



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

**Office of the Schools Division
Superintendent**

MEMORANDUM

MLA-2023 - 563

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

FROM : **NERI C. OJASTRO EdD, CESE**
Schools Division Superintendent
Office of the Schools Division Superintendent
8/16/23

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

DATE : **August 15, 2023**

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.

16 AUG 2023



Address: Kagawaran 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 assist 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
Mongcopa, Daisymi A.	September 01, 2023
Mecla, Sushila G.	September 04, 2023
Paalan, Mauricio Y.	September 05, 2023
Jardin, Ivone Marie V.	September 06, 2023
Herrera, Amabel A.	September 07, 2023
Pagasian, Jesse John	September 08, 2023
Sagolili, Phoebe Jean A.	September 11, 2023
Elemia, Ma. Irene Cecilia A.	September 12, 2023
Raagas, Jan Kim N.	September 13, 2023
Camacho, Jan Marie S.	September 14, 2023
Sarte, Mary Jean M.	September 15, 2023
Magallanes, Esterlito B.	September 18, 2023
Tuin, Conchita J.	September 19, 2023
Kilat, Fe Rizalind S.	September 20, 2023
Buenafe, Marie Jean Nanette F.	September 21, 2023
Balambao, Mary Ann L.	September 22, 2023
Cadiente, Jennilene G.	September 25, 2023
Ogabang, Ivy Rose A.	September 26, 2023
Alcala, Marie Stephanie A.	September 27, 2023
Alquerro, Rhubert Joy D.	September 28, 2023
Belen, Irish Mae B.	September 29, 2023

SCHEDULE OF PAC-D

NAME	DATE
Cabano, Marnie S.	October 02, 2023
Camacho, Christin F.	October 03, 2023
Cuenca, Jonalyn E.	October 04, 2023
Currell, Junica Stephanie N.	October 05, 2023
Fermiza, Jason A.	October 06, 2023
Miñoza, Eugenio M.	October 09, 2023
Mangroban, Josephine Elvie R	October 10, 2023
Montecino, Arianne	October 11, 2023
Saga, Analou G.	October 12, 2023
Saguran, Emmaida B.	October 13, 2023
Suasin, Mae Ann A.	October 16, 2023
Villarejo, Gemmalyn B.	October 17, 2023
Duran, Rina	October 18, 2023
Amor, Andrie P.	October 19, 2023
Tubat, Sarah Mae M.	October 20, 2023
Cadinas, Roy M.	October 23, 2023
Calidguid, Maria Estrellita D.	October 24, 2023
Timonan, Marielle V.	October 25, 2023
Duhaylungsod, Alijane Mae A.	October 26, 2023
Hernandez, Rhea P.	October 27, 2023
Fontanilla, Florie Fe C.	October 30, 2023
Alquerro, Rhubert Joy D.	October 31, 2023