



OFFICE OF THE MINISTER

SPECIAL ORDER No. 029
Series of 2022

SUBJECT : Designation as Customer Service Officer
EFFECTIVITY : July 01, 2022 to July 29, 2022
DATE : June 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 **July 2022** following the given schedule below:

Date	Name of Staff / Personnel
July 01, 2022 (Friday)	ABDUL, BINHAZER D.
July 04, 2022 (Monday)	ABDUL, ALEYAH G.
July 05, 2022 (Tuesday)	LAUBAN, BAI HAMDA R.
July 06, 2022 (Wednesday)	MAULANA, AYATULLAH MUHSIN
July 07, 2022 (Thursday)	MAULANA, KHALID G.
July 08, 2022 (Friday)	ABDURAHMAN, TARHATA
July 11, 2022 (Monday)	KABUNTALAN, NUKMADIN T.
July 12, 2022 (Tuesday)	MASTUR, TUNGCO AYOB
July 13, 2022 (Wednesday)	ISHAK, BAI MARHAMA
July 14, 2022 (Thursday)	MACMODIN, ALI
July 15, 2022 (Friday)	NORHASIM HADJIUSOP PURONG
July 18, 2022 (Monday)	TOLIA, HAYFA
July 19, 2022 (Tuesday)	USMAN, MOHALIDIN



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Bangsamoro Autonomous Region in Muslim Mindanao
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July 20, 2022 (Wednesday)	USMAN, NAUT P.
July 21, 2022 (Thursday)	YUSOF, RIDWAN A.
July 22, 2022 (Friday)	LUMAMBAS, PINKY A.
July 25, 2022 (Monday)	LIDASAN, SITTIE ASMAH K.
July 26, 2022 (Tuesday)	KALIM, RASUL K.
July 27, 2022 (Wednesday)	AKMAD, MOHALIDEN T.
July 28, 2022 (Thursday)	AKMAD, BURHAN R.
July 29, 2022 (Friday)	AKMAD, ABDULNASSER

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 and acknowledge all customer queries, request for service, feedback commendations and complaints;
- 4.) Request the customer to fill-out **Customer Feedback Form** after transactions;
- 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.


ENGR. AIDA M. SILONGAN, MAPD
Minister

