



Republic of the Philippines  
**Department of Education**  
SOCCSKSARGEN REGION

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May 31, 2023

REGION MEMORANDUM  
ORD-2023-015

**CORRIGENDUM AND ADDENDUM TO REGION MEMORANDUM ORD-2023-010  
GUIDELINES FOR 8888 CITIZENS' COMPLAINTS**

To: Schools Division Superintendents  
Designated Division Public Assistance Coordinators (DPACs)  
Designated School Public Assistance Coordinators (SPACs)  
Division Legal Officers

1. To ensure compliance with the 72-hour grace period of Executive Order No. 6 titled INSTITUTIONALIZING THE 8888 CITIZENS' COMPLAINT HOTLINE AND ESTABLISHING THE 8888 CITIZENS' COMPLAINT CENTER, the Office of the Regional Director – Public Affairs Unit hereby issues the 8888-process workflow of the region.

2. This issuance is the result of the Re-Orientation and Capability Building on the 8888 Citizen's Complaint Hotline Process Flow conducted last May 24, 2023, at the Regional Office, Carpenter Hill, Koronadal City with the Designated Division Public Assistance Coordinators (DPACs) and Division Legal Officers as participants.

3. Attached are the following for reference:

- a) Enclosure No. 1: 8888 Process Workflow for Teaching Personnel
- b) Enclosure No. 2: 8888 Process Workflow for Nonteaching Personnel
- c) Enclosure No. 3: Template for Reply Letter for Teaching Personnel
- d) Enclosure No. 4: Template for Reply Letter for Nonteaching Personnel
- c) Enclosure No. 5: Indorsement of the Schools Division Superintendent

4. For ***nonteaching personnel involved in the 8888 complaint***, the Technical Officer (TO) shall directly endorse the ticket to the concerned division office through the DPACs. The endorsement shall be signed by the Regional Director

4.1 The 8888 concerns shall be addressed to the concerned Schools Division Superintendent (SDS), attention to the Designated Division Public Assistance Coordinator (DPACs).

4.2 The TO shall send the endorsement to the official PAC email address of the DPACs, copy furnish the DPACs' personal DepEd email address, official email address of the Division Office and the official email address of the Division Legal Office.





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4.3 The reply/answer of the personnel or office complained of shall be addressed to the SDS and must be properly signed.

4.4 The SDS then must endorse the answer/reply to the Regional Director.

4.5 The reply/answer must be timely and sent directly to the official public assistance email address of the regional office, [pac.ro12@deped.gov.ph](mailto:pac.ro12@deped.gov.ph), copy furnished the email address of the DPACs, Division Legal Office and the following:

AFP/RPAC: reahjoy.halique@deped.gov.ph

TO: rm.lebrero@deped.gov.ph

Regional Legal Office: ro12.legal@deped.gov.ph

5. For the **teaching personnel involved in the 8888 Complaint**, the Technical Officer (TO) shall directly endorse the ticket to the concerned school through the SPACs. The endorsement shall be signed by the Regional Director

5.1 The 8888 concerns shall be addressed to the concerned School Principal or School Head, attention to the Designated School Public Assistance Coordinator (SPACs).

5.2 The reply/answer of the personnel or office complained of shall be directly addressed to the Regional Director and must be properly signed.

5.3 All replies/answers must be timely and sent directly to the official public assistance email address of the regional office, [pac.ro12@deped.gov.ph](mailto:pac.ro12@deped.gov.ph), copy furnished the email address of the DPACs, official Division Legal Office and the following:

AFP/RPAC: reahjoy.halique@deped.gov.ph

TO: rm.lebrero@deped.gov.ph

Regional Legal Office: ro12.legal@deped.gov.ph

6. To reiterate, the 72-hour grace period shall start from the date of email to the concerned DPACs and SPACs. DPACs and SPACs shall collaborate closely and ensure that the personnel or office complained of provides an answer or reply within the timeline provided for by law.

7. A separate capability building shall be conducted for the designated school public assistance coordinators which shall be initiated by the Division Offices.

8. It is encouraged further that the communication lines of all DPACs and SPACs must be open at all times to promptly answer the 8888 tickets.





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9. For inquiries, all concerned may call Reah Joy L. Sevillano-Halique, Administrative Officer V-Public Affairs Unit at 083 228 1893.
10. For the information and strict compliance of all personnel concerned.

  
**CARLITO D. ROCAFORT**  
Director IV

Enclosure: As stated

Reference: PAU OM; REGION MEMORANDUM QAD No. 26, s. 2022; REGION MEMORANDUM ORD-2023-00; Region Memorandum ORD-2023-012

Allotment: None

To be indicated in the Perpetual Index under the following subjects:  
CUSTOMER      LAW      PUBLIC AFFAIRS

RJSH/ORD-PAU/RM/CORRIGENDUM AND ADDENDUM TO REGION MEMORANDUM ORD-2023-010 OGUIDELINES FOR 8888 CITIZENS' COMPLAINTS/008/May 31, 2023



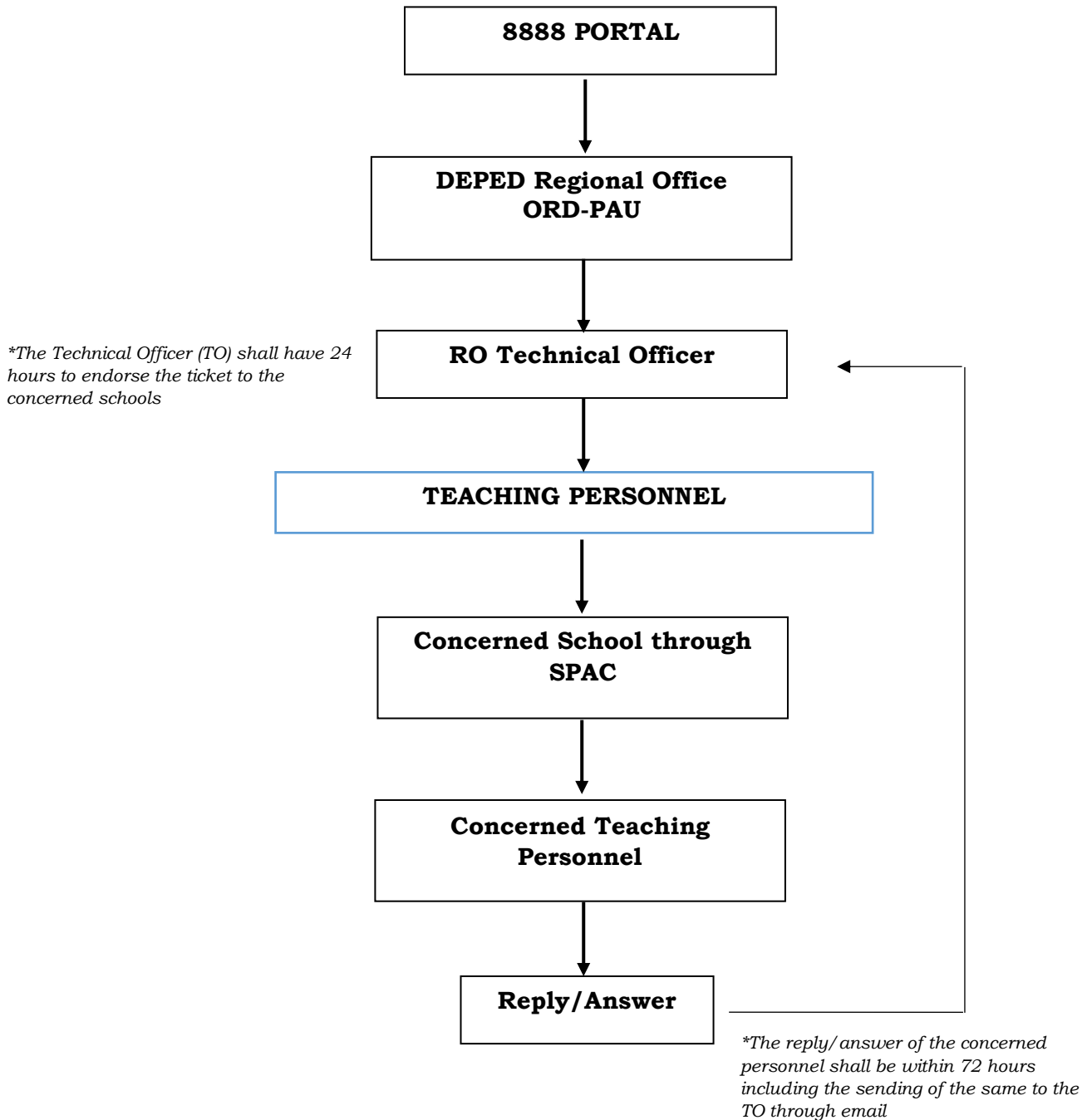
Regional Center, Brgy. Carpenter Hill, City of Koronadal  
Telefax No.: (083) 2288825/ (083) 2281893  
Website: [depedroxii.org](http://depedroxii.org) Email: [region12@deped.gov.ph](mailto:region12@deped.gov.ph)



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Enclosure 1 to Region Memorandum ORD-2023-015

**8888 PROCESS WORKFLOW FOR TEACHING PERSONNEL**

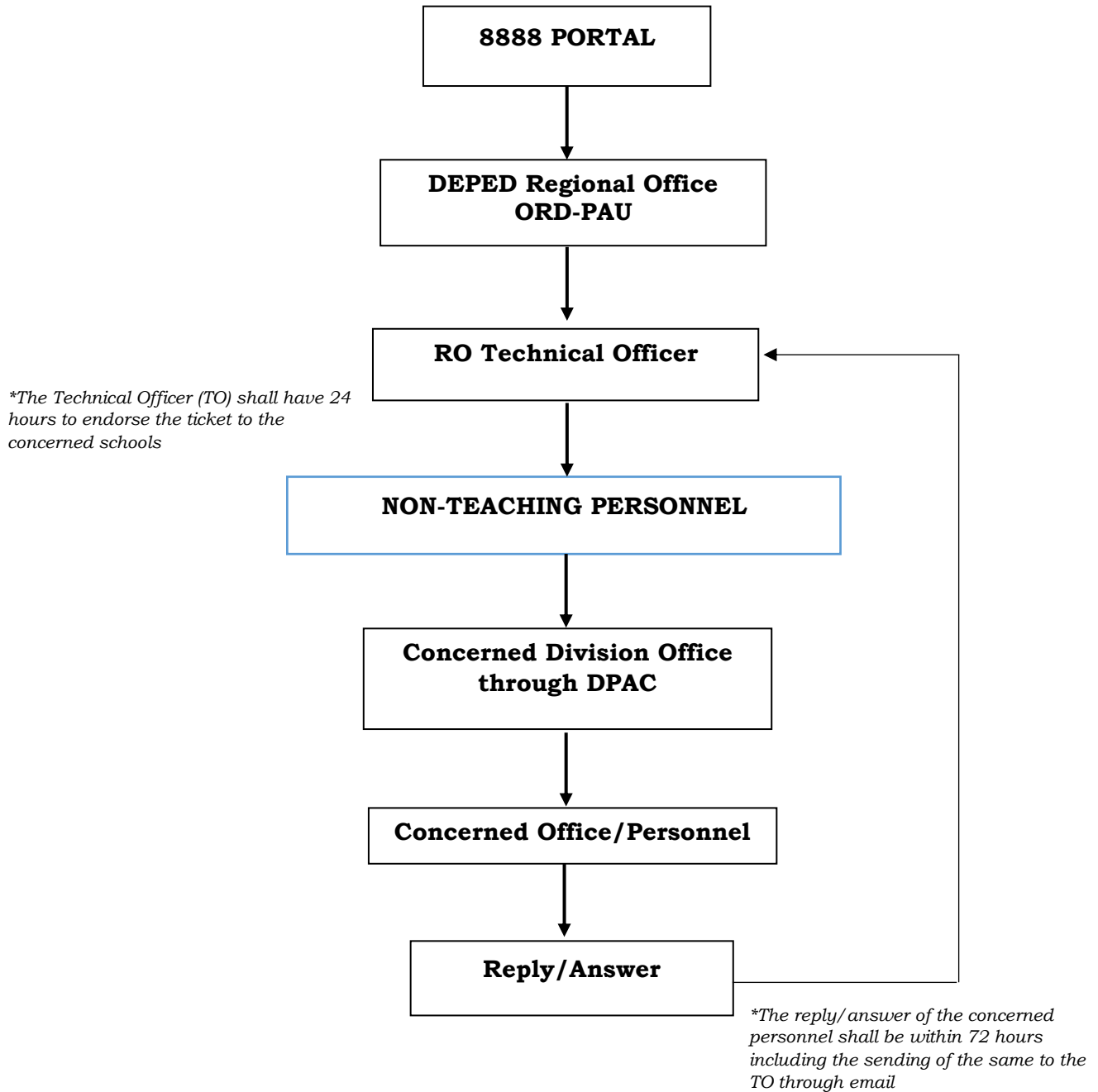




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Enclosure 2 to Region Memorandum ORD-2023-015

**8888 PROCESS WORKFLOW FOR NON-TEACHING PERSONNEL**





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*Enclosure 3 to Region Memorandum ORD-2023-015: Template for Reply Letter of the Teaching Personnel*

School Letter Head

Date:

**CARLITO D. RACAFORT**

Director IV

DepEd SOCCSKSARGEN Region

Regional Prime Center, Barangay Carpenter Hill,  
Koronadal City

THRU: **RM DION WINNER D. LEBRERO**  
Technical Officer

Reference No.: \_\_\_\_\_

Sir:

(Reply/Answer)

Very truly yours,

Person complained of



Regional Center, Brgy. Carpenter Hill, City of Koronadal  
Telefax No.: (083) 2288825/ (083) 2281893  
Website: [depedoxii.org](http://depedoxii.org) Email: [region12@deped.gov.ph](mailto:region12@deped.gov.ph)



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*Enclosure 4 to Region Memorandum ORD-2023-015: Template for Reply Letter of the Nonteaching Personnel*

Division Office Letter head

Date:

NAME  
**SCHOOLS DIVISION SUPERINTENDENT**  
Address

Reference No.: \_\_\_\_\_

Sir:

(Reply/Answer)

Very truly yours,

Person/Office complained of



Regional Center, Brgy. Carpenter Hill, City of Koronadal  
Telefax No.: (083) 2288825/ (083) 2281893  
Website: [depedroxii.org](http://depedroxii.org) Email: [region12@deped.gov.ph](mailto:region12@deped.gov.ph)



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*Enclosure 5 to Region Memorandum ORD-2023-015: Indorsement of the Schools  
Division Superintendent*

Division Office Letter head

**INDORSEMENT**  
DATE

Respectfully forwarded to **CARLITO D. ROCAFORT**, Director IV of DepEd SOCCSKSARGEN Region, the herein letter response of Ms. Juana Dela Cruz, Teacher 1 of Juana Dela Cruz Elementary School to the issue/complaint raised by the anonymous complainant regarding the alleged \_\_\_\_\_, for information and for any necessary action.

**NAME AND SIGNATURE**  
SCHOOLS DIVISION SUPERINTENDENT



Regional Center, Brgy. Carpenter Hill, City of Koronadal  
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