



H. Public Affairs Unit

1. Public assistance (email)

The Department recognizes concerns and complaints of its clients for the improvement of its services. These can be submitted through the official email address of the Regional Office and through referrals from the Central Office and other government agencies such as the 8888 Citizens' Complaint Center and Civil Service Commission-Contact ng Bayan.

Office or Division:	Public Affairs Unit			
Classification:	Simple			
Type of Transaction:	Government to Business (G2B) Government to Citizen (G2C) Government to Government (G2G)			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complete details of the concern, e.g. school's exact name and location, name and position of the person/s involved, any documentary evidence, specific DepEd programs, projects, and/or activities needing further clarification		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send concern thru the official RO email address	1.1 Receive concern and forward to the ORD for referral to the concerned office	None	5 minutes	AO V, Records Section
	1.2 Review and forward to the concerned office	None	10 minutes	ORD
	1.3 Acknowledge email	None	10 minutes	Concerned office
	1.4 Act on the concern; Notify the client of the action taken or the status of the complaint or Endorse to the SDOs or concerned office/s, copy furnish the complainant, RO-PAU/Legal	None	30 minutes	ORD
2. Receive update / resolution	2.1 Release copy of resolution via email	None	10 minutes	Records Officer
TOTAL:		None	65 minutes	