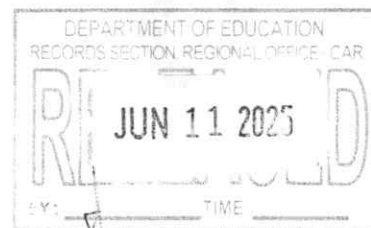




Republic of the Philippines  
**Department of Education**  
CORDILLERA ADMINISTRATIVE REGION



10 June 2025

**REGIONAL MEMORANDUM**

No. **394.2025**

**TRAINING ON EFFECTIVE HANDLING OF PUBLIC COMPLAINTS AND  
INQUIRIES FOR DEPED-CAR PUBLIC ASSISTANCE COORDINATORS**

To: Assistant Regional Director  
Schools Division Superintendents  
Division Public Assistance Coordinators and Alternates  
All Others Concerned

1. The Office of the Regional Director through its Public Affairs and Information and Communication Technology Units will conduct a ***Training on Effective Handling of Public Complaints and Inquiries for DepEd-CAR Public Assistance Coordinators*** on **July 9-11, 2025, at the Mini-Conference Room, National Academy of the Philippines – Regional Office (NEAP-RO).**

2. The CapB aims to:
- familiarize participants with the relevant DepEd policies, guidelines, and procedures governing the handling of public complaints and inquiries;
  - develop participants' skills in accurately receiving, recording, and categorizing complaints, queries, and concerns using appropriate tools and systems;
  - reinforce the importance of confidentiality, data privacy, and ethical standards in managing public concerns; and
  - establish practices that ensure timely resolution and proper closure of complaints with feedback provided to stakeholders.

3. The Number of participants to this activity are the following, while the list of names of DPACs is attached as ***Enclosure 1***.

Participants	Role	Number	
RD/ARD	Consultant	1	
Division Public Assistance Coordinators and their Alternatives	Participants	Abra - 2	Ifugao - 2
		Apayao - 2	Kalinga - 2
		Baguio City - 2	Mt. Province - 2
		Benguet - 2	Tabuk City - 2
PAU, ICTU, Legal	Regional Office TWG/Speakers	8	
<b>TOTAL</b>		25	

4. The Activity Matrix is attached as **Enclosure 2** for reference and guidance.
5. Arrival, check-in, and registration of the participants shall be on July 9, 2025, at 2:00 p.m. onwards while check-out shall be on July 11, 2025, at noon. Below is the summary of accommodation and meals:

Particulars	Day 0 (July 9)	Day 1 (July 10)	Day 2 (July 11)
Breakfast	Arrival	/	/
AM Snack		/	/
Lunch		/	/
PM Snack		/	/
Dinner	/	/	Departure
Accommodation	/	/	

6. Meals, snacks, and accommodation shall be charged against Regional Office's MOOE funds while transportation and other incidental expenses relative to the attendance to the activity shall be charged against local funds subject to usual budgeting, accounting, and auditing rules and procedures.
7. For queries, you may contact **Ms. Cyrille Gaye B. Miranda at 0961-141-4424 or email her at car.pau@depd.gov.ph.**
8. Immediate dissemination of and compliance with this Memorandum is desired.

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

Enclosure 1 to RM No. **394.2025**

**LIST OF DIVISION PUBLIC ASSISTANCE COORDINATORS**

<b>Schools Division Office</b>	<b>Names of DPACs and Alternates</b>	
Abra	DPAC	<b>BLESS MARICAR B. RAMOS</b>
	Alternate	<b>JANET B. PASCUA</b>
Apayao	DPAC	<b>PEACHY MAY M. VERZOLA</b>
	Alternate	<b>ALLAN C. GOBRIN</b>
Baguio City	DPAC	<b>JERRY C. YMSON</b>
	Alternate	<b>CHRISTOPHER DAVID G. OLIVA</b>
Benguet	DPAC	<b>SAMUEL T. EGSAEN JR.</b>
	Alternate	<b>MAHAL M. RIFANI</b>
Ifugao	DPAC	<b>GENEVIEVE B. CAMHIT</b>
	Alternate	<b>HARIET BACDANGAN</b>
Kalinga	DPAC	<b>CHERRY ANN A. BALONGGAY</b>
	Alternate	<b>MICHELLE E. ALAGOY</b>
Mt. Province	DPAC	<b>MILDRED C. AYEO</b>
	Alternate	<b>DAMSY A. KILITO</b>
Tabuk City	DPAC	<b>DOROTHY S. ASIGNAL</b>
	Alternate	<b>WELDA LIEZL P. BUSLIG</b>

**ACTIVITY MATRIX**

<b>TIME</b>	<b>ACTIVITY</b>	<b>IN-CHARGE</b>
Day 1		
7:30 – 8:00 a.m.	Registration	Jaynelyn Papat
8:01 – 8:15 a.m.	Preliminaries - Nationalistic Song - Prayer - Bagong Pilipinas Hymn - Cordillera Hymn	
8:16 – 8:20 a.m.	Statement of Purpose	Cyrille Gaye B. Miranda Regional Public Assistance Coordinator
8:21 – 8:30 a.m.	Message	Estela P. Leon-Cariño Regional Director
8:31 – 10:00 a.m.	1. Roles and Responsibilities of Public Assistance Coordinators  2. Incident Reporting (RM No. 914, S. 2024 – Establishment of Crisis Communication Management Protocol of Deped-CAR)  3. Process Flows in Complaints and Queries Handling at the Regional Office (Quality Management System)	Cyrille Gaye B. Miranda
10:01 – 10:15 a.m.	<i>Health Break</i>	
10:16 – 12:00 nn	4. Client Satisfaction Measurement (CSM) Updates	Manilyn D. Botilas
12:01 – 1:00 p.m.	<i>Lunch Break</i>	
1:01 – 3:00 p.m.	5. Freedom of Information Act (Executive Order No. 2, s. 2016)  6. Data Privacy Act of 2012 (Republic Act No. 10173).	Vanessa B. Flora Atty IV
3:01 – 3:15 p.m.	Health Break	
3:16 – 5:00 p.m.	7. Current Practices in the Schools Division Offices in Reporting and Challenges Encountered	Division Public Assistance Coordinators
Day 2		
8:00 – 8:30 a.m.	Management of Learning (MOL)	SDO Abra and SDO Benguet
8:31 – 10:00 a.m.	8. HelpDesk System Training & Integration	Jumar B. Yago-an

		Information and Technology Officer I
10:01 – 10:15 a.m.	Health Break	
10:16 – 12:00 nn	- Continuation of Topic #8	Jumar B. Yago-an
12:01 – 1:00 pm	Lunch	
1:01 – 3:00 p.m.	- Continuation of Topic #8	Jumar B. Yago-an
3:01 – 3:15 p.m.	Health Break	
3:16 – 4:00 p.m.	- Wrap-up and Ways Forward	Manilyn B. Botilas
4:01 – 5:00 p.m.	Closing Program  - Message  - Awarding of Certificates	Facilitator: Manilyn Botilas  - Ronald B. Castillo Assistant Regional Director