



Republic of the Philippines
Department of Education
Region XI
SCHOOLS DIVISION OF DIGOS CITY
Digos City

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

June 17, 2022

No. 382 s. 2022

DESIGNATION ORDER

To: **MARK V. CASTAÑARES**
Administrative Officer II

1. This has reference to DepEd Memorandum No. 046, s. 2022 or the **Designation of Regional and Division Public Assistance Coordinator**. The undersigned hereby designates you as the Division Public Assistance Coordinator, under the Office of the Schools Division Superintendent
2. In view hereof, you shall perform the functions, duties and responsibilities of a Public Assistance Coordinator as stipulated in the said memorandum.
3. This shall take effect immediately upon issuance unless appropriately revised or revoked by a competent authority thru an order/memorandum.
4. Enclosed is the basic communication for your ready reference.
5. For your information and compliance.

CRISTY C. EPE

Schools Division Superintendent

Enclosed: As Stated

DepEd Schools Division of Digos City
RECORDS SECTION

RELEASED
22-86671

DATE: JUN 17 2022 TIME: 3:47 PM

BY:



Republic of the Philippines
Department of Education
 DAVAO REGION

Schools Division of Digos City
 RECORDS SECTION
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 NO: 16 JUN 2022
 BY: [Signature]

Office of the Regional Director

REGIONAL MEMORANDUM
 ORD-2022-15

To : All Schools Division Superintendents

Subject: DESIGNATION OF DIVISION PUBLIC ASSISTANCE COORDINATOR

Date : June 16, 2022

As per DepEd Memorandum No. 046, s. 2022 re Designation of Regional and Division Public Assistance Coordinator, all schools division offices shall designate a Public Assistance Coordinator (PAC) under the Office of the Schools Division Superintendent. The tasks of the designated PAC are detailed in the said Memorandum.

Please submit the list/name of the designated PAC to the Office of the Regional Director c/o Public Affairs Unit on or before June 20, 2022 through this email address: pauregionxi@deped.gov.ph

For compliance.

By the Authority of the Regional Director:

[Signature]
ROY T. ENRIQUEZ, EdD
 Chief Administrative Officer
 Officer-In-Charge
 Office of the Regional Director

PAU1/mgvv

DEPARTMENT OF EDUCATION ROI
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6-16-22 [Signature]





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



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