



Republic of the Philippines
Department of Education
REGION X - NORTHERN MINDANAO
DIVISION OF MALAYBALAY CITY

DM-2022-10-571
DEPED MALAYBALAY CITY DIVISION
RELEASED
OCT 24 2022 2:17
PMD / *hundan*

Division Memorandum
No. 571,s 2022

To: Assistant Schools Division Superintendents
Division Chiefs and Unit Heads
Public Schools District Supervisors
Public Elementary and Secondary School Heads
Teaching and Non-Teaching Personnel
All Others Concerned

FROM: **VICTORIA V. GAZO PhD, CESO V**
Schools Division Superintendent *yg*

DATE: October 24, 2022

SUBJECT: **DESIGNATION OF DIVISION PUBLIC ASSISTANCE COORDINATOR**

1. The Department of Education issued DepEd Memorandum No. 046, s. 2022 titled Designation of Regional and Division Public Assistance Coordinator (PAC) to improve frontline services at the Department through the provision of satisfactory assistance and faster resolution of concerns received by DepEd Offices.
2. Pursuant to the said Memorandum, this Office announces the designation of **Elaine Joy B. Baula**, ADAS III and **Manuel D. Dinlayan II**, Administrative Officer V, as the Division Public Assistance Coordinator. This is also 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 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.



Address: Sayre Hi-way, Purok 6, Casisang, Malaybalay City
Telefax No.: 088-314-0094; Telephone No.: 088-813-1246
Email Address: malaybalay.city@deped.gov.ph





Republic of the Philippines
Department of Education
REGION X - NORTHERN MINDANAO
DIVISION OF MALAYBALAY CITY

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.

4. Public Assistance Coordinator and Action Center Hotlines contact no. **0991-331-7778** and **0907-688-9009** or you may email at pac.malaybalay@deped.gov.ph.

5. Immediate and wide dissemination of this Memorandum is desired.

Copy furnished:
Records file
AO file



Address: Sayre Hi-way, Purok 6, Casisang, Malaybalay City
Telefax No.: 088-314-0094; Telephone No.: 088-813-1246
Email Address: malaybalay.city@deped.gov.ph



21 93 0060