



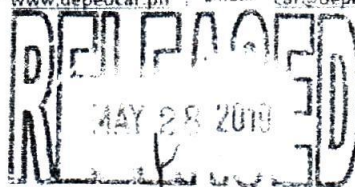
Republic of the Philippines  
DEPARTMENT OF EDUCATION  
CORDILLERA ADMINISTRATIVE REGION

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May 27, 2019

Regional Memorandum  
No. 163.2019



DEPED-CAR  
**Addendum to Regional Memorandum No. 150, s. 2019  
(Reactivation or Regional and Division Oplan Balik Eswela (OBE)  
Public Assistance Command Centers)**

1. In view of the reactivation of regional and division OBE Public Assistance Command Centers, the Regional Office announces the following as final composition of its Regional OBE-PACC team including hotlines and other means of communication with DepEd CAR's various stakeholders:

Chairperson: ARD Bettina Daytec-Aquino  
Co-Chairperson: Georaloy I. Palao-ay  
Members: ORD – Jeremy Kermit Padilla, Glenn Papa, Mercy Rose Pangesfan  
Admin – Cornelia A. Dulnuan  
Finance – Cristina L. Paquit  
CLMD – Elvira M. Cudli  
ESSD – Engr. Cullen S. Wegiyon  
HRDD – Margie B. Gardingan  
QuAD – Maksim A. Botilas  
PPRD – Janet M. Ambucay  
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2. The command center for the Regional OBE-PACC shall be at the Administrative Division Office.
3. Reporting of OBE-PACC teams from SDOs and ROs to the Central Office shall be done online via the OBE online monitoring system ([obeis.deped.gov.ph](http://obeis.deped.gov.ph)).
4. Aside from the online reporting, the RO team shall forward (via email) to the concerned SDOs queries, complaints or other issues and concerns requiring immediate action through the Public Assistance and Complaints Handling (PACH) Form of the Public Affairs Unit (enclosed) in compliance to one of its ISO processes.

5. Immediate dissemination of and compliance with this Memorandum is desired.

To: All School Administrators, Principals & Teachers-In-Charge  
(Elementary & Secondary)

FOR YOUR INFORMATION & APPROPRIATE ACTION

FEDERICO P. MARTIN, Ed.D., CESO VI

MAY B. ECLAR, Ph.D., CESO V  
Regional Director

Contact Numbers (Area Schools) Division Superintendent

Office of the Regional Director	422-1318	Administrative Division	22-1804	CLMD	422-7096	HRDD	422-9590
Fax	422-4074	Cash Section	423-2215	LRMDS	422-0615	NEAP-R	422-5500
Office of the ARD	422-9590	Payroll Section	424-3993	ESSD	423-2218	PPRD	422-9590
ICT Unit	422-1318	Records Section	423-2213	Finance Division	422-5155	QuAD	422-5187
Public Affairs Unit	422-1318	Supply Section	422-2198	FTAD	424-5187	COA	422-7434
Legal Unit	423-2214	General Services Unit	422-1804				



# Quality Form



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 Revision: 00  
 Effectivity Date: 06-18-2018  
 Name of Office:  
**ORD – Public Affairs Unit**

## Public Assistance and Complaints Handling (PACH) Form

Reference No.: \_\_\_\_\_  
 For: (Name/Division/Unit): \_\_\_\_\_

Date: \_\_\_\_\_

### INQUIRER TYPE

- Teacher       Parent       LGU       others  
 Media       Student       Anonymous

### NATURE OF ASSISTANCE

- Query       Request       Complaint       Suggestion

### MEDIUM OF COMMUNICATION

- Facebook Acct. Name: \_\_\_\_\_       Email Add: \_\_\_\_\_  
 Twitter Acct. Name \_\_\_\_\_       Voice Call (Phone No.) \_\_\_\_\_  
 Text (SMS) Cell No. \_\_\_\_\_       Walk-In (Contact No.) \_\_\_\_\_

### ISSUES / CONCERNS:

### ACTION TAKEN: