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 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 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). DPACs are also instructed to inform the
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 or at (02) 8682-2114.

9. Strict compliance to this memorandum is desired.

ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director

ORDPAU2
Republic of the Philippines
Department of Education
REGION IV-A CALABARZON

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)

☐ DepEd Public Assistance Action Center  ☐ 8888 Citizens' Complaint Center  ☐ Presidential Action Center (PACE)
☐ Contact Center ng Bayan (CCB)  ☐ Official Facebook Page of the Regional Office  ☐ Regional Office email
☐ Freedom of Information (FOI) Request  ☐ Others (Please specify):

Ticket Reference Number (TRN), if applicable

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.
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. 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