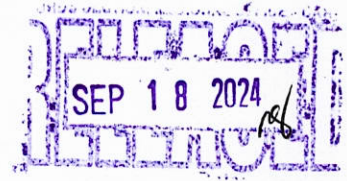




Republic of the Philippines
Department of Education
CARAGA REGION



REGIONAL MEMORANDUM
No. 0969 s. 2024

SEP 18 2024

To: Schools Division Superintendents
Division Public Assistance Coordinators
All Others Concerned

REITERATION OF DEPED ORDER NO. 46, S. 2022 ENTITLED: DESIGNATION OF REGIONAL AND DIVISION PUBLIC ASSISTANCE COORDINATOR (PAC)

1. In reference to DepEd Order No. 46, s. 2022, the designation of 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. With this, the designated PAC shall have the following task:
 - 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.
3. Furthermore, this memorandum reiterates that 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.
4. The Public Affairs Unit, through Ms. Jez Marie R. Macuno, shall be informed of any changes to the designation of DPAC.

5. For information and compliance.

MARIA INES C. ASUNCION
Director III *g*
Officer In-Charge
Office of the Regional Director

Encl.: NONE

Reference: DO 46, s. 2022

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

ASSIGNMENT/REASSIGNMENT
COMMUNICATIONS
REQUIREMENTS
SURVEY

ORD/jmrm
09/06/2024