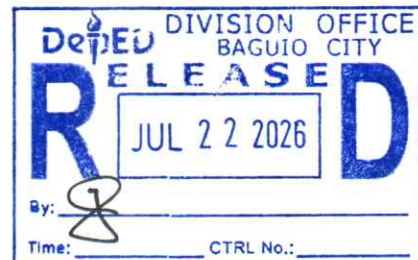




Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OFFICE OF BAGUIO CITY



July 22, 2026

DIVISION MEMORANDUM

No. **471-2026**

DISSEMINATION OF THE DESIGNATION OF THE DIVISION PUBLIC ASSISTANCE COORDINATOR (DPAC) AND THE DIVISION PUBLIC ASSISTANCE ACTION CENTER (PAAC) PROCESS FLOW

To: Chief Education Supervisors
Education Program Supervisors
Section/Unit Heads
Public Schools District Supervisors
Public and Private School Heads
Teaching and Non-Teaching Personnel
All Others Concerned

1. This Memorandum is issued to inform all schools of the designation of the Division Public Assistance Coordinator (DPAC) and DPAC Alternates, effective February 2026, and to disseminate the attached Division Public Assistance Action Center (PAAC) Process Flow to ensure the uniform handling of complaints, inquiries, requests, suggestions, commendations, follow-up inquiries, and requests for service.

2. The designated Division Public Assistance Coordinator (DPAC) and DPAC Alternates are as follows:

Designation	Name/s
Division Public Assistance Coordinator	Nieves D. Ebanio
DPAC Alternates	Jerry C. Ymson Arian C. Bangse-il

3. In accordance with DepEd Memorandum No. 046, s. 2022, the Division Public Assistance Coordinator shall perform the following functions:

- Facilitate all concerns received or referred through Hotline 8888 and Contact Center ng Bayan (CCB) in coordination with the Public Affairs Service- Public Assistance Action Center (PAS-PAAC) and the Regional Public Assistance Coordinator (RPAC) or Cordillera Administrative Region Public Assistance Unit (CAR PAU);
- Monitor all concerns referred by the RPAC/CAR PAU and assist in their resolution;
- Facilitate the collection of data for the Citizen/ Client Satisfaction Survey (CCSS) Report;
- Attend meetings, workshops and other related activities, and cascade the information to their respective offices and schools;
- Prepare reports and related communications;
- Coordinate with RPAC/CAR PAU and provide feedback if necessary; and
- Perform other tasks related to DepEd PAS-PAAC programs, projects and activities.



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4. All functional divisions and public schools are directed to observe the attached **Division Public Assistance Action Center (PAAC) Process Flow** (Enclosure No. 1) in the receipt, routing, processing, monitoring, and disposition of complaints, inquiries, requests, suggestions, commendations, follow-up inquiries, and requests for service.
5. All division chiefs, unit/section heads, Public Schools District Supervisors, school heads and concerned personnel are enjoined to extend their full cooperation to the DPAC by providing the necessary information and appropriate action on matters referred to them within the prescribed period to ensure the prompt resolution of public assistance concerns and the delivery of responsive, efficient, and quality public service.
6. The designation of the Division Public Assistance Coordinator (DPAC) and DPAC Alternates under this Memorandum shall remain in effect until otherwise revoked or rescinded. Consistent with the implementation of DepEd Memorandum No. 046, s. 2022, the provisions of prior Division issuances pertaining to the Technical Working Group (TWG) and the response protocol for public assistance concerns are hereby superseded by this Memorandum.
7. Immediate dissemination of and compliance with this Memorandum are directed.

SORAYA T. FACULO PhD, CESO V
Schools Division Superintendent

For the Schools Division Superintendent:


SAMUEL T. EGSAEN JR, EdD, CESO VI
Assistant Schools Division Superintendent

OASD/STEjr/nde

Division Public Assistance Action Center Process Flow

Handling Issues, Concerns, Complaints, Requests, and Inquiries
Received from **PAS-PAAC, RPAC/CAR PAU, Hotline 8888, & CCB**

