



Republic of the Philippines
Department of Education
REGION VII – CENTRAL VISAYAS
SCHOOLS DIVISION OF NEGROS ORIENTAL

Office of the Schools Division
Superintendent

MEMORANDUM
MLA-2022- 520

TO : **THROUGH THE SECTION HEADS**
(Please see attached list)

FROM : *M. Paulin*
SENEN PRISCILLO P. PAULIN, CESO V
Schools Division Superintendent
Office of the Schools Division Superintendent

SUBJECT : *10/19/22*
**DESIGNATION OF DIVISION PUBLIC ASSISTANCE COMPLAINTS
DESK (PACD)**

DATE : **October 19, 2022**

1. The Department of Education (DepEd) issues this memo for all concerned division office personnel. The designation of PAC-D aims to improve the frontline services of this division through the provision of delightful customer assistance and faster resolution of concerns received by respective offices.
2. This is in compliance with Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 that aims to streamline the current systems and procedures of government services and Memorandum Circular (MC) No. 2019-002 of the Anti-Red Tape Authority (ARTA) titled Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032.
3. The designated PAC-D shall be:
 - a. Personnel designated to perform the role at the Division office.
 - b. Knowledgeable in the protocols of facilitating the concerns received from the client.

19 OCT 2022



Address: Kagawasan Avenue, Capitol Area, Daro, Dumaguete City
Telephone Nos.: (035) 225-2838 / 225-2376 / 422-7644



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- c. Tasked to assist resolution and provide feedback if necessary.
4. The Office has assigned the personnel and scheduled date in rendering the service. (Attached thru this memo)
5. Immediate dissemination and compliance to this Memorandum is desired.

SPP/NLR/Adsp/CRY/jaf
October 19, 2022



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SCHEDULE OF PAC-D

NAME	DATE
Mongcopa, Daisymi A.	November 02, 2022
Mecla, Sushila G.	November 03, 2022
Sun, Jechrro S.	November 04, 2022
Paalan, Mauricio Y.	November 07, 2022
Villafranca, Ivone Marie M.	November 08, 2022
Herrera, Amabel A.	November 09, 2022
Caro, Severo	November 10, 2022
Pagasian, Jesse John	November 11, 2022
Sagolili, Phoebe Jean A.	November 14, 2022
Elemia, Ma. Irene Cecilia A.	November 15, 2022
Raagas, Jan Kim N.	November 16, 2022
Enopia, Florecita G.	November 17, 2022
Camacho, Jan Marie S.	November 18, 2022
Kilat, Fe Rizalind S.	November 21, 2022
Buenafe, Marie Jean Nanette F.	November 22, 2022
Amor, Andrie P.	November 23, 2022
Verdida, Bobeth P.	November 24, 2022
Sarte, Mary Jean M.	November 25, 2022
Magallanes, Esterlito B.	November 28, 2022
Balambao, Mary Ann L.	November 29, 2022

SCHEDULE OF PAC-D

NAME	DATE
Cadiente, Jennilene Gabutero	December 01, 2022
Ogabang, Ivy Rose Awid	December 02, 2022
Alcala, Marie Stephanie A.	December 05, 2022
Alquerro, Rhubert Joy De Jesus	December 06, 2022
Baro, Geevie Avenido	December 07, 2022
Belen, Irish Mae Bilbao	December 09, 2022
Cabano, Marnie Suelto	December 12, 2022
Camacho, Christin Flores	December 13, 2022
Cuenca, Jonalyn Estomante	December 14, 2022
Currell, Junica Stephanie Napao	December 15, 2022
Fermiza, Jason Ablay	December 16, 2022
Miñoza, Eugenio Monares	December 19, 2022
Mangroban, Josephine Elvie R	December 20, 2022
Montecino, Arianne	December 21, 2022
Saga, Analou Garcia	December 22, 2022
Saguran, Emmaida Balbuena	December 23, 2022
Suasin, Mae Ann Arrieta	December 26, 2022
Villarejo, Gemmalyn Bunag	December 27, 2022
Duran, Rina	December 28, 2022
Visitacion, Romanito Amorganda	December 29, 2022