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

Office of the Schools Division Superintendent

DIVISION MEMORANDUM

No. 003 s. 2023

To : **ATTY. CLARISSE JOY C. ARNAEZ-LLABAN** – Attorney III
DR. TITO M. ENDRINA – Education Program Supervisor
DR. GERVASIO R. SALINAS, JR. – Education Program Supervisor
CLAIRE MARRIZ N. MORAL – Administrative Officer II

Subject : **COMPOSITION OF 8888 DIVISION FOCAL TEAM**

Date : January 3, 2023

1. This has reference to the Memorandum PAS-OD-2022-093 or the **Creation of 8888 Focal Team**, with the objective to improve customer service and relations through the Public Affairs Service – Public Assistance and Action Center (PAS-PAAC) and streamlining the processing of education-related concerns from the 8888 Citizen’s Complaint Center (CCC) through the creation of 8888 Portals and 8888 Focal Team.
2. In view hereof, the following identified personnel shall compose the 8888 Division Focal Team, to wit:

Chair	:	CRISTY C. EPE
Vice-Chair	:	ATTY. CLARISSE JOY C. ARNAEZ-LLABAN
Communication Officer	:	DR. TITO M. ENDRINA DR. GERVASIO R. SALINAS, JR.
Technical Officer	:	CLAIRE MARRIZ N. MORAL
3. For the roles and responsibilities, attached is the basic communication for your reference.
4. For your information.

CRISTY C. EPE
Schools Division Superintendent

DepEd Schools Division of Digos City
RECORDS SECTION

RELEASED
23-95587-
DATE: JAN 04 2023 TIME: 4:15 PM
BY: [Signature]



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Republic of the Philippines
Department of Education
PUBLIC AFFAIRS SERVICE

Office of the Director IV

MEMORANDUM
PAS-OD-2022-093

FOR : ALL REGIONAL DIRECTORS

FROM : *Epimaco V. Densing III*
EPIMACO V. DENING III
Undersecretary and Chief of Staff

SUBJECT : CREATION OF 8888 REGIONAL FOCAL TEAM

DATE : October 11, 2022

In its objective to improve customer service and relations, the Department of Education (DepEd), through the Public Affairs Service – Public Assistance and Action Center (PAS-PAAC), will be streamlining the processing of education-related concerns from the 8888 Citizen's Complaint Center (CCC) through the creation of Regional 8888 Portals and 8888 Focal Team under the Office of the Regional Director.

The Regional Focal Teams shall be the primary recipient of the education-related concerns from the 8888 CCC and will be composed of;

- a. One (1) Permanent Focal Person (PFP)
 - Shall oversee the mechanism of the Regional Focal Team and the 8888 referrals received by the office;
 - Preferably with a rank of Regional Director, unless the existing organizational set-up provides otherwise.
- b. One (1) Assistant Focal Person (AFP)
 - Shall act upon and monitor the 8888 referrals received by the office;
 - Shall have a rank of Senior Officer unless the existing organizational set-up provides otherwise; and
 - Coordinate the roles and responsibilities of each team member to ensure the provision of concrete and specific action for 8888 referrals within 72 hours.
- c. One (1) Technical Officer (TO)
 - Shall be in charge of receiving 8888 referrals and updating and providing feedback;
 - Shall regularly monitor, maintain, and manage the 8888 online account/portal; and
 - Shall coordinate with and inform the PFP/AFP of received 8888 referrals and perform such other functions as instructed by the PFP/AFP.

For questions and clarifications, your staff may contact **the PAS Public Assistance and Action Center** through email at depedactioncenter@deped.gov.ph.

For your guidance and strict compliance.



SULONG
KALIDAD

2nd Flr. Aguinaldo Bldg. - Motorpool Area, DepEd Complex, Meralco Avenue, Pasig City
Telephone No.: (02) 6316033; 6332120; 6337254

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Republic of the Philippines
Department of Education
DAVAO REGION

Office of the Regional Director

COMPOSITION OF 8888 DIVISION FOCAL TEAM

Division:	Landline	Mobile No.	DepEd Email Address
Permanent Focal Person			
Alternate Focal Person			
Technical Officer			

Approved by:

Schools Division Superintendent



Address: F. Torres St., Davao City (8000)
Telephone Nos.: (082) 291-1665; (082) 221-6147

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Republic of the Philippines
Department of Education
 DAVAO REGION

Office of the Regional Director

REGIONAL MEMORANDUM
 ORD-2022-060

To : All Schools Division Superintendents

Subject: CREATION OF 8888 DIVISION FOCAL TEAM

Date : December 15, 2022

As per Memorandum PAS-OD-2022-093 regarding the creation of 8888 Regional Focal Team, the Region, as its own initiative, will also form the 8888 Division Focal Team as the primary recipient of the education-related concerns from the 8888 Citizen's Complaint Center.

The 8888 Regional Focal Team is composed of the following:

Permanent Focal Person:	Allan G. Farnazo Regional Director
Alternate Focal Person:	Maria Gemima V. Galang Regional Information Officer
Technical Officer:	Justin Brylle Villarias Project Development Officer II

The 8888 Division Focal Team shall comprise of:

- a. One Permanent Focal Person (PFP)
 - Shall oversee the mechanism of the Division Focal Team and the 8888 referrals received by the office; and
 - Preferably with a rank of Schools Division Superintendent, unless the existing organizational set-up provides otherwise.
- b. One Assistant Focal Person (AFP)
 - Shall act upon and monitor the 8888 referrals received by the office;
 - Shall have a rank of Senior Officer unless the existing organizational set-up provides otherwise; and
 - Shall ensure the provision of concrete and specific action for 8888 referrals within 72 hours; and
- c. One Technical Officer (TO)



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Republic of the Philippines
Department of Education
 DAVAO REGION

Office of the Regional Director

- c. One Technical Officer (TO)
- Shall be in charge of receiving 8888 referrals and updating and providing feedback;
 - Shall regularly monitor, maintain, and manage the 8888 online account/portal; and
 - Shall coordinate with the Regional Technical Officer for monitoring purposes.

In case the AFP is not the designated Division Information Officer (DIO), proper and smooth coordination between the AFP and DIO shall be observed.

The designated Division Public Assistance Coordinator may take the role of the AFP or TO provided that he/she has proper coordination with the designated DIO.

Please provide the details indicated in the attachment on or before December 27, 2022, and submit the copy through this email address: pauregionxi@deped.gov.ph

For your guidance and strict compliance.

ALLAN G. FARNAZO
 Director IV

by the Authority of the Regional Director

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

Incl: As stated.

PAU1/mguy

DEPARTMENT OF EDUCATION ROXI
 RECORDS SECTION
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Date: 12/28/22 Time: Dec. 16, 2022



Address: F. Torres St., Davao City (8000)
 Telephone Nos.: (082) 291-1665; (082) 221-6147

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