



Republic of the Philippines
Department of Education
CARAGA REGION



September 25, 2023

REGIONAL MEMORANDUM
No. 0902, s. 2023

To: SCHOOLS DIVISION SUPERINTENDENTS
REGIONAL INFORMATION OFFICER
REGIONAL AND DIVISION PUBLIC ASSISTANCE COORDINATOR
This Region

**CONDUCT OF THE NATIONAL CONFERENCE OF PUBLIC ASSISTANCE
COORDINATORS**

1. Relative to the Memorandum PAS-OD-2023-048 dated September 19, 2023, the Public Affairs Service-Public Assistance Action Center (PAS-PAAC), shall conduct the 2023 National Conference of Public Assistance Coordinators on October 17-20, 2023 at Baguio Teachers' Camp, Baguio City.
2. With this, the Regional Information Officer, Regional Public Assistance Coordinator and Division Public Assistance Coordinators (please see attached list) are invited to attend the said conference, which aims to discuss the issues affecting the provision of quality public service and capacitate our participants with their roles and responsibilities based on DepEd Memorandum No. 46, s. 2022.
3. To confirm attendance, kindly access the link, <https://bit.ly/NCPACSRegistration> on or before October 6, 2023.
4. For any queries, you may contact Jez Marie R. Macuno of the Public Affairs Unit through telephone number 085 225-1151.

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

Encl/s.: LIST OF PARTICIPANTS FOR CARAGA, PAS-OD-2023-048
Reference/s: NONE
To be indicated in the Perpetual Index
under the following subjects:

PUBLIC ASSISTANCE COORDINATORS

PAU/jmrm
09/25/2023



Address: J.P. Rosales Avenue, Butuan City
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LIST OF PARTICIPANTS FOR CARAGA REGION

Regional Office	Pedro A. Tecson
	Jez Marie R. Macuno
Agusan del Norte	Jocelyn R. Mission
Agusan del Sur	Dandy V. Anino
Bayugan City	Wendel Cero Federicos
Bislig City	Christopher Kimilat
Butuan City	Israel B. Reveche
Cabadbaran City	Meconcepcion Lansang
Siargao	Kem E. Abuton Jr.
Surigao City	Angelisa G. Cultura
Surigao del Norte	Rose Jeane O. Suarez
Surigao del Sur	Vilma Rose L. Talisic
Tandag City	Perna L. Tejano
Dinagat Islands	Atty. Klaire Ciarra G. Sangco-Galavia



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Department of Education
PUBLIC AFFAIRS SERVICE

MEMORANDUM

PAS-OD-2023-048

FOR : **REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS**

ATTN : **REGIONAL PUBLIC ASSISTANCE COORDINATORS
DIVISION PUBLIC ASSISTANCE COORDINATORS**

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

SUBJECT : **CONDUCT OF THE NATIONAL CONFERENCE OF PUBLIC
ASSISTANCE COORDINATORS**

DATE : September 19, 2023

The Department of Education (DepEd), through the Public Affairs Service – Public Assistance Action Center (PAS-PAAC), is set to conduct the National Conference of Public Assistance Coordinators (NCPACs) which aims to discuss the issues affecting the provision of quality public service, capacitate our participants with their roles and responsibilities based on DepEd Memorandum No. 46, s. 2022 titled "Designation of Regional and Division Public Assistance Coordinator," and converge our DepEd PACs to plan strategic directions in providing satisfactory services to our stakeholders.

In line with this, we would like to invite all designated DepEd PACs to attend the conference on **October 17 – 20, 2023, at Baguio Teachers' Camp, Baguio City**. You may confirm your attendance through this link: <https://bit.ly/NCPACSRegistration> on or before **October 6, Friday**. The provisional program and list of expected participants are attached as Annex A and Annex B, respectively, for your ready reference.

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Kindly take note of the following schedule and reminders for the conference:

- a. The check-in date of participants shall be on **October 17, Tuesday, from 2:00 P.M. onwards** with dinner as the first meal, while the check-out shall be on **October 20, Friday**, with lunch as the last meal;
- b. Ensure that you have confirmed your attendance through the provided link. Accommodation shall be based on the confirmation of attendance and the basis of the participants' certificates;
- c. Kindly inform us if there will be any changes on the designated PAC of your respective division/region;
- d. Please bring your own working laptop and power strip; and
- e. Travelling expenses shall be charged against local funds subject to the usual accounting and auditing rules and regulations of the Department.

Should you have any questions or clarifications, you may contact Ms. Beverly G. Berame or Ms. Grazielle Anne A. Sarical, PAS-PAAC, through the following:

Email address: depedactioncenter@deped.gov.ph
Phone numbers: 8638-7530, 8633-1942
Viber number: 09672498552

We are looking forward to your active participation. Thank you.



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ANNEX A

PROVISIONAL PROGRAM FOR THE NATIONAL CONFERENCE OF PUBLIC ASSISTANCE COORDINATORS (NCPACs)

OCTOBER 17 (DAY 0)	
TIME	ACTIVITY
2:00 P.M. onwards	Arrival and check-in of participants

OCTOBER 18 (DAY 1)		
TIME	ACTIVITY	FOCAL PERSON / SPEAKER
8:00 – 8:30	Registration of Participants	Secretariat
8:30 – 8:40	Invocation National Anthem Acknowledgment of Participants House Rules	Host
8:40 – 9:00	Opening Remarks	Mr. Jason V. Mercene Supervising Administrative Officer Officer-in-Charge, Office of the Director Public Affairs Service
9:00 – 9:30	Keynote Message	Atty. Michael T. Poa Undersecretary and Chief of Staff Officer-in-Charge, Office of the Undersecretary for Finance
9:30 – 11:00	Presentation of Regional Public Assistance Updates and Best Practices	Regional Public Assistance Coordinators
11:00 – 12:00	Updates on the Frontline Services of the Department of Education	Ms. Beverly G. Berame Administrative Officer V Head, Public Assistance Action Center
12:00 – 1:00	Lunch	
1:00 – 2:00	Proper Handling of Cases/Complaints Question and Answer	Mr. Jamaica G. Rangiris Special Investigator III Legal Service – Investigation Division

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2:00 – 2:50	Child Protection in Education Question and Answer	Atty. Suzette T. Gannaban-Medina Director III Head, Learner Rights and Protection Office (LRPO)
2:50 – 3:00	Ice breaker	
3:00 – 3:50	Open Forum	Host
3:50 – 4:00	Synthesis	Luzon Cluster

OCTOBER 19 (DAY 2)		
TIME	ACTIVITY	FOCAL PERSON / SPEAKER
8:00 – 9:00	Attendance Energizer Recap	Secretariat
9:00 – 10:00	8888 Citizens' Complaint Hotline Question and Answer	Dir. Floreida A. Apolinario Director IV 8888 Citizens' Complaint Center Office of the President Mr. Alexis B. Bituwaran 8888 Citizens' Complaint Center Office of the President
10:00 – 10:50	Strengthening Freedom of Information in Education Question and Answer	Ms. Patricia Maranan Project Development Officer III Freedom of Information – Project Management Office
10:50 – 11:00	Ice breaker	
11:00 – 12:00	DepEd's Citizen's Charter and Client Satisfaction Measurement (CSM) Question and Answer	Ms. Diane-Joyce G. Perez Administrative Officer V Bureau of Human Resource and Organizational Development – Organization Effectiveness Division
12:00 – 1:00	Lunch	
1:00 – 2:00	Preparing the Client Satisfaction Measurement (CSM) and Resolution of Complaints Reports Question and Answer	Ms. Grazielle Anne A. Sarical Administrative Officer II Public Assistance Action Center
2:00 – 2:10	Icebreaker	

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2:10 – 3:50	Annual Work Plan Preparation	Ms. Bibiana A. Ungriano Administrative Officer V Finance Service – Budget Division
3:50 – 4:00	Synthesis	Visayas Cluster
4:00 – 6:00	Break and Dinner	
6:00 – 8:00	Socials Night	

OCTOBER 20 (DAY 3)		
TIME	ACTIVITY	FOCAL PERSON / SPEAKER
8:00 – 8:30	Attendance Energizer Recap	Secretariat
8:30 – 10:00	Discussion/Presentation of DepEd Public Assistance Coordinators' Outputs	Ms. Beverly G. Berame Administrative Officer V Head, Public Assistance Action Center
10:00 – 11:00	Open Forum	
11:00 – 11:40	Presentation of Certificates	Host
11:40 – 11:50	Synthesis	Mindanao Cluster
11:50 – 12:00	Closing Remarks	Host

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