



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

June 20, 2023

REGIONAL MEMORANDUM

No. **637** s. 2023

**CRISIS MANAGEMENT ORIENTATION-CUM-
PUBLIC ASSISTANCE ACTION CENTER REORIENTATION**

To: Schools Division Superintendents
Public Assistance Coordinators
All Others Concerned

1. The Department of Education has been keen on monitoring various inquiries, concerns and complaints of its clients that are coursed through different platforms such as the DepEd Action Center, Contact Center ng Bayan of the Civil Service Commission, the Presidential Action Center and the 8888 Citizens' Complaint Center of the Office of the President.
2. Relative thereto, this Office has strengthened its communication strategies to ensure that relevant, responsive, and timely information will reach the public and that issues and concerns are immediately addressed.
3. With this, this Office, through the Public Affairs Unit, shall conduct a Crisis Management Orientation-cum-Public Assistance Action Center Reorientation on **June 27, 2023** at the **DepEd Regional Office VIII RELC NEAP Training Hall** from **9:00AM-4:00PM**.
4. The objectives of the activity are the following:
 - a. Discuss the process of the Public Assistance Action Center;
 - b. Discuss the roles of the Public Assistance Coordinators;
 - c. Check the status of each Schools Division relative to its Resolution and Compliance Rate on received concerns;
 - d. Orient the participants on the localized PAAC Monitoring Tool;
 - e. Share best practices on closing concerns;
 - f. Other matters.
5. The participants to this activity are the Public Assistance Coordinators. Expenses for snacks, lunch and venue for the activity shall be charged to the PAU Funds while travel expenses shall be charged to the local funds of each Division, subject to the usual accounting rules and procedures.



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6. Immediate dissemination and compliance with this memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director

Enclosures: None

References: None

To be indicated in the Perpetual Index under the following subjects:

PAAC

ORD-PAU-FQB

