



Republic of the Philippines  
**Department of Education**  
**Schools Division of Benguet**

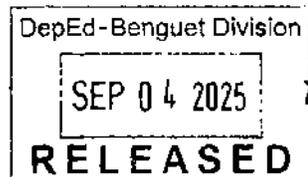
03 Sept 2025

**DIVISION MEMORANDUM**

No. 375, s. 2025

**TRAINING ON EFFECTIVE HANDLING OF PUBLIC COMPLAINTS AND CRISES  
COMMUNICATION MANAGEMENT**

**TO:** Chief Education Supervisors, CID, and SGOD  
Public Schools District Supervisors, Coordinating Principals  
School Heads Concerned



1. DepEd Order No. 045, s. 2022 enumerates the functions of Public Assistance Coordinator which includes facilitation of all concerns received or referred through hotline 8888 and Contact Center ng Bayan (CBB) in coordination with Public Affairs Service – Public Assistance Action Center (PAS – PAAC).
2. The Crises Communication Management Protocol (CCMPP) of DepEd CAR as provided in Regional Memorandum No. 914, s. 2024 aims to provide quick, accurate updates including any measures being taken and the status of schools and educational facilities.
4. Relative to this, a training on handling public complaints and Crises Communication Management will be held on September 8, 2025 at Calajo Restaurant, Km. 6, La Trinidad, Benguet. List of participants is enclosed.
5. Meals and snacks shall be charged against Division MOOE while travel and incidental expenses shall be charged to local funds, subject to the usual government accounting and auditing procedures.
6. Immediate compliance with and disseminating this memorandum to all concerned is directed. This Memorandum shall also serve as the **authority to travel on official business** of the identified participants.

Digitally signed by ESTELA P.  
LEON-CARINO EdD, CESO III  
Date: 2025.09.04 10:40:50 +08'00'

**ESTELA P. LEON-CARINO EdD, CESO III**  
Director IV/Regional Director and  
Concurrent Officer-In-Charge  
Office of the Schools Division Superintendent

sgod/smri/lmj



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Enclosure 1 to the Division Memorandum No. 375, Series 2025

**PARTICIPANTS TO THE TRAINING ON EFFECTIVE HANDLING OF PUBLIC COMPLAINTS AND INQUIRIES**

	<b>NAMES</b>	<b>DESIGNATION and SCHOOL</b>	<b>DISTRICT/ OFFICE</b>
1	ESTELA P. LEON-CARIÑO EdD, CESO V	RD/OIC-SDS	SDO Benguet
2	SAMUEL T. EGSAEN JR. EdD, CESO VI	ASDS	SDO Benguet
3	LUCIO B. ALAWAS	CES - SGOD	SDO Benguet
4	ALADIN M. DOBINTO	CES - CID	SDO Benguet
5	MAHAL M. RIFANI	AO V - Admin	SDO Benguet
6	ATTY. NOVER SINGGANGAN	Attorney III	SDO Benguet
7	FLORABEL E. BUCLAY	AO V - Budget	SDO Benguet
8	ARVIN M. DOMAN	SEPS - SMN	SDO Benguet
9	CORAZON C. QUIPOT	SEPS - SMME	SDO Benguet
10	LORNA M. YACO	EPSP II - SMN	SDO Benguet
11	JEVECA NEGRADAS	ADAS III	SDO Benguet
12	MELVIN A. ALFREDO	AO IV - Records	SDO Benguet
13	MARCELINO S. BALDO	PSDS	Atok
14	JAIME TOMAS	School Head, Naguey ES	Atok
15	GINA LYNN COCOY	School Head, Camp 30 NHS	Atok
16	MARILYN W. ZARATE	PSDS	Bakun
17	RONALD C. SACYAT	School Head, Tanas ES	Bakun
18	JUNALYN S. PALKING	School Head, Ampusongan ES	Bakun
19	LILIAN T. ULEP	PSDS	Bokod
20	AGUSTINA S. MENDOZA	School Head, Bantas Suanding ES	Bokod
21	ARDESHIR A. BEDSO	School Head, Ambangeg ES	Bokod
22	ONOFRE D. LIMPAYOS	PSDI	Buguias
23	ROMEO C. DULNUAN	School Head, Amlimay IS	Buguias
24	ELISEO P. BAGINGAO	School Head, Tabao-ao Marcos ES	Buguias
25	JONATHAN G. SADEY	PSDS	Itogon I
26	MATEO MAYOS JR.	School Head, Tuding ES	Itogon I
27	JANICE C. BAGIW	School Head, Binga NHS	Itogon I
28	JULIET K. BALDO	PSDI	Itogon II
29	JOHN BAUZON	School Head, Oling ES	Itogon II
30	THERESITA P. OLAYAN	School Head, Ampucan ES	Itogon II
31	ROBERT A. PABLO JR.	PSDS	Kabayan
32	DANNY OTINGEY	School Head, Adaoay NHS	Kabayan
33	TEDDY GARCIA	School Head, Lusod ES	Kabayan
34	VIRGINIA A. SALIO-AN	PSDS	Kapangan



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35	NOEL T. WINAN	School Head, Sagubo ES	Kapangan
36	HARVEY BANCIONG	School Had, Gaswiling IS	Kapangan
37	CRISTETA E. IGUALDO	PSDS	Kibungan
38	VELASCO METWA	School Head, Lubo IS	Kapangan
39	CONCEPCION O. DAYAGAN	School Head, Saddle ES	Kapangan
40	DELAROSA V. DELMAS	PSDS	La Trinidad
41	NESTOR O. DALAY-ON	School Head, Benguet NHS	La Trinidad
42	GRACE T. CALATAN	School Head, Don Pulas ES	La Trinidad
43	MARYLIN A. TOLBE	PSDS	Mankayan
44	JENNIFER D. ANTONIO	School Head, Tabio NHS	Mankayan
45	DELIA M. BANDAO	School Head, Palatong ES	Mankayan
46	MILBERT B. COCOY	PSDI	Sablan
47	REMEDIOS H. CARPIO	School Head, Mating Mang-osan ES	Sablan
48	LOIDA L. CARAME	School Head, Bayabas MGS	Sablan
49	MELCHOR C. TICAN	PSDS	Tuba
50	GERALD A. SALDA	School Head, Tuba Central NHS	Tuba
51	LINDA C. TAMBIC	School Head, Paoad ES	Tublay
52	EDWIN B. MARINO	School Head, Pontino ES	Tublay