



Republic of the Philippines
Department of Education
CARAGA REGION



July 17, 2023

REGIONAL MEMORANDUM

No. 0670, s. 2023

To: SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL PUBLIC ASSISTANCE COORDINATOR
DIVISION PUBLIC ASSISTANCE COORDINATORS
This Region

REGIONAL AND DIVISION PUBLIC ASSISTANCE COORDINATORS 2ND
QUARTERLY MEETING

1. The Regional Public Affairs Unit informs all Division Public Assistance Coordinators of the 2nd Quarterly Meeting on July 20, 2023, at 2:00-3:00 PM via MS Teams through this link, <https://tinyurl.com/CaragaPAC>.
2. The following agenda will be discussed:
 - a. 8888 Pending Cases for January – June 2023
 - b. Memorandum PAS-OD-024
 - c. Case Trackers
 - d. Other Matters
3. For more information, you may e-mail us at pac.ro13@deped.gov.ph.


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

Encl/s.: MEMORANDUM PAS-OD-024

Reference/s: NONE

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

PUBLIC ASSISTANCE COORDINATORS

PAU/jmrm
07/17/2023



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MEMORANDUM
PAS-OD- 074

TO : Bureau and Service Directors
Regional Directors
Schools Division Superintendents
All Others Concerned

ATTN : 8888 Regional Focal Teams
Regional Public Assistance Coordinators

FROM : **JASON V. MERCENE**
Supervising Administrative Officer
Officer-in-Charge
Public Affairs Service-Office of the Director

SUBJECT : **2018 - 2023 PENDING 8888 CITIZENS' COMPLAINT CENTER
REFERRAL LETTERS**

DATE : June 21, 2023

In reference to the Resolution Rate Report of the Department of Education from the Office of the President (OP), all concerned DepEd offices are requested to submit the resolution of pending 8888 Citizen's Complaint referral letters (Hotline #8888) referred by the Public Affairs Service - Public Assistance Action Center (PAS-PAAC) from January 1, 2018 - February 28, 2023.

Pursuant to this memorandum, please be informed that the request to provide concrete and specific action taken to all pending Hotline #8888 concerns from 2018 - 2023 is **urgent** and shall be sent through email at depedactioncenter@deped.gov.ph **on or before July 28, 2023.**

Please also be reminded of the following when providing the resolution of pending Hotline #8888 concerns:

- a. Only response letters with concrete and specific action taken to the concerns will be accepted. The 8888 Citizen's Complaint Center (CCC) defined concrete and specific action taken as **"a clear, exact, and relevant response to the concern."** Hence, endorsements or referrals to internal offices or attached agencies are not considered concrete and specific actions;



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- b. Provide evidence or proof that your office has communicated the resolution of the ticket to the concerned client;
- c. The closing on the 8888 portal is done per ticket. Hence, it is requested to send separate responses per concern; and
- d. Follow this subject format when submitting the copy of the resolution: 8888 Ticket Reference Number_Response.

Kindly refer to the links below on your office's list and copies of pending Hotline #8888 concerns, which are based on the data provided by the OP. Access to the links is only provided to the official email addresses of the concerned offices in the Central Office and the 8888 Regional Focal Teams composed of the Permanent Focal Persons (PFPs), Alternate Focal Persons (AFPs), Technical Officers (TOs), and Regional Public Assistance Coordinators (RPACs). Additional access shall be granted upon request by the office.

REGION / OFFICE	LIST		COPIES OF CONCERNS
Region I	https://bit.ly/8888Region1		https://bit.ly/CopiesRegion1
Region II	https://bit.ly/8888Region2		https://bit.ly/CopiesRegion2
Region III	https://bit.ly/8888Region3		https://bit.ly/CopiesRegion3
Region IV-A	https://bit.ly/8888Region4A		https://bit.ly/CopiesRegion4A
Region IV-B	https://bit.ly/8888Region4B		https://bit.ly/CopiesRegion4B
Region V	https://bit.ly/8888Region5		https://bit.ly/CopiesRegion5
Region VI	https://bit.ly/8888Region6		https://bit.ly/CopiesRegion6
Region VII	https://bit.ly/8888Region7		https://bit.ly/CopiesRegion7
Region VIII	https://bit.ly/8888Region8		https://bit.ly/CopiesRegion8
Region IX	https://bit.ly/8888Region9		https://bit.ly/CopiesRegion9
Region X	https://bit.ly/8888Region10		https://bit.ly/CopiesRegion10
Region XI	https://bit.ly/8888Region11		https://bit.ly/CopiesRegion11
Region XII	https://bit.ly/8888Region12		https://bit.ly/CopiesRegion12
Region XIII	https://bit.ly/8888Region13		https://bit.ly/CopiesRegion13
CAR	https://bit.ly/8888CAR		https://bit.ly/CopiesCAR
NCR	https://bit.ly/8888NCR		https://bit.ly/CopiesNCR
Central Office	Administrative Service - Asset Management Division (AS-AMD)	https://bit.ly/8888AS-AMD	https://bit.ly/CopiesAS-AMD
	Administrative Service - Records Division (AS-RD)	https://bit.ly/8888AS-RD	https://bit.ly/CopiesAS-RD
	Bureau of Curriculum	https://bit.ly/8888BCD	https://bit.ly/CopiesBCD



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	Development (BCD)		
Central Office	Bureau of Education Assessment (BEA)	https://bit.ly/8888BEA	https://bit.ly/CopiesBEA
	Bureau of Human Resource and Organizational Development - Human Resource Development Division (BHROD-HRDD)	https://bit.ly/8888BHROD-HRDD	https://bit.ly/CopiesBHROD-HRDD
	BHROD - Personnel Division (BHROD-PD)	https://bit.ly/8888BHROD-PD	https://bit.ly/CopiesBHROD-PD
	BHROD - School Effectiveness Division (BHROD-SED)	https://bit.ly/8888BHROD-SED	https://bit.ly/CopiesBHROD-SED
	BHROD - Office of the Director	https://bit.ly/8888BHROD-OD	https://bit.ly/CopiesBHROD-OD
	Bureau of Learner Support Services - School Health Division (BLSS-SHD)	https://bit.ly/8888BLSS-SHD	https://bit.ly/CopiesBLSS-SHD
	Finance Service - Accounting Division (FS-AD)	https://bit.ly/8888AD	https://bit.ly/CopiesAD
	Finance Service - Accounting Division -	https://bit.ly/8888AD-CROCS	https://bit.ly/CopiesAD-CROCS



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	Consolidated Reports and Other Concerns Section (FS-AD-CROCS)		
Central Office	Government Assistance and Subsidies Office (GASO)	https://bit.ly/8888GASO	https://bit.ly/CopiesGASO
	International Cooperation Office (ICO)	https://bit.ly/8888ICO	https://bit.ly/CopiesICO
	Legal Service (LS)	https://bit.ly/8888LS	https://bit.ly/CopiesLS
	National Educators' Academy of the Philippines (NEAP)	https://bit.ly/8888NEAP	https://bit.ly/CopiesNEAP
	Office of the Undersecretary for Administration (OUA)	https://bit.ly/8888OUA	https://bit.ly/CopiesOUA
	Office of the Undersecretary for Curriculum and Teaching (OUCT)	https://bit.ly/8888OUCT	https://bit.ly/CopiesOUCT
	Office of the Undersecretary for Finance (OUF)	https://bit.ly/8888OUF	https://bit.ly/CopiesOUF
	Office of the Undersecretary for Legal Affairs (OULA)	https://bit.ly/8888OULA	https://bit.ly/CopiesOULA
	Office of the Undersecretary for Operations	https://bit.ly/8888Operations	https://bit.ly/CopiesOperations
	Youth Formation Division (YFD)	https://bit.ly/8888YFD	https://bit.ly/CopiesYFD



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For further clarifications/concerns, please coordinate with Ms. Grazielle Anne A. Sarical, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph

Phone numbers: 8638-7530, 8633-1942

Viber mobile number: 09672498552

Immediate dissemination of and strict compliance with this issuance is directed.