



Republic of the Philippines
Department of Education
 REGION IX, ZAMBOANGA PENINSULA
 SCHOOLS DIVISION OF DAPITAN CITY

Office of the Schools Division Superintendent

10 January 2023

MEMORANDUM

No. 19, s. 2023

**PUBLIC ASSISTANCE AND COMPLAINTS
 DESK OFFICER OF THE DAY**

To: OIC - Assistant Schools Division Superintendent
 Chief, Curriculum Implementation Division
 Chief, School Governance and Operations Division
 Education Program Supervisors
 Public Schools District Supervisors
 OSDS Section Heads
 All Others Concerned

- Pursuant to Section IX of Republic Act No. 11032 also known as the Ease of Doing Business and Efficient Government Service Delivery, this Office re- establishes the Public Assistance and Complaints Desk effective immediately.
- In view of this, the Division/Section Heads are advised to assign personnel who will man the Public Assistance and Complaints Desk (PACD) located at the lobby on the hereunder schedule:

Division / Section	Schedule Day
School Governance and Operations Division	Monday
Curriculum Implementation Division	Tuesday
Accounting Section	Wednesday
Personnel Section/ GSO	Thursday
Cash Section/ Supply Section/ Payroll Unit	Friday

- Should there will be a conflict of schedule, the Division/Section Head shall make necessary arrangements so that someone can take over the post.
- The Officer of the Day while observing proper health protocol is expected to:
 - Wear visibly the office identification card
 - Assist customers relative to their transactions
 - Refer customers/visitors to appropriate personnel
 - Ensures that customers/visitors can accomplish the Customer Satisfaction Survey Form.
 - Receive and fill out the employee's Locator Slip and forward it to the Personnel Section at the end of the working day.

Department of Education
 Division of Dapitan City
RELEASED
 NO. 19 DATE 11-14-23
 TIME 12:47 BY J.



Republic of the Philippines
Department of Education
REGION IX, ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DAPITAN CITY

3. For information, guidance, and compliance.

FELIX ROMY A. TRIAMBULO, CESO V
Schools Division Superintendent

Department of Education
Division of Dapitan City
RELEASED
NO 19 DATE 1-16-23
TIME 12:47 BY [Signature]

OSDS-ADMS-Memo-2020-005



Sunset Boulevard, Dawo, Dapitan City
(065) 917-5113
www.depeddapitancity.net

dapitancity@deped.gov.ph
fb.com/DepEdDapitanCity

