



Republic of the Philippines
Department of Education
SOCCSKSARGEN REGION

January 9, 2023

REGION MEMORANDUM
ORD-2023-002

**SUBMISSION OF RESOLUTION OF RECEIVED COMPLAINTS FROM THE 8888
CITIZENS' COMPLAINT HOTLINE AND CIVIL SERVICE COMMISSION –
CONTACT CENTER NG BAYAN (CSC-CCB) FOR FISCAL YEAR 2022
FOR THE GRANT OF PERFORMANCE-BASED BONUS (PBB)**

To: Schools Division Superintendents
Attn: Division Legal Officers
Division Public Affairs Coordinators

1. This has reference to the enclosed memorandum from Usec. Epimaco V. Densing, Office of the Undersecretary and Chief of Staff, on the submission of the resolution of received complaints from the 8888 Citizens' Complaint Hotline and Civil Service Commission – Contact Center ng Bayan (CSC-CCB) for Fiscal Year 2022 (FY 2022) for the grant of the performance-based bonus (PBB).
2. Relative thereto, this serves as a **final reminder** to all Schools Division Offices (SDOs) with unresolved or open ticket reference numbers as of this date, January 20, 2023 (see Enclosure 1), to comply with the requested submission not later than January 20, 2023, to email address depedactioncenter@deped.gov.ph, copy furnished ro12.legal@deped.gov.ph and pau.region12@deped.gov using the subject format: "8888 Ticket Reference Number_Response" or "CCB Code_Response" (e.g. SMS-G-20220106-885-35_Response), and with the following attachments:
 - 2.a Evidence/proof that your office has communicated them to the concerned clients
 - 2.b Evidence/proof of concrete and specific action taken to the report concerns (Endorsements or referrals to internal offices or attached agencies are not considered concrete and specific actions.)
3. Concerned SDOs that fail to submit the requested data and documentation by the stated deadline of January 20, 2023 shall further **submit a justification letter duly signed by the Schools Division Superintendent**, to this Office on the same date via the email address ro12.legal@deped.gov.ph, copy furnished pau.region12@deped.gov.ph.
4. For questions and clarifications you may contact Kristine Joy N. Calibadan through ro12.legal@deped.gov.ph or at 228-5597.
5. For strict compliance.


CARLITO D. ROCAFORT
Director IV

Enclosure: As stated

Reference: Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018)

Allotment: N/A

To be indicated in the Perpetual Index under the following subject:

COMPLAINTS
REPORTS
REQUIREMENTS
RULES AND REGULATIONS

MBDB/ORD-LU/RM/001/SUBMISSION OF RESOLUTION OF 8888 CITIZENS' CHARTER COMPLAINTS.... /January 9, 2023



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





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Enclosure to Region Memorandum ORD-2023-002

SCHOOL DIVISION OFFICE	TOTAL NUMBER OF REFERRED CONCERNS (Concerns forwarded by PAS-PAAC to DepEd Offices)	TOTAL NUMBER OF UNRESOLVED CONCERNS (Concerns marked as open on the Hotline 8888 portal and CCB matrix)	PENDING/OPEN TICKET REFERENCE NUMBER
SOUTH COTABATO	34	2	SMS-G-20221114-800-22
			G20221217-351-4
COTABATO PROVINCE	23	2	P20220906-838-6
			W20221202-745-32
SULTAN KUDARAT	10	5	G20220713-899-6
			G20220825-901-3
			SMS-G-20220930-497-1
			P20220930-415-6
			SMS-G-20221001-87-27



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