



**Republika ng Pilipinas**  
(Republic of the Philippines)  
**KAGAWARAN NG EDUKASYON**  
(DEPARTMENT OF EDUCATION)  
**PAMBANSANG PUNONG REHION**  
(NATIONAL CAPITAL REGION)  
Daang Misamis, Bago Bantay, Lungsod Quezon  
(Misamis St., Bago Bantay, Quezon City)

Department of Education  
National Capital Region  
RECORDS AND PUBLICATION UNIT

**RELEASED**

By: 04 Time: \_\_\_\_\_  
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January 3, 2018


**REGIONAL MEMORANDUM**

No. 003 s. 2018

**DETXT Action Center Complaints**

**To: Schools Division Superintendents**

1. This pertains to complaints being referred to by the DETXT Action Center, Central Office. It has been observed that referrals are sent to the SDOs and ROs in carbon copies. Consequently, SDOs concerned act on the complaint before a notice is received from the RO. Thus, duplication oftentimes happen.
2. To facilitate action and to avoid duplication, you are advised to submit the name of the Division Information Officer/Action Person who shall regularly check on this concern: likewise, submit the official email address which is accessible to all and where the communication will be sent by this Office, through the Public Affairs Unit (PAU).
3. Reports on action taken by the Division Office shall be sent to the DETXT Action Center, copy furnished PAU, this Office, at email address [depedncrpau@gmail.com](mailto:depedncrpau@gmail.com). Reference number, shall always be indicated in the report, should thread of communication arise due to series of actions undertaken.
4. For immediate compliance.

  
**WILFREDO E. CABRAL**  
Officer-In-Charge  
Office of the Regional Director