

**CITIZEN'S CHARTER:  
PUBLIC AFFAIRS UNIT – Office of the Regional Director**

**Specific Functions:**

1. Establish a communication system to strengthen relationships with external partners and inform the public of the status and accomplishments of the region.
2. Establish and nurture linkages with various media organizations.
3. Monitor news matters concerning the region and take action as needed.
4. Provide direct communication support to the Regional Director.
5. Manage public relations events of the regional office and provide guidance to the schools divisions.
6. Communicate with Central Office and other Public Affairs offices across levels of DepEd and other government agencies regarding information and other matters relating to their functions

**Services:**

**REQUEST FOR ASSISTANCE/QUERIES**

Schedule of Availability of Service

Monday–Friday – 8:00 a.m. –5:00 p.m. – **No Noon Break**

Who May Avail of the Service: General Public

What are the Requirements: None

Procedure

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Form (Clients Feedback Form)
1	Accomplish Client's Information Sheet	<p>Provide reply to simple queries</p> <p>For complex queries or concerns, request the client to fill out the form provided and advise him/her that the matter will be referred to the appropriate office.</p>	5 minutes	Action Officer	Form 1 – Request for Assistance
			15 minutes	Public Assistance and Complaints Desk	Form 2 – for complaint
					Form 3 – for Suggestion/ commendation