

Republic of the Philippines  
**Department of Education**  
REGION IV-A CALABARZON



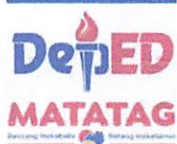
31 May 2024

**Regional Memorandum**  
No.388 s.2024

## REFERRAL SYSTEM OF PUBLIC ASSISTANCE CONCERNS

To **Schools Division Superintendents**  
**Division Public Assistance Coordinators**

1. DepEd CALABARZON through the Public Affairs Unit (PAU) issues guidelines on the referral system of public assistance concerns in order to improve the provision of satisfactory assistance and faster resolution of concerns received by the Regional Office.
2. This memorandum defines public assistance concerns as those received through DepEd Public Assistance Action Center (PAAC), 8888 Citizens' Complaint Center, Office of the President's Presidential Action Center (PACE), Civil Service Commission's Contact Center ng Bayan (CSC-CCB), official Facebook page of the Regional Office, and/or other platforms that PAU manages.
3. **All public assistance concerns shall be referred by the Regional Public Assistance Team (RPAT) using the email [pac.ro4a@deped.gov.ph](mailto:pac.ro4a@deped.gov.ph) to the Division Public Assistance Coordinator's (DPAC) email using the attached template.** The referral form is attached for the reference of all concerned.
4. In case the client directly emailed the Public Affairs Unit, the concern shall be referred using PAU's email [pau.calabarzon@deped.gov.ph](mailto:pau.calabarzon@deped.gov.ph) for easy tracking and monitoring.
5. The **Administrative Officer V of PAU is hereby authorized to sign the referral form** for all public assistance concerns received by the Region at any given point in time.
6. **DPACs are strongly encouraged to monitor their emails for any referrals and ensure that concerns are properly acted upon.**
7. All responses and reports of actions or resolutions must be sent to the RPAT's email ([pac.ro4a@deped.gov.ph](mailto:pac.ro4a@deped.gov.ph)). DPACs are also instructed to inform the





Address: Gate 2, Karangalan Village, Cainta, Rizal  
Telephone No.: 02-8682-2114  
Email Address: [region4a@deped.gov.ph](mailto:region4a@deped.gov.ph)  
Website: [depedcalabarzon.ph](http://depedcalabarzon.ph)



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concerned client of the actions taken regarding the public assistance concerns they received.

8. For any inquiries or concerns, please contact the Public Affairs Unit at [pau.calabarzon@deped.gov.ph](mailto:pau.calabarzon@deped.gov.ph) or at (02) 8682-2114.
9. Strict compliance to this memorandum is desired.

  
**ATTY. ALBERTO T. ESCOBARTE, CESO II**  
 Regional Director *ame*

ORDPAU2



Republic of the Philippines  
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**SUBJECT**

Date

**TO: School Head**

School Name

School Address

**THRU: SDS**

Schools Division Superintendent

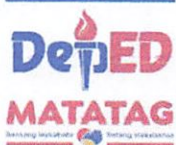
Schools Division Office of...

This is to respectfully refer to your office this concern/request/inquiry that the Regional Office received. You are hereby directed to answer the questions stated in this form, within 72 hours from receipt hereof. You may use a separate document to answer the questions, if necessary.

Source of Public Assistance Concern (Please see attached file for details)		
<input type="checkbox"/> DepEd Public Assistance Action Center	<input type="checkbox"/> 8888 Citizens' Complaint Center	<input type="checkbox"/> Presidential Action Center (PACE)
<input type="checkbox"/> Contact Center ng Bayan (CCB)	<input type="checkbox"/> Official Facebook Page of the Regional Office	<input type="checkbox"/> Regional Office email
<input type="checkbox"/> Freedom of Information (FOI) Request	<input type="checkbox"/> Others (Please specify):	

<b>Ticket Reference Number (TRN), if applicable</b>	
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1. What is your action/comment/answer on the allegations/questions/concern/inquiry in the communication received?
2. Do you have pieces of evidence to support your actions/comments/answers? If yes, please attach them.
3. Have you informed the concerned client regarding your actions/comment/answer to resolve the issue? If yes, please attach your supporting documents to show that you have.



Address: Gate 2, Karangalan Village, Cainta, Rizal

Telephone No.: 02-8682-2114

Email Address: region4a@deped.gov.ph

Website: depedcalabarzon.ph



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4. Do you attest to the truthfulness of the foregoing comment/answer? If yes, please write your name and affix your signature above your name below. If no, why?

**Please send your answers and other supporting documents to [pac.ro4a@deped.gov.ph](mailto:pac.ro4a@deped.gov.ph). Please also ensure that the concerned client is informed of your actions/comment/answers.** Kindly include the Ticket Reference Number (TRN) in your response, if applicable.

Please take note that the Regional Public Assistance Team of the regional office shall be monitoring your compliance with this form and your failure to resend this form will be interpreted as your waiver of your chance to answer/comment on the allegations against you. Moreover, your answer/comment shall be used as reference for future action of this Office.

By Authority of the Regional Director:

**ARIEL M. AZUELO**  
Administrative Officer V  
Public Affairs Unit