



Republic of the Philippines
Department of Education

18 MAY 2022

DepEd MEMORANDUM
No. **046**, s. 2022

DESIGNATION OF REGIONAL AND DIVISION PUBLIC ASSISTANCE COORDINATOR

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) issues this DepEd Memorandum titled **Designation of Regional and Division Public Assistance Coordinator** in all regional and schools division offices nationwide. The designation of a PAC aims to improve the frontline services of the Department through the provision of satisfactory assistance and faster resolution of concerns received by DepEd offices.

2. This is in compliance with Republic Act (RA) No. 11032 titled **Ease of Doing Business and Efficient Government Service Delivery Act of 2018** 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 role of the PAC is likewise critical in the Citizen/Client Satisfaction Survey (CCSS), which is one of the Good Governance Condition (GGC) criteria for the Grant of Performance-Based Bonus for Fiscal Year (FY) 2021 cited in MC 2021-01 of the Department of Budget Management (DBM) titled **Guidelines on the Grant of Performance-Based Bonus (PBB) for FY 2021 under Executive Order No. 80 s. 2012** and Executive Order No. 201, s. 2016 issued by the Administrative Order (AO) No. 25 Inter-Agency Task Force (IATF) and DepEd Order No. 005, s. 2022 titled **Performance Based-Bonus Guidelines on Eligibility Requirements and Accountability Matrix**.

4. The Department is currently requesting for additional workforce to reinforce public assistance in DepEd offices. In the interim, the field offices are requested to designate a Public Assistance Coordinator (PAC).

5. Specifically, the designated PAC shall be tasked to:

- a. Facilitate all concerns received or referred through Hotline 8888 and Contact Center ng Bayan (CCB) in coordination with Public Affairs Service-Public Assistance Action Center (PAS-PAAC);
- b. Monitor all concerns referred by PAAC and assist in their resolution;
- c. Facilitate the collection of data for the Citizen/Client Satisfaction Survey (CCSS) Report;
- d. Attend meetings, workshops and other related activities, and cascade the information to their respective offices and schools;

- e. Prepare reports and related communications;
 - f. Coordinate with DepEd Central Office and provide feedback if necessary; and
 - g. Perform other tasks related to DepEd PAS-PAAC programs, projects, and activities.
6. The designated PAC shall be:
- a. Part of the Public Affairs Unit at the regional level, and of the Office of the Schools Division Superintendent at the division level;
 - b. Either a regular personnel designated to perform the role of the PAC, or a Contract of Service/Job Order employee hired exclusively for this role;
 - c. Of good verbal and written communication and public relations skills; and
 - d. Knowledgeable in the protocols of responding to or facilitating the concerns received from the general public.
7. The Office of the Regional Director, as well as the Office of the Schools Division Superintendent of each region and division are requested to send the names of their respective Public Assistance Coordinators and their contact details through this link: <https://bit.ly/PAAC-PAC> on or before **June 15, 2022**.
8. For more information, please contact **Ms. Beverly G. Berame, Administrative Officer V and Officer-in-Charge of the Public Affairs Service-Communications Division, Public Assistance Action Center**, Ground Floor, Mabini Building, Department of Education Central Office, DepEd Complex, Meralco Avenue, Pasig City through email address at depedactioncenter@deped.gov.ph.
9. Immediate dissemination of this Memorandum is desired.


LEONOR MAGTOLIS BRIONES
Secretary

Reference:

DepEd Order (No. 005, s. 2022)

To be indicated in the Perpetual Index
under the following subjects:

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