





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

Division Memorandum No. 133, series 2023

**ADVICE ON THE IMMEDIATE RESOLUTION TO REPORTED COMPLAINTS FROM  
HOTLINE #8888 CITIZENS COMPLAINT CENTER AND CONTACT CENTER NG  
BAYAN (CCB)**

To: Assistant Schools Division Superintendent  
Division Chiefs  
District Supervisors  
Secondary and Elementary School Heads  
All concerned

1. To expedite the resolution of complaints and act on concerns reported to Hotline #8888 and Contact Center Ng Bayan (CCB), and to meet the **seventy-two hours** prescriptive period to take action thereon, all complaints and concerns received from the Regional Public Assistance Unit and the Public Assistance Center shall be referred directly to the school or district concerned **via** email by the Division Public Assistance Coordinator.
2. Comments, explanations and the action taken on said referrals must be emailed to [dpac.bulacan@deped.gov.ph](mailto:dpac.bulacan@deped.gov.ph) as same shall be forwarded by DPAC to DepED Regional Office III, Central Office, and to the Malacañang Public Assistance Action Center.
3. Should there be any question/s or clarification/s, please contact the Public Assistance Coordinator at telephone nos. (044) 816 6048 and at the Division Public Assistance Hotline # 09176358537.
4. For information and guidance.

  
**ROWENA T. QUIAMBAO, CESE**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent 

Division Public Assistance Coordinator  
March 30, 2023

