



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
SCHOOLS DIVISION OF LUCENA CITY

14 November 2023

DIVISION MEMORANDUM
OSD-2023-231

RECOMPOSITION OF THE DIVISION PUBLIC ASSISTANCE COMMITTEE

TO : OIC – Asst. Schools Division Superintendent
Chief Education Supervisors – SGOD & CID
Public Elementary and Secondary School Heads
Public School District Supervisors
All Others Concerned

1. In reference to Division Memorandum CID-2022-013 dated January 26, 2022, this Office hereby reconstitutes the Division Public Assistance Committee and their functions.

TEAM	NAME	Position	FUNCTION
Overall Chair	Susan DL. Oribiana, CESO V	Schools Division Superintendent	Establish mechanism for the effective implementation of Division Public Assistance Services
Overall Co-Chair	Phillip B. Gallendez	OIC-Assistant Schools Division Superintendent	Provide strategic directions on support for public assistance services.
Vice Chair	Atty. Ana Karmela S. Vergara-Amante	Attorney III/Legal Officer	Designate a permanent Division Public Assistance Coordinator (DPAC) Ensure establishment of a functional Division Public Assistance Action Center and Helpdesk



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TEAM	NAME	Position	FUNCTION
Team 1: Information Management and Dissemination (Promotion and Campaign)	Chairperson: Cristina B. Rogelio Co-Chairperson: Christine Joy C. Mayuga Member: Rosebelle Castrillo	ITO I/DIO EPS II-ALS, Alternate DIO Project Development Officer I	Write articles or designate writers that can cover Regional and Division activities happening in the division. Collect and e-mail articles to the regional PAU for publication. Help promote DepEd initiated activities in the official SDO social media platforms, if any. Assist the regional office during the conduct of press conferences and crisis management, if necessary. Disseminate information forwarded to the official e-mail address. Prepare materials for information dissemination. Manage queries received via FB page
Content Editors	Dr. Lanie Malabonga May Grace Salazar John Lester Guererro Ma. Aura A. Septimo Dr. Modesta Jaurigue Sherin Bustamante Xandra Lea Dames	EPS I – English Teacher – English Teacher-English Teacher-English EPS I- Filipino School Head School Head	Proofreads and edits the submitted articles and has an overall responsibility for the publication’s content.
Team 2: Reputation Management	Chairperson: Joey L. Jader Co-Chairperson: Benjie R. Rivera Member: Carlo Joseph V. Castillo	EPS I MAPEH Chair-Feedback Committee Administrative Officer V Nurse, Member-Feedback Committee	Facilitate the collection of data for the Citizen/Client Satisfaction Survey (CCSS) Report Submit CSM report duly approved and signed by the Head of the Committee on Anti-Red Tape Monitor the implementation of the CSM in the division and schools

TEAM	NAME	Position	FUNCTION
<p>Team 3:</p> <p>Crisis Management</p>	<p>Chairperson: Atty. Ana Karmela S. Amante-Vergara</p> <p>Co-Chairperson: Barbara Jane E. Barron</p> <p>Members: Mylene R. Dapol Dr. Chinita Tolentino</p>	<p>Attorney III/Legal Officer</p> <p>Division Public Assistance Coordinator (DPAC)</p> <p>EPS II – HRD CPC Focal</p> <p>EPS II – ALS Focal</p> <p>Public School District Supervisor (PSDS)</p>	<p>Facilitate all concerns received or referred through Hotline 888, CSC, PCC, PMS, FOI, ARTA and Contact Center ng Bayan (CCB) in coordination with Public Affairs Service-Public Assistance Action Center (PAS-PAAC)</p> <p>Monitor all concerns referred to by PAAC and assist in their resolution.</p> <p>Attend meetings, workshops, and other related activities, and cascade the information to their respective offices and schools.</p> <p>Prepare reports and related communications.</p> <p>Coordinate with DepEd Central Office and provide feedback if necessary.</p> <p>Perform other tasks related to DepEd PAS-PAAC programs, projects, and activities.</p>
<p>Team 4:</p> <p>Public Assistance and Complaint Desk</p>	<p>Chairperson: Benjie C. Rivera</p> <p>Co-Chairperson: Joey L. Jader</p> <p>Members: Mary Grace Lianillo Leo Malasmas Mo. Carmelo Fisico Aris Javelosa Alvie Bataanon</p>	<p>AO V</p> <p>EPS I-MAPEH</p> <p>Admin Aide Admin Aide ADAS III Admin Aide Admin Aide</p>	<p>Provide administrative assistance to the DepEd Committee on Anti-Red Tape (CART), as needed.</p> <p>Manage the communication channels and database of RA 11032 documents.</p> <p>Monitor the status of compliance with RA 11032 requirements.</p> <p>Attend to clients who may adequately express their complaints, comments, or suggestions.</p>

Team 5: Awards and Recognition	Chairperson: Dr. Epifania F. Carandang	Chief, SGOD	Lead the management of giving Awards and Recognition in relation to the implementation of Division Public Assistance Action Center Services
	Co-Chairperson: Dr. Karina Bautista	EPS I, SGOD	
	Members: Myla Mendiola	EPS I- AP	
	Rhea A. Gallano-Mojica	Accountant III	

2. Immediate dissemination and compliance of this memorandum are highly expected.


SUSAN DL. ORIBIANA, CESO V
 Schools Division Superintendent 

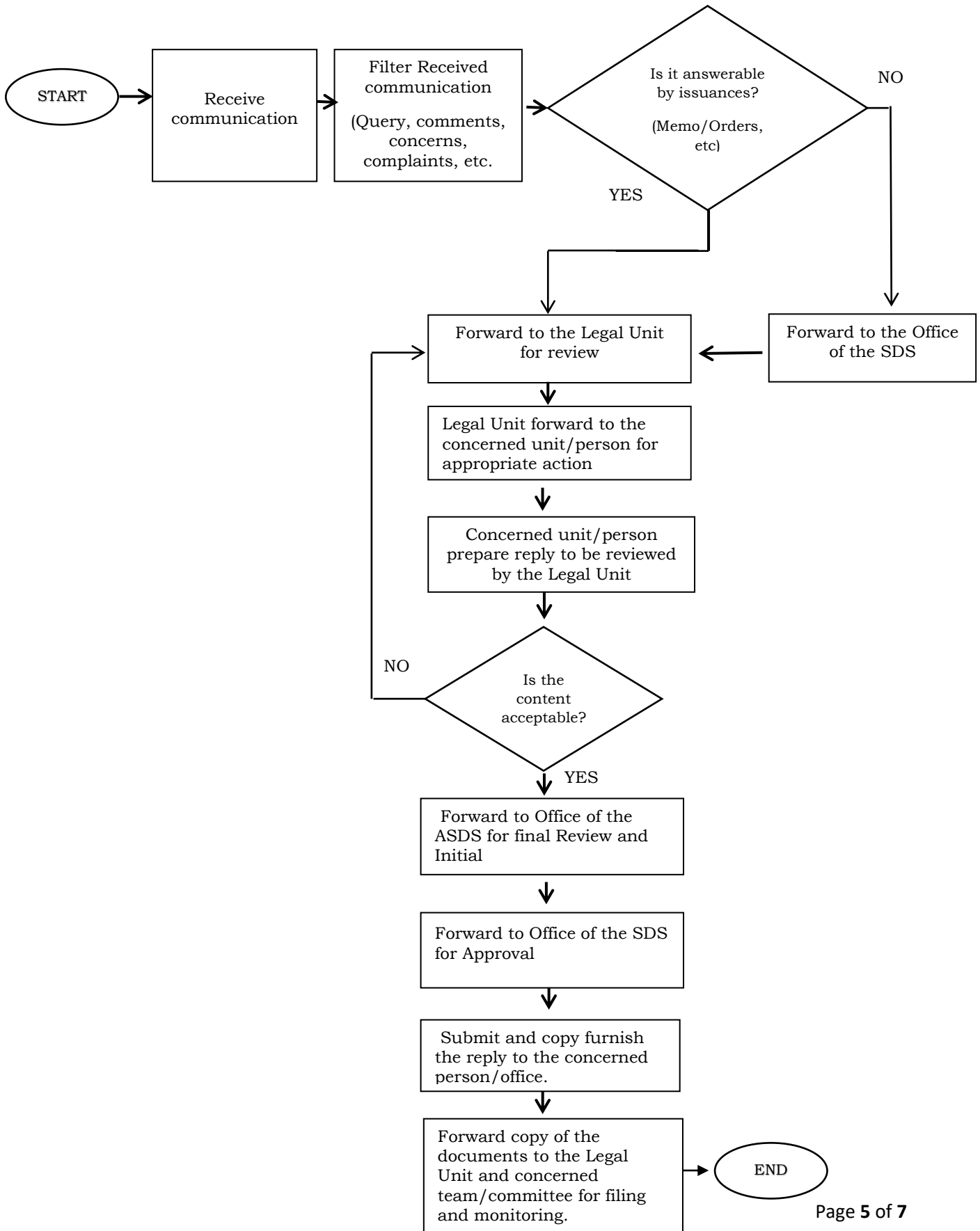
Encl.

Enclosure 1: Communication Plan Process Flow

Enclosure 2: Submission of Articles in the School Level

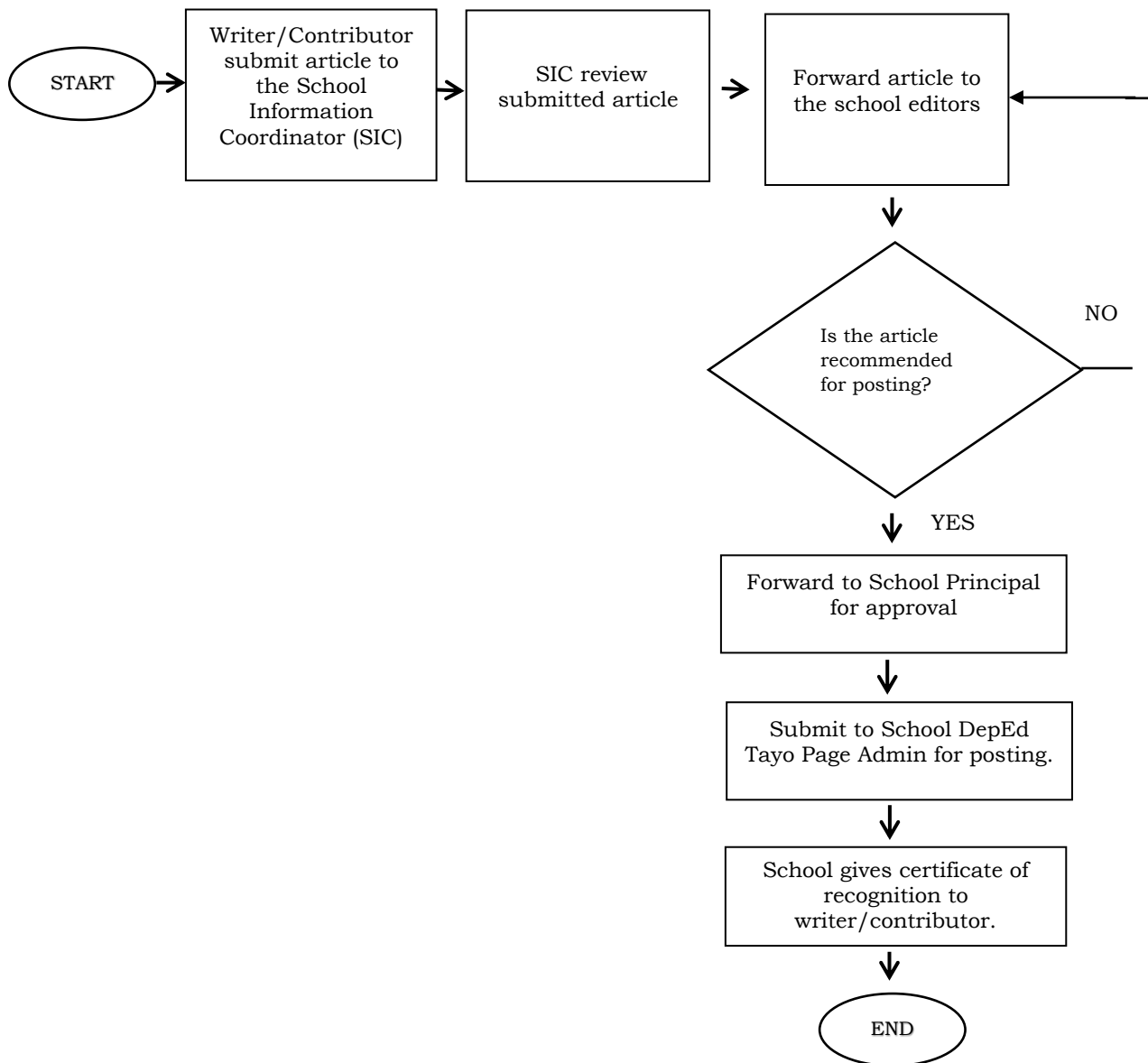
Enclosure 3: Submission of Articles in the Division Level

Communication Plan Process Flow (Received communication from 8888, PAAC, CBB, and etc.)



Article Submission for Posting at School DepEd Tayo Page Process Flow

A. School Level (School Events)



Article Submission for Posting at Division DepEd Tayo Page Process Flow

B. Division Level (District/Division Wide Events)

