



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF BULACAN

June 15, 2022

DIVISION MEMORANDUM
NO. 206, S. 2022

DESIGNATION OF DIVISION PUBLIC ASSISTANCE COORDINATOR

To: Assistant Schools Division Superintendents
Chief Supervisors
Unit Heads
Public and Private Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education issued DepEd Memorandum No. 046, s. 2022 titled Designation of Regional and Division Public Assistance Coordinator (PAC) to improve frontline services at the Department through the provision of satisfactory assistance and faster resolution of concerns received by DepEd Offices.
2. Pursuant to the said Memorandum, this Office announces the designation of Ms. Lorena P. Bodoso, Legal Assistant, as the Division Public Assistance Coordinator. This is also 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 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.





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- 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.
4. Immediate and wide dissemination of this Memorandum is desired.

ZENIA G. MOSTOLES, EdD, CESO V
Schools Division Superintendent

Reference:

DepEd Memorandum No. 046, s. 2022

OASDS/rtq
June 15, 2022

