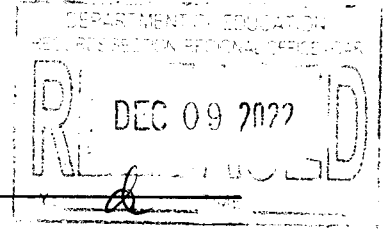




Republic of the Philippines
Department of Education
Cordillera administrative region



09 December 2022

REGIONALMEMORANDUM

No. 599 . 2022

**ESTABLISHMENT OF SOCIAL MEDIA ASSISTANCE, COMPLAINTS HANDLING,
AND FEEDBACK MECHANISM FOR DEPED TAYO FACEBOOK PAGES**

To: Assistant Regional Director
Schools Division Superintendents
Division Information Officers and Alternates
School Information Coordinators
All Schools Division Offices
All Others Concerned

1. Specifically, Section 9 letter “h” of RA No. 11032 (An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services) states the Access of Government Services and the Establishment of Public Assistance Complaints Desk.
2. In compliance to this, all DepEd-CAR offices and schools are requested to establish their Social Media Assistance and Complaints Handling (SMACH) and Feedback Mechanism to monitor, and record requests, complaints, and queries via the Inbox of the DepEd Tayo Cordillera Facebook page.
4. All designated Division Information Officers (DIOs) and School Information Coordinators (SICs) being administrators of their official DepEd Tayo Facebook pages may develop their own SMACH and Feedback Mechanism or adopt the process in responding to requests, complaints, and queries as stated in **Enclosure 1**.
5. The SMACH and Feedback Mechanism format of the Public Affairs Unit may be contextualized and/or adopted, which can be accessed through <https://bit.ly/CARPACH2022> and <https://bit.ly/PACHFeedback2022>, respectively.
6. For deliberation and improvement of service, a quarterly summary of the requests, inquiries, or complaints, along with the feedback responses, shall be processed and analyzed for presentation to the management through the Division MANCOM.



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“Holistic Opportunities for all to be Performing and Excellent
Cordilleran Learners”

7. For further queries, please contact Ms. Cyrille Gaye B. Miranda at 0961-141-4424 or email her at car.pau@deped.gov.ph.

8. Immediate dissemination of and compliance with this Memorandum is desired.



ESTELA P. LEON-CARIÑO EdD, CESOIII
Director IV/Regional Director

Enclosure 1 as stated.

Enclosure 1 to RM. No. 599 .2022

