

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.
- 3. The Officer of the Day while observing proper health protocol is expected to:
 - a. Wear visibly the office identification card
 - b. Assist customers relative to their transactions

e. Refer customers/visitors to appropriate personnel

Department of Education Ensures that customers/visitors can accomplish the Customer

Satisfaction Survey Form.

RELEASED e. Receive and fill out the employee's Locator Slip and forward it to the DATE Hu-2) Personnel Section at the end of the working day.



TIME 12-47 BY

Division of Dapitan City



Sunset Boulevard, Dawo, Dapitan City



(065) 917-5113



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Republic of the Philippines

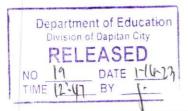
Department of Education

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3. For information, guidance, and compliance.

> juneuls FELIX ROMY A. TRIAMBULO, CESO V

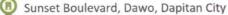
Schools Division Superintendent



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(065) 917-5113







