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Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
CITY SCHOOLS DIVISION OF THE CITY OF TAYABAS

02 JUNE 2022

DIVISION MEMORANDUM

No. 353 s. 2022**DESIGNATION OF DIVISION PUBLIC ASSISTANCE COORDINATOR**

To: OIC - Assistant Schools Division Superintendent
Chief Education Supervisors
Heads, Public Elementary and Secondary Schools
Heads, Private Elementary and Secondary Schools
Heads, Unit/Section
All Others Concerned

1. DepEd Memorandum No. 046 s. 2022 titled "**Designation of Regional and Division Public Assistance Coordinator**" was issued by the Department of Education to improve the frontline services through the provision of satisfactory assistance and faster resolution of concerns received by DepEd offices.

2. This is in consonance 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. In compliance thereto, **ADRIAN D. MAAÑO**, Project Development Officer II is hereby designated as the **Division Public Assistance Coordinator (PAC)**, in addition to his function as the Unit Head for the Disaster Risk Reduction and Management Unit, and as Unit Head of the Division Information and Action Unit.

4. As the designated PAC, he is tasked to:

- a. Facilitate all concerns received and 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.



Brgy. Poto, Tayabas City



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5. As prescribed by DepEd Memorandum No. 046 s. 2022, the designated PAC shall be:
- Part of the Public Affairs Unit at the regional level, and of the Office of the Schools Division Superintendent at the Division Level;
 - Either a regular personnel designated to perform the role of the PAC, or a Contract Service/ Job Order employee hired exclusively for this role;
 - Of good verbal and written communication and public relations skills; and
 - Knowledgeable in the protocols of responding to or facilitating the concerns received from the general public.
6. For immediate dissemination and information.

For:

NATIVIDAD P. BAYUBAY, CESO VI
Schools Division Superintendent

By:


ANTONIO P. FAUSTINO, JR.
OIC-Assistant Schools Division Superintendent



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