



Republic of the Philippines
Bangsamoro Autonomous Region in Muslim Mindanao
MINISTRY OF SCIENCE AND TECHNOLOGY
Bangsamoro Government Center, Cotabato City



Office of the Minister

SPECIAL ORDER No. 025
Series of 2022

SUBJECT : Designation as Customer Service Officer

EFFECTIVITY : June 01, 2022 – June 30, 2022

DATE : May 30, 2022

Under **Section 2 of Administrative Order No. 241**, mandating the speedy implementation of **Republic Act No. 9485**, otherwise known as the **Anti-Red Tape Act of 2007**, all government agencies are required to establish in their respective offices a **Public Assistance and Complaints Desk**. Moreover, it shall develop a scheme within its office to ensure that the Public Assistance Desk shall be attended to at all times.

In compliance to the above order and in the interest of public service, the office will be establishing its Public Assistance and Complaints Desk (PACD) and the following staff and personnel are scheduled to serve as Customer Service Officers. They shall task to manage the PACD from Mondays to Fridays, except holidays and work suspension for the month of June 2022 following the given schedule below:

Date	Name of Staff /Personnel
June 1 (Wednesday)	Kabuntalan, Nukmadin T.
June 2 (Thursday)	Laup, Zain
June 3 (Friday)	Mastur, Tungco A.
June 6 (Monday)	Dandamun, Benbellah Ali Y. <i>6-6-22</i>
June 7 (Tuesday)	Maulana, Rajiv A. <i>6-6-22</i>
June 8 (Wednesday)	Maulana, Ayatullah Muhsin K. <i>6-6-22</i>
June 9 (Thursday)	Agao, Kursom L. <i>6-6-22</i>
June 10 (Friday)	Kunak, Noraisa <i>6-6-22</i>
June 13 (Monday)	Usman, Monersahid <i>6-6-22</i>
June 14 (Tuesday)	Abubakar, Mohammad Khalid R. <i>6/6/22</i>
June 15 (Wednesday)	Abdullah, Abdulrahim <i>6/6/2022</i>
June 16 (Thursday)	Bagonte, Saidaale M. <i>6/6/2022</i>
June 17 (Friday)	Sula, Asmin <i>6-6-22</i>
June 20 (Monday)	Dimatingkal, Sittie <i>6-6-22</i>
June 21 (Tuesday)	Kali, Zainal <i>6-6-22</i>
June 22 (Wednesday)	Akmad, Burhan R. <i>6-6-22</i>
June 23 (Thursday)	Husain, Andy <i>6-17-22</i>



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June 24 Friday)	Abdul, Binhazer D.	<i>[Signature]</i>	06/06/22
June 27 (Monday)	Veloso, Resaldo	<i>[Signature]</i>	06/06/22
June 28 (Tuesday)	Mokamad, Norhata	<i>[Signature]</i>	06/06/22
June 29 (Wednesday)	Mohammad, Salman	<i>[Signature]</i>	06/06/22
June 30 (Thursday)	Palao, Rahib	<i>[Signature]</i>	

As such, officer of the day is in charge of the following task and responsibilities:

1. Welcome and assist visitors or guest upon arrival;
2. Ensure customer requirements is identified and achieved;
3. Receive/acknowledge all customer queries, request for service, feedback commendations and complaints;
4. Request the customer to fill-out Customer Feedback Form after transaction/s;
5. Ensure public assistance desk is clean and orderly;
6. Perform such other functions as may be authorized.

The officer of the day shall not leave PACD vacant at all times unless emergency or urgent outside engagement related to the office. In such case, a prior request for replacement must be sought and arranged to ensure availability of on duty officer.

For information, guidance and strict compliance.

[Signature]

ENGR. AIDA M. SILONGAN, MAPD
Minister

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Bangsamoro Autonomous Region in Muslim Mindanao
MINISTRY OF SCIENCE AND TECHNOLOGY
Records Section

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BY: fatmah
DATE: JUNE 6, 2022
TIME: 11:40