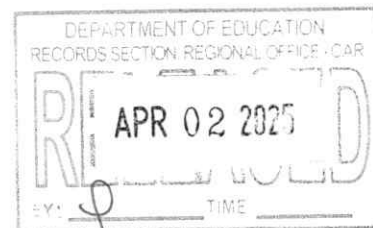




Republic of the Philippines  
**Department of Education**  
CORDILLERA ADMINISTRATIVE REGION



31 March 2025

**REGIONAL MEMORANDUM**

No. 233-2025

**SUBMISSION OF UPDATED LIST OF DESIGNATED DIVISION PUBLIC ASSISTANCE COORDINATORS (DPACs) AND ALTERNATIVES**

To: Assistant Regional Director  
Schools Division Superintendents  
Division Public Assistance Coordinators  
School Heads  
All others concerned

1. Pursuant to DepEd Memorandum No. 46, s. 2022 and in compliance with Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) and Memorandum Circular No. 2019-002 of the Anti-Red Tape Authority (ARTA), the Office of the Regional Director, through the Public Affairs Unit (PAU), directs all Schools Division Offices (SDOs) to designate their respective Division Public Assistance Coordinator (DPAC).

2. Thus, to maintain public service and improve response mechanisms, all Schools Division Offices (SDOs) must submit an updated list of their designated DPAC and alternative.

3. It is requested that the existing DPACs be retained since they have already undergone several regional and national trainings relative to their appended duty, unless he/she has been promoted or reassigned.

4. The responsibilities of the DPACs, as outlined in DepEd Memorandum No. 046, series of 2022, are reaffirmed as follows:

- a. facilitate all concerns received or referred through Hotline 8888 and Contact Center ng Bayan (CCB) in coordination with Public Affairs Service-Public Assistance Action Center (PAS-PAAC);
- b. monitor all concerns referred by PAAC and assist in their resolution;
- c. facilitate the collection of data for the Citizen/ Client Satisfaction Survey (CCSS) Report;
- d. attend meetings, workshops and other related activities, and cascade the information to their respective offices and schools;
- e. prepare reports and related communications;
- f. coordinate with DepEd Central Office and provide feedback if necessary; and
- g. perform other tasks related to DepEd PAS-PAAC programs, projects, and activities.



Address: DepEd-CAR Complex, Wangal, La Trinidad, Benguet, 2601

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DepEd Tayo Cordillera



<https://depedcar.ph>



5. The designated PAC shall be:

- a. part of the Office of the Schools Division Superintendent at the division level;
- b. either a regular personnel designated to perform the role of the PAC, or a Contract of Service/Job Order employee hired exclusively for this role;
- c. of good verbal and written communication and public relations skills; and
- d. knowledgeable in the protocols of responding to or facilitating the concerns received from the general public.

6. All concerned are requested to complete details in the Form, attached as Enclosure 1 and shall be submitted to the Office of the Regional Director, attention: **Cyrille Gaye Miranda, Public Affairs Officer**, through email addresses **car@deped.gov.ph** and **car.pau@deped.gov.ph**.

7. Deadline of submission shall be on or before **April 14, 2025**.

8. Immediate and widest dissemination of this memorandum is directed.

  
**ESTELA P. LEON - CARIÑO EdD, CESO III**  
Director IV/Regional Director

ORD/PAU/ect/cbm  
DPACs updated list

(Enclosure 1 to Regional Memorandum No. 233 - 2025)

**Schools Division Office:** \_\_\_\_\_  
**Division Public Assistance Coordinator and Alternate**

NAME	POSITION	MOBILE NUMBER	FACEBOOK ACCOUNT	DEPED EMAIL ADDRESS
Ex: DPAC - Juan dela Cruz				
Alternate - Juana M. Luna				

**Date Submitted:**

\_\_\_\_\_

**Approved by:**

\_\_\_\_\_  
Name and Signature of Schools Division Superintendent