



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- 140

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

FROM : **SENEN PRISCILLO P. PAULIN, CESO V**  
Schools Division Superintendent  
Office of the Schools Division Superintendent  
3/8/22

SUBJECT : **DESIGNATION OF DIVISION PUBLIC ASSISTANCE COMPLAINTS  
DESK (PACD)**

DATE : **March 07, 2022**

1. The Department of Education (DepEd) issues this memo in 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.



**Address:** Kagawasan Avenue, Capitol Area, Daro, Dumaguete City  
**Telephone Nos.:** (035)225-2838 / 225-2376 / 422-7644  
**Email Address:** negros.oriental@deped.gov.ph



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- c. Tasked to assists resolution and provide feedback if necessary.
4. The Office have assigned the personnel and scheduled date in rendering the service. (Attached thru this memo)
5. For the information and immediate dissemination of this Memorandum is desired.



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## SCHEDULE OF PAC-D

NAME	DATE
Salcedo, Regine	April 03, 2023
Mongcopa, Daisymi A.	April 04, 2023
Mecla, Sushila G.	April 05, 2023
Sun, Jechrro S.	April 11, 2023
Paalan, Mauricio Y.	April 12, 2023
Villafranca, Ivone Marie M.	April 13, 2023
Herrera, Amabel A.	April 14, 2023
Caro, Severo	April 17, 2023
Pagasian, Jesse John	April 18, 2023
Sagolili, Phoebe Jean A.	April 19, 2023
Elemia, Ma. Irene Cecilia A.	April 20, 2023
Raagas, Jan Kim N.	April 21, 2023
Enopia, Florecita G.	April 24, 2023
Camacho, Jan Marie S.	April 25, 2023
Kilat, Fe Rizalind S.	April 26, 2023
Buenafe, Marie Jean Nanette F.	April 27, 2023
Amor, Andrie P.	April 28, 2023

## SCHEDULE OF PAC-D

NAME	DATE
Sarte, Mary Jean M.	May 02, 2023
Magallanes, Esterlito B.	May 03, 2023
Balambao, Mary Ann L.	May 04, 2023
Cadiente, Jennilene G.	May 05, 2023
Ogabang, Ivy Rose A.	May 08, 2023
Alcala, Marie Stephanie A.	May 09, 2023
Alquerro, Rhubert Joy D.	May 10, 2023
Belen, Irish Mae B.	May 11, 2023
Cabano, Marnie S.	May 12, 2023
Camacho, Christin F.	May 15, 2023
Cuenca, Jonalyn E.	May 16, 2023
Currell, Junica Stephanie N.	May 17, 2023
Fermiza, Jason A.	May 18, 2023
Miñoza, Eugenio M.	May 19, 2023
Mangroban, Josephine Elvie R	May 22, 2023
Montecino, Arianne	May 23, 2023
Saga, Analou G.	May 24, 2023
Saguran, Emmaida B.	May 25, 2023
Suasin, Mae Ann A.	May 26, 2023
Villarejo, Gemmalyn B.	May 29, 2023
Duran, Rina	May 30, 2023
Piñero, Francisco	May 31, 2023