



Republic of the Philippines
Department of Education
Region V - Bicol
TANGGAPANG PANSANGAY NG CATANDUANES

November 27, 2024

DIVISION MEMORANDUM
No: 417, s. 2024

YEAR- END MEETING AND CAPACITY BUILDING OF DIVISION INFORMATION OFFICERS (DIOs) AND DIVISION PUBLIC ASSISTANCE COORDINATORS (DPACs)

To: Assistant Schools Division Superintendent
Chiefs, CID, and SGOD
Public Schools District Supervisors/ In-Charge of the Districts
Elementary and Secondary School Heads
Division Information Officer and Alternate
School Information Officers (Elementary and Secondary Schools)
All others concerned

1 The Department of Education Bicol through the Public Affairs Unit will be conducting a Year-End Meeting and Capacity-Building activity for the Division Information Officers (DIOs) and Division Public Assistance Coordinators (DPACs) on December 4-5, 2024 at a venue to be announced in a separate issuance per Regional Memorandum no. 01262 s. 2024.

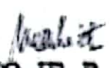
- 2 The objectives of the meeting are the following:
- a Strengthen the capacity of DIOs and update them on the latest trends and strategies for utilizing social media in public communication;
 - b Present the approved regional memorandum on the social media policy of DepEd Regional Office V;
 - c Discuss current statistics, resolution rates, and issues related to handling 8888 complaints from the Regional Office (RO) and Schools Division Office (SDO);
 - d Review the progress of Customer Satisfaction Measurement (CSM) in the region and identify areas for improvement;
 - e Present and share best practices, challenges, and strategies for effectively resolving issues and assisting the public.

3 In this regard, the Division Information Officer and the designated alternate are requested to attend the online meeting on December 4, 2024. Likewise, designated School Information Coordinators are encouraged to participate in the meeting virtually. The attendance of the Division Public Assistance Coordinators is required on December 5, 2024. Participants will receive the meeting link before the activity.

4 In relation to this activity, school heads in elementary and secondary schools are requested to complete the link <https://www.deped.gov.ph/ProfileSchoolInfoCoordinator> to profile their school's information coordinator.

5 For information, guidance, and compliance of all concerned.

By Authority of the OIC-Schools Division Superintendent:


ATTY. NORLITO JR. P. AGUNDAY
Attorney III
Officer In-Charge



DepEd Region V - Bicol
412-Aranda
www.deped.gov.ph
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