



Republic of the Philippines  
**Department of Education**  
Region X- Northern Mindanao  
**DIVISION OF MALAYBALAY CITY**

2019-680

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DEPED MALAYBALAY CITY DIVISION  
RELEASED  
DATE: \_\_\_\_\_ TIME: 2:00  
BY: OCT 01 2019

**DIVISION MEMORANDUM**

No. 344 s. 2019

**TO:** Assistant Schools Division Superintendent  
Chief Education Supervisor CID and SGOD  
All Sections / Unit Heads and Staff  
All Others Concerned

**FROM:**

  
**REBONGAMIL R. BAGUIO**  
Schools Division Superintendent

**DATE:** September 26, 2019

**RE: REITERATING THE ESTABLISHMENT OF PUBLIC ASSISTANCE  
AND COMPLAINT DESK AND SCHEDULING OF FRONT DESK  
STAFF AND OFFICER OF THE DAY**

1. Adherent to Section 5 of Rule VI of the Implementing Rules and Regulations of Republic Act No. 9485 (Anti-Red Tape Act of 2007), this Office hereby reiterates the establishment of Public Assistance and Complaint Desk (PACD). An officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice. Such desk be attended to even during breaktime effective immediately.
2. Relative thereto, this Office hereby provides the Responsible Employees and Defined Functions (Enclosure 1) and the Schedule of the Officer of the Day (Enclosure 2). Schedule of Officer of the Day for the succeeding year/s will be provided through an issuance of a separate memorandum.

Copy furnished:

Records Unit  
Personnel Unit  
AO file

**TO BE POSTED IN THE WEBSITE**



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Enclosure 1 of Division Memorandum No. 344 s.2019

**The Responsible Employee and Defined Functions for the PACD**

<b>RESPONSIBLE EMPLOYEE</b>	<b>FUNCTIONS</b>	<b>ASSIGNED PERSON and SCHEDULE</b>
Front Desk Staff	<p>The Front Desk Staff provides support services to the Officer of the Day in terms of attending the client/s transacting in the office.</p> <ul style="list-style-type: none"> <li>• Post weekly schedule of Officer of the Day on top of the Biometric Machine;</li> <li>• Remind the Officer of the Day of his/her schedule in the PACD on that specific day of schedule;</li> <li>• Greet and attend to the client upon arrival in the office;</li> <li>• Advice client/s to log in the Visitor's Logbook;</li> <li>• Call the attention of the Officer of the Day to approach PACD and attend to the client/s seeking assistance;</li> <li>• Provide basic information, guidance and direction to the client towards the concerned office and/or employee of which he/she intends to transact with;</li> <li>• Ensure sufficient copies of forms (e.g. Pass Slip, PACD forms, Certificate of Appearance, etc);</li> <li>• Ensure cleanliness and orderliness of the PACD Desk and of the SDO Entrance Area;</li> <li>• Turn on the Computer System nearby the PACD every 8:00am for use by the clients in inquiring their claims and use by the gatekeepers in the Document Tracking System as well as turn off every after 5:00pm during official working days; and,</li> <li>• Perform other related task applicable in the provision of customer-friendly public service in the PACD.</li> </ul>	<p><b>Egan, Claudio L.</b>          Administrative Aide III          City Government of Malaybalay          8:00am to 11:00am          12:00noon to 5:00pm</p> <p><b>Diaz, Analiza Y.</b>          Administrative Aide          City Government of Malaybalay          11:00am to 12:00noon</p>



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<p>Officer of the day</p>	<p>The Officer of the Day provides administrative / technical assistance to the clients transacting in the office due to the limited workforce, the Officer of the Day will approach the PACD table whenever administrative / technical assistance are needed which the Front Desk Staff cannot provide. In such a way, the regular task of the assigned Officer of the Day will not be hindered.</p> <ul style="list-style-type: none"><li>• Log in the “Officer of the Day” logbook for attendance;</li><li>• Attend to the client/s needs;</li><li>• Provide information and guidance consistent to the queries and concerns of the client/s;</li><li>• Ask client/s to accomplish the PACD forms (e.g. Form 1 - Commendation, Form 2 – Assistance, Form 3 – Complaint, Form 4 - Recommendation);</li><li>• Record any observation, concerns and suggestions in the “PACD Observation Logbook” for improvement of the customer service in the office;</li><li>• Should there be conflicting schedule, the concerned Officer of the Day can arrange with other schedule/s; provided that, he/she will serve as officer of the day on the arranged schedules; and,</li><li>• Perform other related task applicable in the provision of customer-friendly public service.</li></ul>	<p>All Office of the Schools Division Superintendent Personnel level 1</p>
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**Enclosure 2 of the Division Memorandum No. 344 s.2019**

**PACD Schedule of Officer of the Day**  
**Period: October 1 to December 27, 2019 only**

<b>Name of Assigned Officer of the Day</b>	<b>Date of Duty</b>
Desalan, Jocardo	October 1, 2019
Garcia, Ariel D.	October 2, 2019
Don, Evelyn Joy V.	October 3, 2019
Peñalosa, Cheryl Jane C.	October 4, 2019
Bandong, Aprille Mae H.	October 7, 2019
Brigole, Ruel T.	October 8, 2019
Astudillo, Julius Florente	October 9, 2019
Gamboa, Sunshine	October 10, 2019
Quindala, Anil U.	October 11, 2019
Ahictin, Gilbert Jade D.	October 14, 2019
Borres, Jona A.	October 15, 2019
Deslate, Michael Angelo D.	October 16, 2019
Deximo, Don A.	October 17, 2019
Astudillo, Pamela L.	October 18, 2019
Daguinotas, John F.	October 21, 2019
Bautista, Janice	October 22, 2019
Garcia, Joseph	October 23, 2019
Gimarangan, Roxel	October 24, 2019



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Madronero, Clementina O.	October 25, 2019
Peligrino, Cherry Faye	October 28, 2019
Salga, Nelly L	October 29, 2019
Tandayag, Jonnie Von	October 30, 2019
Nericoa, Janine	October 31, 2019
Gordo, Jessa Mae	November 4, 2019
Labata, Alvin	November 5, 2019
Canson, Shella Novie A.	November 6, 2019
Adajar, Mayela Lou O.	November 7, 2019
Padrones, Leizel Jane L.	November 8, 2019
Desalan, Jocardo	November 11, 2019
Garcia, Ariel D.	November 12, 2019
Don, Evelyn Joy V.	November 13, 2019
Peñalosa, Cheryl Jane C.	November 14, 2019
Bandong, Aprille Mae H.	November 15, 2019
Brigole, Ruel T.	November 18, 2019
Astudillo, Julius Florente	November 19, 2019
Gamboa, Sunshine	November 20, 2019
Quindala, Anil U.	November 21, 2019
Ahictin, Gilbert Jade D.	November 22, 2019
Borres, Jona A.	November 25, 2019



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Deslate, Michael Angelo D.	November 26, 2019
Deximo, Don A.	November 27, 2019
Astudillo, Pamela L.	November 28, 2019
Daguinotas, John F.	November 29, 2019
Bautista, Janice	December 2, 2019
Garcia, Joseph	December 3, 2019
Gimarangan, Roxel	December 4, 2019
Madronero, Clementina O.	December 5, 2019
Peligrino, Cherry Faye	December 6, 2019
Salga, Nelly L	December 9, 2019
Tandayag, Jonnie Von	December 10, 2019
Nericoa, Janine	December 11, 2019
Gordo, Jessa Mae	December 12, 2019
Labata, Alvin	December 13, 2019
Canson, Shella Novie A.	December 16, 2019
Adajar, Mayela Lou O.	December 17, 2019
Padrones, Leizel Jane L.	December 18, 2019
Desalan, Jocardo	December 19, 2019
Garcia, Ariel D.	December 20, 2019
Don, Evelyn Joy V.	December 23, 2019
Peñalosa, Cheryl Jane C.	December 27, 2019