



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

Office of the Schools Division
Superintendent

DIVISION MEMORANDUM
MLA-2021-OSDS- 065

TO : **APRIL L. REVITA**
JOANALLI R. OPERIANO
ROBELYN S. CALIPES
RONILO B. CAÑEDO
MARIA MAXIMINA L. BABIANO
MARICEL A. GALAN
MARGARITA L. TEJANO
JAPHET A. REVEREAL
LADY MAY P. KARAAN
REYRUSTY B. GALAN

FROM : **JOSEPH IRWIN A. LAGURA PhD**
Schools Division Superintendent

SUBJECT : **ASSIGNMENT OF PUBLIC ASSISTANCE AND COMPLAINTS DESK OFFICERS OF THE DAY**

DATE : **January 13, 2021**

1. In compliance with Memorandum Circular No. 2019-002 of the Anti-Red Tape Authority (ARTA) entitled *Guidelines on the Implementation of the Citizen's Charter in Compliance with Republic Act 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations*, which requires all government agencies to report the results of their Citizen/Client Satisfaction Survey (CCSS) in order to ensure that the voices and opinions of its clients are heard relative to the quality of service delivery and how it is improved all for the benefit of its clients, you are hereby directed to act as the Public Assistance and Complaints Desk Officers effective January 13, 2021 during the week in the Division Office on the following schedule:

Name of Employees	Schedule
1. April L. Revita & Maricel A. Galan	Monday
2. Japhet A. Revereal & Lady May P. Karaan	Tuesday
3. Maria Maximina l. Babiano & Robelyn S. Calipes	Wednesday
4. Ronilo B. Cañedo & Joanalli R. Operiano	Thursday
5. Margarita L. Tejano & Reyrusty B. Galan	Friday



Address: Dampas District, Tagbilaran City, Bohol
Telephone Nos.: (038)427-1702; (038)427-2506; (038)422-8177; (038)427-6718; (038)544-2147
Email Address: tagbilarancity.division@deped.gov.ph

2. As officers of the day, you are tasked to do the following functions:
 - a. Provide information to transacting public concerning the Division Office processes;
 - b. Offer assistance to the transacting public especially to the differently-abled ones; and
 - c. Assist the client in accomplishing the Customer Feedback Form.
3. This Office practices no discrimination on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.
4. If any of the assigned officers of the day is absent, one of the nine has to act on his/her behalf.
5. For your information, guidance and compliance.

JIAL/MKP/ADMIN/atm



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