



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

Ad

February 7, 2024

DIVISION MEMORANDUM

No. 090, s. 2024

**DESIGNATION OF SCHOOL PUBLIC ASSISTANCE
COORDINATOR (SPAC) FOR CY 2024**

To: Assistant Schools Division Superintendents
Chief Education Supervisors
Division Unit Heads
Division Public Assistance Coordinator
Public and Private Elementary and Secondary School Heads
School Public Assistance Coordinators
All Others Concerned

1. In compliance with Section 13 (c), Rule IV, 2017 Omnibus Rules on Appointments and Other Human Resource Actions (Revised July 2018), which states, "*for positions without incumbents, a designation may be made only for a maximum of one (1) year. However, the designation of employees may be renewed every year in the exigency of the service but not to exceed two (2) years*", and DepEd Order No. 2, s. 2024 titled Immediate Removal of Administrative Tasks of Public School Teachers, all School heads are instructed to submit the name of their respective School Public Assistance Coordinator (SPAC) and encode their information in this link **<https://forms.office.com/r/Y8xR10wPB3> on or before February 14, 2024.**

2. The designation aims to expeditiously facilitate the resolution of all concerns received in the Office and comply with the prescribed period of 72 hours for resolution of complaints upon receipt from the Regional Public Assistance Coordinator (RPAC).

3. The Division Public Assistance Coordinator (DPAC), through its official email **dpac.pampanga@deped.gov.ph**, shall directly forward all 8888 tickets received to the concerned school head or personnel at the school, through its School Public Assistance Coordinator (SPAC), copy furnished the following entities:

- a. depedactioncenter@deped.gov.ph
- b. deped@8888.gov.ph
- c. complaints@8888.gov.ph



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-27-28; Email Address: pampanga@deped.gov.ph





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- d. complaint8888@malacanang.gov.ph
- e. region3@deped.gov.ph
- f. pau.ro3@deped.gov.ph
- g. legal.ro3@deped.gov.ph
- h. records.pampanga@deped.gov.ph
- i. Email Address of School Head

4. Upon receipt of an email from DPAC, the School Head, through the SPAC/concerned personnel, is required to submit a specific and concrete action to the RPAC copy furnished the DPAC and other aforementioned entities as a response to the complaint before the due date of the ticket indicated in the email.

5. **No teacher shall be designated as School Public Assistance Coordinator.** The School Head shall automatically perform the duties and responsibilities of the SPAC in case there is no non-teaching personnel reporting in that school.

6. For information and strict compliance of all concerned.

ROMEO M. ALIP, PhD, CESO V
Schools Division Superintendent

AOAS/02-12-24

