **Guidelines on the Grant of Performance-Based Bonus (PBB) for FY 2021 under Executive Order No. 80 s. 2012** and Executive Order No. 201, s. 2016 issued by the Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) and DepEd Order No. 005, s. 2022 titled **Performance Based-Bonus Guidelines on Eligibility Requirements and Accountability Matrix**.

4. The Department is currently requesting for additional workforce to reinforce public assistance in DepEd offices. In the interim, the field offices are requested to designate a Public Assistance Coordinator (PAC).

5. Specifically, the designated PAC shall be tasked to:

- a. Facilitate all concerns received or referred through Hotline 8888 and Contact Center ng Bayan (CCB) in coordination with Public Affairs Service-Public Assistance Action Center (PAS-PAAC);
- b. Monitor all concerns referred by PAAC and assist in their resolution;
- c. Facilitate the collection of data for the Citizen/Client Satisfaction Survey (CCSS) Report;
- d. Attend meetings, workshops and other related activities, and cascade the information to their respective offices and schools:

- e. Prepare reports and related communications;
 - f. Coordinate with DepEd Central Office and provide feedback if necessary; and
 - g. Perform other tasks related to DepEd PAS-PAAC programs, projects, and activities.
6. The designated PAC shall be:
- a. Part of the Public Affairs Unit at the regional level, and of the Office of the Schools Division Superintendent at the division level;
 - b. Either a regular personnel designated to perform the role of the PAC, or a Contract of Service/Job Order employee hired exclusively for this role;
 - c. Of good verbal and written communication and public relations skills; and
 - d. Knowledgeable in the protocols of responding to or facilitating the concerns received from the general public.
7. The Office of the Regional Director, as well as the Office of the Schools Division Superintendent of each region and division are requested to send the names of their respective Public Assistance Coordinators and their contact details through this link: <https://bit.ly/PAAC-PAC> on or before **June 15, 2022**.
8. For more information, please contact **Ms. Beverly G. Berame, Administrative Officer V and Officer-in-Charge of the Public Affairs Service-Communications Division, Public Assistance Action Center**, Ground Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email address at depedactioncenter@deped.gov.ph.
9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Reference:

DepEd Order (No. 005, s. 2022)



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

ASSIGNMENT/REASSIGNMENT
BUREAUS AND OFFICES
COMMUNICATIONS
EMPLOYEES
OFFICIALS
REQUIREMENTS
SURVEY