



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

PAU-RM-2024-881

05 December 2024

Regional Memorandum
No. 881 S. 2024

**SUBMISSION OF RESOLUTION OF PENDING 8888 TICKETS
AND OTHER PUBLIC ASSISTANCE CONCERNS**

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

1. The Department of Education Region IV-A CALABARZON through the Public Affairs Unit requests all concerned offices **to submit their responses that include the concrete and specific action taken** to address the reported concerns from 8888 Citizens' Complaint Hotline, Civil Service Commission – Contact Center ng Bayan (CSC-CCB), and other public assistance concerns.
2. The Schools Division Offices are reminded that 8888 defined concrete and specific action as **"a clear, exact, and relevant response to the concern."** Hence, endorsements, referrals, or notices to internal offices, attached agencies, or concerned schools are not considered concrete and specific actions.
3. Furthermore, the **action must be communicated directly to the client by the concerned office or school.** In case the client is anonymous or no contact details were provided, offices or schools are still required to look into the situation and inform 8888 if there are any discrepancy, deviation, or violation.
4. All offices with pending 8888 tickets and other public assistance concerns are requested to provide the resolution of referred concerns to the Regional Public Assistance Team. Supporting documents or proof that the action taken was communicated to the client (i.e. screenshots of messages or phone call logs, photo documentation of meeting, email thread, etc.) should be included.
5. For reference, the Schools Division Offices can access their pending concerns through their respective Google Drive link. The link can only be accessed using the designated Division Public Assistance Coordinator's (DPAC) emails. Additional access may be granted upon request of the DPAC.



Address: Gate 2, Karangalan Village, Cainta, Rizal
Telephone No.: 02-8682-2114
Email Address: region4a@deped.gov.ph
Website: depedcalabarzon.ph



Certificate No. PHP QMS
22 93 0085

Division Office	Google Drive Link
Antipolo City	https://bit.ly/Antipolo_Pending8888PAC
Bacoor City	https://bit.ly/Bacoor_Pending8888PAC
Batangas City	https://bit.ly/BatangasCity_Pending8888PAC
Batangas Province	https://bit.ly/BatangasProvince_Pending8888PAC
Biñan City	https://bit.ly/Binan_Pending8888PAC
Cabuyao City	https://bit.ly/Cabuyao_Pending8888PAC
Calamba City	https://bit.ly/Calamba_Pending8888PAC
Cavite City	https://bit.ly/CaviteCity_Pending8888PAC
Cavite Province	https://bit.ly/CaviteProvince_Pending8888PAC
Dasmariñas City	https://bit.ly/Dasmariñas_Pending8888PAC
General Trias City	https://bit.ly/GeneralTrias_Pending8888PAC
Imus City	https://bit.ly/Imus_Pending8888PAC
Laguna Province	https://bit.ly/Laguna_Pending8888PAC
Lipa City	https://bit.ly/LipaCity_Pending8888PAC
Lucena City	https://bit.ly/Lucena_Pending8888PAC
Quezon Province	https://bit.ly/QuezonProvince_Pending8888PAC
Rizal Province	https://bit.ly/RizalProvince_Pending8888PAC
San Pablo City	https://bit.ly/SanPablo_Pending8888PAC
San Pedro City	https://bit.ly/SanPedro_Pending8888PAC
Santa Rosa City	https://bit.ly/SantaRosa_Pending8888PAC
Santo Tomas City	https://bit.ly/SantoTomas_Pending8888PAC
Tanauan City	https://bit.ly/Tanauan_Pending8888PAC
Tayabas City	https://bit.ly/Tayabas_Pending8888PAC

6. **For responses for 8888 or CSC-CCB tickets, the DPAC shall strictly upload the documents in the folder labelled for 8888 responses found in the Google Drive.** Before uploading the response, the following should be observed:
- a. The response must specifically indicate the Ticket Reference Number/s it is for in the document's content.
 - b. The response must have the filename: "8888 TRN_Response.pdf" or "CCB TRN_Response.pdf" (e.g. P20240101-000-2_Response or ECCB123456).
 - c. The response and supporting documents must be contained in one PDF file. In case the concerned office shall submit multiple PDFs for one ticket, the DPAC must create a separate folder in the Google Drive with the 8888 ticket reference number as the folder's name. Each PDF file

- shall still follow the same filename format with the inclusion of a sequence number (e.g. P20240101-000-2_Response_1, P20240101-000-2_Response_2... P20240101-000-2_Response_6).
- d. Other file formats (except PDF) such as PNG, JPG, DOCX, etc. should not be uploaded
 - e. Endorsements for action, proof of service, referrals, notices, etc. should not be uploaded.
7. For responses for other public assistances concerns, these must be emailed to pac.ro4a@deped.gov.ph, copy furnished depedactioncenter@deped.gov.ph through the same email thread where the concern was referred.
 8. For questions, inquiries, or any clarifications, please contact the Public Affairs Unit at pau.calabarzon@deped.gov.ph.
 9. For immediate dissemination and strict compliance.



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Regional Director *AMA*

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