



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

Office of the Schools Division Superintendent

October 19, 2022

DIVISION MEMORANDUM

NO. 528, s. 2022

TO: All PACD Officers
 All Others Concerned

**STRICT COMPLIANCE OF PUBLIC ASSISTANCE AND COMPLAINT DESK
 OFFICER (PACDO) OF THE DAY SCHEDULE**

1. In compliance with Republic Act 9485 also known as the Anti-Red Tape Act (ARTA) of 2008, All government agencies are mandated to take appropriate measures to promote transparency in the agency regarding the manner of transacting with the public, with the objective of reducing red tape and expediting transactions in government. To provide efficient public service, the Customer Assistance and Complaint Desk shall observe this process in assisting transacting public on their complaints regarding service/s availed.
2. Availability of services shall be Monday to Friday from **8:00 AM to 5:00 PM** except on holidays. Priority to Public Assistance and Complaint Desk Officer (PACDO) schedule shall be strictly observed.
3. PACDO shall at all times act expeditiously on all requests and serve the public/clients with courtesy and utmost priority. Customer complaints should be addressed immediately to improve processes and procedures to provide excellent customer experience.
4. The responsibilities of PACDO are as follows.
 - a) Greet and welcome the client with a smile.
 - b) Politely request the guest to log his/her name on the logbook provided at the desk.
 - c) Ask for the service/s to be availed and or the personnel who he/she need/s.
 - d) Check the completeness of documents to be submitted.
 - e) Accompany/deliver the client to the person/office needed.
 - f) Assist clients in filling out tracking forms.
 - g) Ask the client of his/her complaint on the service availed or on the personnel who attended him/her.
 - h) Ask if he/she would be willing to accomplish a Customer Satisfaction Form or just report this verbally. If to report verbally, PACDO accomplishes the form.
 - i) Assist the client in accomplishing the Customer Satisfaction Survey form.
 - j) Thank the client after accomplishing the Customer Satisfaction Survey.
 - k) If there is/are complaint/s, offer apology and advise the client that we will act on this properly and expect better service/s in the future.
 - l) Send off client.
 - m) Collect and submit documents to the records section.





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5. For queries please contact Mrs. Dorothy S. Asingal, Administrative Officer V through this Email tabukcity.admin@deped.gov.ph.
6. Failure to comply with this memorandum shall be acted on accordingly.

IRENE S. ANGWAY PhD, CESO VI
Schools Division Superintendent

Admin/ATM/Div.Memo/
PACD/9/19//2022

