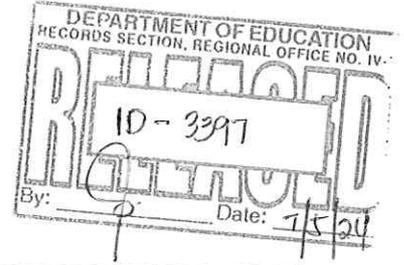




Republic of the Philippines
Department of Education
 MIMAROPA REGION



Office of the Regional Director

REGIONAL MEMORANDUM
 ORD-2024-072

TO : **SCHOOLS DIVISION SUPERINTENDENTS**

FROM : For: *[Signature]*
NICOLAS T. CAPULONG, PhD, CESO III
 DIRECTOR IV
 REGIONAL DIRECTOR

SUBJECT : **DEPED MIMAROPA'S 8888 AGENCY PERFORMANCE REPORT FOR THE PERIOD OF JANUARY TO MAY 2024**

DATE : **July 3, 2024**

This is to announce that our Region achieved a 100% Resolution Rate of the 59 complaint tickets that our Office received from the 8888 Citizens' Complaint Center, Malacañang, Manila from January 1 to May 31, 2024.

Further, as shown in the 8888 Agency Report emailed last June 28, 2024, our compliance rate is 74.58% for the 59 tickets, broken down as follows: 44 tickets closed within 72 hours and 15 tickets closed beyond 72 hours. In terms of types of complaints that we received, below is a classification for your reference:

- Integrity and Conduct – Employee 23 tickets
- Integrity and Conduct – Processes and Services 19 tickets
- Public Schools 10 tickets
- Slow/Inefficient/Inconvenient Process 2 tickets
- All other issues 2 tickets
- Integrity and Conduct – Official 1 ticket
- Non-response to request/letter 1 ticket
- Inquiry on Government Services and Processes 1 ticket

In view of this remarkable performance, all schools division offices are commended for their due diligence in addressing these complaints through their Division Public Assistance Coordinators. The high level of responsiveness in our region signifies our work efficiency, utmost commitment and mindfulness of our colleagues and public.

Furthermore, since our agency believes that information is power, it is imperative to devise proactive measures to strengthen information dissemination activities to contribute to the decrease in the number of complaints.

For wide dissemination and guidance to all concerned.

ORD-PAU/STL





8888 Agency Statistics
Department of Education - Mimaropa Region (DepEd MIMAROPA)
January 01, 2024 - May 31, 2024

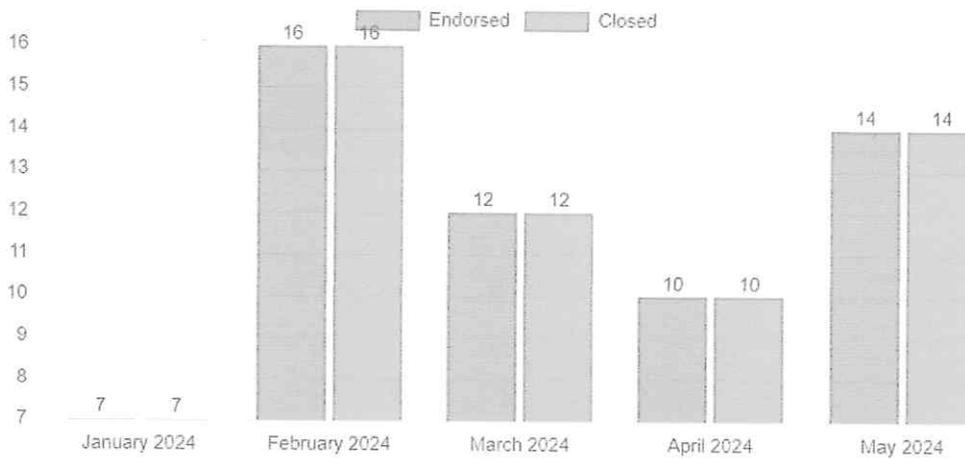
Resolution Rate

Total	Acted Upon	Under Processing/Awaiting Feedback	Unacted
59	59 (100%)	0 (0%)	0 (0%)

Compliance Rate

Total	Closed	Within 72h	Beyond 72h	Rate
59	59	44	15	74.58%

Monthly Status



Breakdown of Tickets per Office/Agency/Bureau under
Department of Education - Mimaropa Region

Agency Name	Total	Acted Upon	Under Processing	Unacted
DepEd MIMAROPA (Main Office)	59	59 (100%)	0 (0%)	0 (0%)
	59			

BREAKDOWN OF TICKETS BY CLASSIFICATION							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
2024 Graft and Corruption	2024 - Against Government Official	0	0	0	0	0	0%
	2024 - Against Government Employee	0	0	0	0		
	2024 - Against Government Offices	0	0	0	0		
2024 Integrity and Conduct	2024 – Integrity and Conduct – Official	1	0	0	1	43	72.88%
	2024 – Integrity and Conduct – Employee	23	0	0	23		
	2024 – Integrity – Process and Services	19	0	0	19		
2024 Frontline Service Procedures	2024 - Discourtesy	0	0	0	0	3	5.08%
	2024 – Poor Service Facility	0	0	0	0		
	2024 – Unclear Procedures	0	0	0	0		
	2024 – Non-Response to Request/Letter	1	0	0	1		
	2024 – Unattended Hotline Number or Email	0	0	0	0		
	2024 – Non-Observance of Queuing Systems	0	0	0	0		
	2024 – No Special Lane for SC, PWD, PW	0	0	0	0		
	2024 – No Public Assistance and Complaint Desk	0	0	0	0		
2024 - Slow/Inefficient/Inconvenient Process	2	0	0	2			
2024 ARTA Related Concerns	2024 – Refusal to accept request with complete requirements without due cause	0	0	0	0	0	0%
	2024 – Imposition of additional requirements other than those listed in the Citizen’s Charter	0	0	0	0		
	2024 – Imposition of additional costs not reflected in the Citizen’s Charter	0	0	0	0		
	2024 – Failure to give applicant a written notice on the disapproval of an application	0	0	0	0		
	2024 – Failure to render government services within the prescribed processing time without due cause	0	0	0	0		
	2024 – Failure to attend to clients during Official Working Hours or non-compliance with no Lunch Break policy	0	0	0	0		
	2024 – Failure or refusal to issue official receipts	0	0	0	0		
	2024 – Fixing and/or collusion with fixers	0	0	0	0		
	2024 – Failure to set-up the most current and updated Citizen’s Charter	0	0	0	0		
	2024 – Violation of the Zero-Contact Policy	0	0	0	0		
	2024 – Selling, offering to sell, or recommending specific brands or fire extinguisher	0	0	0	0		
2024 Police and Public Order Concerns	2024 - Domestic Problems (Juvenile delinquency/Spousal abuse)	0	0	0	0	0	0%
	2024 - Crime Prevention/ Mitigation	0	0	0	0		
	2024 - Public Order	0	0	0	0		
2024 Transportation Concerns	2024 – Public Utility Vehicles (Bus, Taxi, Jeepneys, E-Jeep)	0	0	0	0	0	0%
	2024 – Private Vehicles	0	0	0	0		
	2024 – Ships	0	0	0	0		
	2024 – Airports	0	0	0	0		
	2024 - Roads and Highways	0	0	0	0		
	2024 – Ports	0	0	0	0		
2024 Health Concerns	2024 – Private Hospital Concerns	0	0	0	0	0	0%
	2024 – Violation of Health Protocols	0	0	0	0		
	2024 – Private Health Practitioners	0	0	0	0		
2024 LGU Concerns	2024 – Community-Related Concerns	0	0	0	0	0	0%
	2024 – Local Projects	0	0	0	0		
	2024 – Concerns Regarding Establishments	0	0	0	0		
	2024 – Road Obstruction	0	0	0	0		
2024 Housing Concerns	2024 - Government Housing	0	0	0	0	0	0%
	2024 - Private Developers	0	0	0	0		
	2024 - Homeowners Association - Government	0	0	0	0		
	2024 - Homeowners Association - Private	0	0	0	0		
2024 Land/ Environment Concerns	2024 - Land Ownership	0	0	0	0	0	0%
	2024 - Agrarian Reform Related	0	0	0	0		
	2024 - Environmental Practices	0	0	0	0		
	2024 – Fisheries and Aquatic Resources	0	0	0	0		
2024 Education Related Concerns	2024 – Private Schools (Pre-school up to Senior High)	0	0	0	0	10	16.95%

BREAKDOWN OF TICKETS BY CLASSIFICATION							
Classification	Nature	Acted Upon	Under Processing	Unacted	Subtotal	Total	%
	2024 – Private Colleges/Universities	0	0	0	0		
	2024 – Private Vocational Institutions	0	0	0	0		
	2024 – Public Schools (Pre-school to Senior High)	10	0	0	10		
	2024 – State Colleges and Universities	0	0	0	0		
	2024 – Public Vocational Institutions	0	0	0	0		
2024 Consumer Concerns	2024 - Non-Issuance of Official Receipt	0	0	0	0	0	0%
	2024 - Utilities (Telecoms/ Water/ Electric)	0	0	0	0		
	2024 - Transportation Services	0	0	0	0		
	2024 - Goods, Produce, and Services	0	0	0	0		
	2024 - Private Financial Institution	0	0	0	0		
	2024 - Private Insurance	0	0	0	0		
	2024 - Social Welfare Discounts and Privileges	0	0	0	0		
	2024 - Tourism and Leisure	0	0	0	0		
	2024 – E-commerce and Delivery Application and other emerging platforms	0	0	0	0		
2024 Labor Concerns	2024 - Local - Labor Practices	0	0	0	0	0	0%
	2024 - Local - Employment Benefit	0	0	0	0		
	2024 – Private Employer	0	0	0	0		
2024 OFW Concerns	2024 - Migrant Workers - Welfare	0	0	0	0	0	0%
	2024 - Migrant Workers - Consular	0	0	0	0		
2024 Legal Concerns	2024 - Executive Clemency (Pardon/Parole/Commutation)	0	0	0	0	0	0%
	2024 - Follow-up on Pending Cases (Criminal/Civil/Administrative/Labor)	0	0	0	0		
	2024 – Just Compensation	0	0	0	0		
2024 Social Services Assistance	2024 - Transportation	0	0	0	0	0	0%
	2024 - Educational	0	0	0	0		
	2024 - Burial	0	0	0	0		
	2024 - Livelihood	0	0	0	0		
	2024 - Financial	0	0	0	0		
	2024 - Housing	0	0	0	0		
	2024 - Employment	0	0	0	0		
	2024 - Relief Goods	0	0	0	0		
	2024 – Rescue	0	0	0	0		
	2024 - Legal Advice/ Legal Assistance	0	0	0	0		
	2024 – Repatriation	0	0	0	0		
	2024 - Medical	0	0	0	0		
2024 Funding Assistance	2024 - Private organization	0	0	0	0	0	0%
2024 Miscellaneous	2024 - All other issues not covered	2	0	0	2	2	3.39%
2024 Comments and Suggestion	2024 – Comments	0	0	0	0	0	0%
	2024 – Suggestions	0	0	0	0		
2024 Inquiry	2024 – Inquiry on Government Services and Processes	1	0	0	1	1	1.69%
2024 Commendation	2024 – Commendation	0	0	0	0	0	0%
Total No. of Tickets		59	0	0	59	59	

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