



Republic of the Philippines
Department of Education
Region V- Bicol

SCHOOLS DIVISION OFFICE OF LIGAO CITY



Office of the Schools Division Superintendent

April 27, 2026

DIVISION MEMORANDUM

No. **0156** s. 2026

42726230

**TRAINING-WORKSHOP ON STRENGTHENING FRONTLINE SERVICES
IN SDO LIGAO CITY**

To: Asst. Schools Division Superintendent
CID and SGOD Chief Education Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. To ensure efficient, responsive, and citizen-centered delivery of basic education services of SDO personnel, this Office will be conducting a training workshop on Strengthening Frontline Services in SDO Ligao City at **Twin Palace Hotel and Convention Center, Oas, Albay on April 28-29, 2026, 8:00 a.m.**
2. The objectives of the activity are:
 - a. Explain the legal and policy bases governing frontline services in the public sector and DepEd.
 - b. Demonstrate effective customer service and professional communication skills.
 - c. Apply standard frontline procedures aligned with the DepEd Citizens' Charter.
 - d. Uphold ethical standards and accountability in public service delivery.
3. Participants in this activity are SDO-based and school-based non-teaching personnel. **Please see attach list of participants.**
4. For information and guidance.

NYMPHA D. GUEMO
Schools Division Superintendent

Enclosure: As stated,

References: None

To be indicated in the Perpetual Index
under the following subjects

NON-TEACHING PERSONNEL FRONTLINE SERVICES PROFESSIONAL DEVELOPMENT



Republic of the Philippines
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SCHOOLS DIVISION OFFICE OF LIGAO CITY

**TRAINING-WORKSHOP ON STRENGTHENING FRONTLINE SERVICES
IN SDO LIGAO CITY**

Twin Palace Hotel and Convention Center, Oas Albay I April 28-29, 2026

TRAINING MATRIX

DAY 1

Time	Activity	Responsible Personnel
8:00-8:30	Registration	PMT
8:30-9:00	Opening Program	PMT
9:00-10:15	Session 1. Workplace Ethics and Integrity	Dr. Paraluman M. Torregoza SEPS-HRDD, ROV
10:15-10:30	Health Break	
10:30-11:30	Session 2. Frontline Courtesy and Responsiveness	Jeremy A. Atad EPS-II, HRDD, ROV
11:30-12:00	Open Forum	PMT Dr. Paraluman M. Torregoza SEPS-HRDD, ROV Jeremy A. Atad EPS-II, HRDD, ROV
12:00-1:00	Lunch	
1:00-2:30	Session 3. Legal Bases and Policies (RA 11032, Citizen Charter)	Mary Jodelle E. Ollet Administrative Office V
2:30-2:45	Health Break	
2:45-4:15	Session 4. Empathy in Frontline Services	Dr. Tita V. Agir Chief ES, CID
4:15-5:00	Open Forum/ Monitoring and Evaluation	PMT/SMME

DAY 2

Time	Activity	Responsible Personnel
8:00-8:30	Registration	PMT
8:30-10:00	Session 5. Client-Centered Public Service for DepEd Non-Teaching Personnel	Dr. Catalina Garcia EPS-HRDD, ROV
10:00-10:15	Health Break	
10:15-11:45	Session 6. Professionalism and Public Assistance for DepEd Non-Teaching Staff	Dr. Sancha M. Nacion Chief ES, HRDD, ROV
11:45-12:00	Open Forum	PMT Dr. Catalina Garcia, EPS-HRDD, ROV Dr. Sancha M. Nacion, Chief ES, HRDD, ROV
12:00-1:00	Lunch	
1:00-2:30	Session 7. Responsive and Efficient Frontline Service Delivery in DepEd Offices	Melanie D. Encarnación EPS-II, HRDD, ROV
2:30-2:45	Health Break	
2:45-3:30	Open Forum/ Monitoring and Evaluation	PMT/SMME
3:30-3:45	Health Break	
3:45- 5:00	Closing Program	PMT



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**TRAINING-WORKSHOP ON
STRENGTHENING FRONTLINE SERVICES IN SDO LIGAO CITY**

A. EXECUTIVE COMMITTEE

NYMPHA D. GUEMO Schools Division Superintendent	
MELCHIZEDEK C. TONGCO Assistant Schools Division Superintendent	
TITA V. AGIR Chief Education Supervisor, CID	ERNIE M. BARANQUEL Chief Education Supervisor, SGOD

B. PROGRAM MANAGEMENT TEAM (PMT)

PROGRAM MANAGER	
Name	Position
EMALYN G. REMPIS	SEPS-HRD
WELFARE/LOGISTICS/DOCUMENTATION	
RUTH GLAIZA H. SABATE	EPS-II, HRD
RANDY B. BELEN	ADAS III, SGOD
	Nurse II
	Nurse II
MONITORING AND EVALUATION	
ANGELO C. QUINTAN	SEPS, M&E
PAMELA G. GARCIA	EPS-II, M&E
RESOURCE PERSONS	
PARALUMAN M. TORREGOZA	MELANIE D. ENCARNACION
JEREMY A. ATAD	TITA V. AGIR
CATALINA GARCIA	MARY JODELLE E. OLLET
SANCHA M. NACION	



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SCHOOLS DIVISION OFFICE OF LIGAO CITY

LIST OF PARTICIPANTS

NAME	POSITION TITLE	STATION
OSTRIA, MARY JANE BONI	ADMINISTRATIVE ASSISTANT III	OSDS
ORINGO, ALEXIA COLLE	ADMINISTRATIVE AIDE VI	OSDS
ESPINOSA, RUDISSA OGAYON	ADMINISTRATIVE OFFICER IV	PROCUREMENT
ARIMADO, RHEA MESZURIKA TAMBOBON	ADMINISTRATIVE OFFICER II	PROCUREMENT
LUCES, ARMI JOY MANCILLA	LEGAL ASSISTANT I	LEGAL
NAVARES, MARVEN DELFIN	ADMINISTRATIVE AIDE I	GSO
PITO, GABRIEL BUBAN	ADMINISTRATIVE AIDE I	GSO
DURADO, RICHARD D.	ADMINISTRATIVE AIDE I	GSO
LUMAWON, NELSON REONAL	ADMINISTRATIVE AIDE I	SUPPLY
BOBIS, EVANGELINE NAZ	ADMINISTRATIVE OFFICER IV	SUPPLY
CASTRO, MARK ANGELO FRANCA	ADMINISTRATIVE AIDE VI	SUPPLY
FLORES, ARIEL TORRES	ADMINISTRATIVE AIDE VI	SUPPLY
DE ALA, JOANNE BORROMEO	ADMINISTRATIVE AIDE IV	CASH
BUENO, AGNES TEODORO	ADMINISTRATIVE AIDE VI	CASH
PERSEVERANDA, SHARON BORJA	ADMINISTRATIVE OFFICER IV	RECORDS
FLOR, ANGELLI DE GUZMAN	ADMINISTRATIVE ASSISTANT III	RECORDS
MALATE, ELEANOR TOLARBA	ADMINISTRATIVE AIDE VI	RECORDS
BOLANOS, JAY	PROJECT DEVELOPMENT OFFICER I	CID
SARET, GRACE GRANADINO	LIBRARIAN	CID
ODIEM, KLIEN PARUNGAO	ADMINISTRATIVE ASSISTANT II	CID
PRELIGERA, ANNE CECILLE CAMBA	PLANNING OFFICER II	SGOD
BARRA, CHRISTIAN MANLANGIT	ENGINEER III	SGOD
GONZALES, JULIUS BONDE	PROJECT DEVELOPMENT OFFICER II	SGOD
PENILLA, MICHAEL PENAFLOR	PROJECT DEVELOPMENT OFFICER I	SGOD
MATZA, MARY JANE ORDIZ	PROJECT DEVELOPMENT OFFICER I	SGOD
CANAVERAL, ALMIRA JOY CIANO	ADMINISTRATIVE ASSISTANT III	SGOD
BELEN, RANDY BEGINO	ADMINISTRATIVE ASSISTANT III	SGOD
ORBILLO, ELAINE NANCY OBSEQUIO	NURSE II	HNU
OLAYRES, LIZA GNILO	NURSE II	HNU
STA. ANA, ANA LIZA ESPIRITU	NURSE II	HNU
DAEN, MARIA ALVA RAGRAGIO	NURSE II	HNU



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NAME	POSITION TITLE	STATION
BARANTE, CRISTINA AGUILAR	NURSE II	HNU
LOYOLA, JANE VILLAMOR	NURSE II	HNU
PENAFLO, MA THERESA MADRINAN	DENTIST II	HNU
NAVARRO, KAROLINE LEDL BERDIN	DENTIST II	HNU
OFRECIO, JOWI ORFANO	ADMINISTRATIVE OFFICER II	BONGA ES
REQUILLAS, JUDELIN OCTAVO	ADMINISTRATIVE OFFICER II	TINAMPO ES
OYARDO, SHEENA MAE BANOLA	ADMINISTRATIVE OFFICER II	PAULOG ES
PRELLEGERA, FE MENDOZA	ADMINISTRATIVE OFFICER II	PANDAN ES
OCTAVO, LORILYN MIRANDA	ADMINISTRATIVE OFFICER II	TAMBO ES
OJANO, REGINA CONDINO	ADMINISTRATIVE OFFICER II	CRPMES
DELA FUENTE, MARY ANN CORDOVA	ADMINISTRATIVE OFFICER II	Tula-Tula (G) ES
DELA FUENTE, RONNEL CORDOVA	ADMINISTRATIVE OFFICER II	BASAG ES
ABE, CONIE OBEJA	ADMINISTRATIVE OFFICER II	LAYON ES
BUAG, BENJIE BOLANOS	ADMINISTRATIVE OFFICER II	BACONG ES
AGPOON, JANET MORADA	ADMINISTRATIVE OFFICER II	LECS
SALTING, NINA MARIE MELLA	ADMINISTRATIVE OFFICER II	DON TEOTIMO ES
LORICA, MARIA THERESA CHA	ADMINISTRATIVE OFFICER II	TASTAS ES
SENINING, JAY MARK TONON	ADMINISTRATIVE OFFICER II	MAHABA ES
BROJAN, GINA ROSANES	ADMINISTRATIVE OFFICER II	MACAEL ES
MIRANDA, CHINE MANGA	ADMINISTRATIVE OFFICER II	BARAYONG ES
BONGOL, CHERRY MAE CARDINAL	ADMINISTRATIVE OFFICER II	PINIT ES
MORON, NECITAS JEBULAN	ADMINISTRATIVE OFFICER II	HERRERA ES
ROSARIO, FRANCES NIKKI RAYCO	ADMINISTRATIVE OFFICER II	PAULBA ES
BEREN, MIRLA MANLANGIT	ADMINISTRATIVE OFFICER II	LCNTVHS
CORBIS, JOY ANN CONDA	ADMINISTRATIVE OFFICER II	NABONTON ES/BINANOWAN ES
BRIZ, RITZEL BULALACAO	ADMINISTRATIVE OFFICER II	GREENFIELD ES/STA CRUZ ES
POJA, MARIA KHRISCHELLE PESINO	ADMINISTRATIVE OFFICER II	CAVASI ES/TULA-TULA (P) ES
ORIDO, ROMEL GABRAL	ADMINISTRATIVE OFFICER II	OMA-OMA NHS
OBSEQUIO, JORIZ OPENA	ADMINISTRATIVE OFFICER II	BUSAY ES / TINAGO ES
BACONG, ALFIE PRELIGERA	ADMINISTRATIVE OFFICER II	ALLANG ES / CULLIAT ES
NIMO, AURIEZ LOTIVIO	ADMINISTRATIVE OFFICER II	BALIGANG ES
MATZA, JON CLAUDE MORATO	ADMINISTRATIVE OFFICER II	AMTIC ES
NUADA, TRINEROS MOISES	ADMINISTRATIVE OFFICER II	BUGA ES
VOLANTE, JEDAHLYN TOPASI	ADMINISTRATIVE OFFICER II	PINAMANQUIAN ES
SAURE, MAYBELLE OSABAL	ADMINISTRATIVE OFFICER II	MAONON ES
PALOYO, IONIE MARIE DELOS REYES	ADMINISTRATIVE OFFICER II	OMA-OMA ES



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NAME	POSITION TITLE	STATION
DE LA FUENTE, MARICEL DIAZ	ADMINISTRATIVE OFFICER II	TUPAS ES / BUSAC ES
DAYANDANTE, AILYN RITA	ADMINISTRATIVE OFFICER II	CABARIAN ES
CAMPOMAYOR, MARIA CRISTILA BATALLER	ADMINISTRATIVE OFFICER II	CATBURAWAN ES
NACE, MARICEL BUATIS	ADMINISTRATIVE OFFICER II	PALAPAS ES
PUNZALAN, APRILYN	ADMINISTRATIVE OFFICER II	TAMBAC ES
ALEJANDRE, LOURDES JO MARI REVIDAD	ADMINISTRATIVE OFFICER II	BARAYONG NHS
NOPIA, MARY JANE	ADMINISTRATIVE OFFICER II	CABARIAN NHS
GUANZON, TSHARLETH ORDIALES	ADMINISTRATIVE OFFICER II	MAONON NHS
PERANCA, ROSIE M.	ADMINISTRATIVE OFFICER II	PALAPAS NHS
VITALICIO, ARNEL MENDAZA	ADMINISTRATIVE OFFICER II	BATANG ES / TOBGON ES
REX, NINO DOMANICO	ADMINISTRATIVE OFFICER II	BALANAC ES / TIONGSON ES
MORADA, ERICK PRIELA	ADMINISTRATIVE OFFICER II	MACALIDONG ES / QUIASA EXT
ALPAPARA, TONI ROSE N.	ADMINISTRATIVE OFFICER II	ABELLA ES / SAN VICENTE ES
NACIONAL, JOHNA B.	ADMINISTRATIVE OFFICER II	FRANCIA ES / TANDARURA ES
OBIAS, RODELYN FLOGENCIO	ADMINISTRATIVE OFFICER II	MALAMA ES / BAGACAY ES
BORROMEO, ELIZABETH ABALLA	PROJECT DEVELOPMENT OFFICER II	BACONG ES/ PAULBA ES/ PALAPAS ES
REBUTIAO, AXL ROSS RATIO	PROJECT DEVELOPMENT OFFICER II	HERRERA ES / BARAYONG ES/ BASAG
OLETIN, DANAH FAYE PAVARICIO	PROJECT DEVELOPMENT OFFICER II	LECS / LWCES P / BONGA ES
MOISES, MICAH MORAL	PROJECT DEVELOPMENT OFFICER II	LWCES (B) / PANDAN ES /TASTAS ES
BACANI, LUCIA PENALOSA	ADMINISTRATIVE OFFICER II	LWCES (POBLACION)
NAPUCAO, MONETTE ORENSE	ADMINISTRATIVE ASSISTANT II	LWCES (POBLACION)
ARCILLA, LEONARDO ORIDO	ADMINISTRATIVE AIDE I	LWCES (POBLACION)
RANGASAJA, ROSALIE MADRONA	ADMINISTRATIVE ASSISTANT III	LWCES (BINATAGAN)
QUISING, MELANIE ROLDA	ADMINISTRATIVE ASSISTANT II	LWCES (BINATAGAN)
LLANZA, JEFFREY DOROSAN	ADMINISTRATIVE OFFICER II	LWCES (BINATAGAN)
LARIN, NINO SEBASTIAN CLIDORO	ADMINISTRATIVE ASSISTANT III	PAULBA ES
PRELLIGERA, ROSHIEL BUENAOBRA	ADMINISTRATIVE ASSISTANT III	LECS
RODRIGUEZ, MELANIE POLLARCA	ADMINISTRATIVE ASSISTANT II	PANDAN ES / BONGA ES
OLARTE, JANICE MONTERO	ADMINISTRATIVE ASSISTANT III	AMTIC NHS
SEQUITIN, CHERRY MAE LORICO	ADMINISTRATIVE ASSISTANT II	AMTIC NHS
BRAGAS, ROCHELLE SALUFRANIA	ADMINISTRATIVE ASSISTANT II	AMTIC NHS
PAYEN, JAY AR PEDIDO	ADMINISTRATIVE ASSISTANT III	BACONG NHS
BUENOSAIRE, LEILA OGNITA	ADMINISTRATIVE ASSISTANT II	BACONG NHS
OCCIDENTAL, GINALINE SALINAS	ADMINISTRATIVE OFFICER II	BACONG NHS
PENAFIEL, MARIA ELOISA LOVEDORIAL	REGISTRAR	BACONG NHS



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NAME	POSITION TITLE	STATION
GALAROSA, ARJAY CLETE	ADMINISTRATIVE ASSISTANT II	BACONG NHS
BUENAFE, SARAH JANE ROSERO	ADMINISTRATIVE ASSISTANT III	BARAYONG NHS
QUINTAN, JANIE ROSE CARRASCAL	ADMINISTRATIVE ASSISTANT II	BARAYONG NHS
SURBANO, ROCHELLE OROGO	SENIOR BOOKKEEPER	CABARIAN NHS
CONCEPCION, KAYE ANN ANTE	ADMINISTRATIVE ASSISTANT II	CABARIAN NHS
TOLOP, BERSABE G.	DISBURSING OFFICER II	CABARIAN NHS
CALMANTE, CATHERINE PEÑAFIEL	ADMINISTRATIVE ASSISTANT II	LCNTVHS
IRINGAN, JERICK PERU	ADMINISTRATIVE ASSISTANT II	OMA-OMA NHS
VILLANUEVA, ALDRIN MARINAS	ADMINISTRATIVE ASSISTANT II	PALAPAS NHS
MABANSAY, MICAH SARAH CUSTODIO	ADMINISTRATIVE ASSISTANT II	MAONON NHS
REGALADO, MA LYNDIA FLORES	ADMINISTRATIVE ASSISTANT II	LNHS SHS
BROQUESA, DENISE RICA KERMILA RAMIREZ	ADMINISTRATIVE ASSISTANT II	LNHS SHS
REPOLONA, JILL FAJARDO	ADMINISTRATIVE OFFICER II	LNHS SHS
COS, SHEILA PONTILLAS	REGISTRAR	LNHS SHS
BOMBITA, BEVERLY BOLA	ADMINISTRATIVE ASSISTANT II	LNHS JHS
RAVALO, AILEEN BAUTISTA	ADMINISTRATIVE AIDE IV	LNHS JHS
RABE, VIANNEY CLAIRE RIVERA	ACCOUNTANT I	LNHS JHS
CONCEPCION, AMADEO MANGA	ADMINISTRATIVE AIDE I	LNHS JHS
RAON, TERESA	ADMINISTRATIVE ASSISTANT II	BRSHS SHS
CELLS, ALVIN CONDA	ADMINISTRATIVE ASSISTANT III	BRSHS JHS
AVERILLA, CHONA QUIJANO	SENIOR BOOKKEEPER	BRSHS JHS
ESTOY, JO-AN PANEN	ADMINISTRATIVE ASSISTANT II	BRSHS JHS
BEREN, MARISSA MANGA	ADMINISTRATIVE ASSISTANT II	BRSHS JHS
ORLAIN, THOMAS HAYAG	SECURITY GUARD I	BRSHS JHS
COPLA, JOVANI TIBURCIO	SECURITY GUARD I	BRSHS JHS
PARCO, JOWEL RAGOS	ADMINISTRATIVE AIDE I	BRSHS JHS
MADRASO, RACHELLE ANN G.	SCHOOL LIBRARIAN II	BRSHS JHS
SENORA, RICHARD NEO	ADMINISTRATIVE ASSISTANT II	DPPMHS
ODDA, GENALYN DUZAR	SENIOR BOOKKEEPER	DPPMHS
ALAPAD, KATHLEN JANE OGAYON	ADMINISTRATIVE ASSISTANT II	DPPMHS
GUARIN, RUTH BINAMIRA	DISBURSING OFFICER II	DPPMHS
MASUCOL, JULYNEL GADO	ADMINISTRATIVE ASSISTANT II	PAULBA NHS
CARASCAL, AILEEN BADRINA	SENIOR BOOKKEEPER	PAULBA NHS
GESTOLE, DANILO JR. GALORA	ADMINISTRATIVE ASSISTANT II	PAULBA NHS
RELUCIO, NIKKI NEO	ADMINISTRATIVE ASSISTANT II	PAULBA NHS