



Republic of the Philippines  
**Department of Education**  
Cordillera Administrative Region  
**Schools Division of Tabuk City**

Office of the Schools Division Superintendent



**Division Memorandum**  
No. 22, s. 2021

TO: Division Section Heads, Staffs and Personnel,  
Public & Private Elementary and Secondary School Heads  
All other concerned

DATE : February 3, 2021

SUBJECT: **REITERATING THE IMPLEMENTATION OF THE DIVISION  
PUBLIC ASSISTANCE AND COMPLAINT DESK COMMITTEE (PACD)**

1. In compliance with Republic Act 9485 also known as the ANTI-RED TAPE ACT (ARTA) of 2008 and Republic Act No. 6713 or the code of conduct and ethical standards for public officials and employees, the SDO-Tabuk City is mandated to take appropriate measures to promote transparency in the agency with regard to the manner of transacting with the public, with the objective of reducing Red Tape and expediting transactions in government, to provide efficient public service.
2. The officer of the day assigned at the Division Office frontline services will at all times act expeditiously on all requests and serve the public with **courtesy** and utmost **priority**. Customer complaints shall be addressed immediately to improve processes and procedure to provide excellent customer services.
3. Relative to this, Customer Satisfaction Survey Form should be accomplished by the client.
4. Monthly schedule of PACD Members (Officer of the Day) will be posted at the Division Bulletin Board.
4. For your information and guidance.

  
**IRENE S. ANGWAY, PhD, CESO VI**  
Assistant Schools Division Superintendent  
Officer-in-Charge, Office of the Schools Division Superintendent



Address: City Hall Compd., Dagupan Centro, Tabuk City, Kalinga  
Email: [tabuk.city@deped.gov.ph](mailto:tabuk.city@deped.gov.ph)  
Website: <https://www.depedtabukcity.com>